



Example of Supply Chain Quality Job Description

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Our company is looking to fill the role of supply chain quality. 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 supply chain quality

- Actively manage warranty claims and customer complaints and nonconforming material (NCM) (internal) occurrences
 - Initiate Corrective Actions/Preventive Actions (CAPA) including supplier training/coaching as necessary
 - Drive change with cross functional teams to create, enact, and monitor audits, testing, and inspection data to ensure ongoing production meets requirements
 - Be the Industry lead for Quality Assurance working across all key Operational functions to provide expert support and guidance on quality
 - Identify and facilitate root cause analysis and investigation work, ensuring that corrective and preventative actions are identified with the appropriate sponsor / owner
 - Lead and provide guidance on the effective use of continuous improvement tools and techniques to improve the overall performance of the business
 - Support local and corporate business Improvement initiatives and programs
 - Conducting and facilitating milestone lessons learned workshops where necessary
 - Maintain stakeholder engagement internally, with suppliers and with the customer to measure and improve overall customer satisfaction
 - Interface directly with the Head of Industry to improve and facilitate Quality performance by supporting the monitoring and measurement of performance
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- Provides necessary definition, development and deployment of 3rd party software vendor quality assurance strategy, addressing all phases of product development
- Demonstrated appropriate level of leadership experience to lead Quality Staff
- Approximately 10-15 years of relevant operational experience in logistics operations or manufacturing within the Pharmaceutical industry
- BS degree in Mechanical Engineering, Computer Engineering, or equivalent experience
- 5+ years' experience working in Supply Chain, high-tech manufacturing, fulfilment or distribution
- 5+ years of experience in Supply Chain Quality Assurance in manufacturing and value added services environments