Our company is hiring for a senior quality manager. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

Responsibilities for senior quality manager

- Interface with customers to learn and understand requirements describe proposed solutions
- Work closely with other MBD manufacturing sites around the world in order to ensure dissemination of information and best practices encouraging and promoting inter-site communications
- Manages the receipt, categorization and reconciliation of complaints through the designated software system
- Ensure samples are requested in support of complaint investigations, when required to thoroughly investigate the complaint
- Ensure comprehensive deviation root cause analysis and quality impact assessment
- Ensure accurate reporting of site metrics related to complaints and field alert reports
- Engage in new process development and evaluate process changes in order to analyze risks and ensure product and service quality
- Provide support for customer responses, surveys, regarding requirements
- Facilitate Corrective Action and Preventive Action (CAPA) Process
- Drive and Track Quality DNA - training, testing & certification, lead any other analytics and productivity initiatives that come up

Qualifications for senior quality manager

Quality Standards and the introduction of Sales Activity Management processes

- Ability to review documentation, processes and procedures as they relate to pharmacovigilance activities, to identify issues/problem areas, assess compliance and communicates findings to the appropriate team(s) and management
- Ensure availability of resources for establishing and maintaining effective methods for managing projects ensuring deliverables are completed on schedule
- Ensure methods are in place and resources available for compliance risks assessments performed at program/project initiation and for mitigating risks before completion of projects reviewing project/program status at checkpoints
- Develop and train staff to ensure qualified and competent Quality & Regulatory resources are available to represent Customer Services Quality & Regulatory in programs and projects including cross-functional & cross organizational teams
- Support regulatory and internal audits