QUALITY MANAGER’S JOB DESCRIPTION

The role of the Quality Manager is to undertake the following overall responsibilities:

1. Ensure that processes needed for the Quality Management System (QMS) are established, implemented and maintained.
2. Report to top management on the performance of the QMS and any need for improvement.
3. Ensure the promotion of awareness of customer requirements throughout the organization.
4. Liaise with the external assessment body on all matters related to the external accreditation process.

In more detail, the following specific actions relating to ISO 9001: 2000 are required:

1. Ensure that a document control procedure is adopted to approve, review and update all changes to critical documents within the scope of the QMS.
2. Ensure that records are established and maintained to provide evidence that the QMS is being followed and that there is a system in place for the identification, storage, protection, retrieval, retention time and disposition of such records.
3. Ensure that the performance of the QMS is reviewed at planned intervals to ensure its continuing suitability, adequacy and effectiveness. This review means assessing opportunities for improvement and the need for changes to the QMS.
4. Ensure that Quality Objectives are set by top management for measuring the performance of the QMS and that these are regularly reviewed.
5. Ensure that all new staff are inducted into the requirements of the QMS related to their own roles and responsibilities. Provide update training as necessary.
6. Ensure that all suppliers used by the organization are selected, evaluated and re-evaluated and that records of this assessment are maintained.
7. Ensure that top management undertakes periodic but regular assessments of customer satisfaction and that consequent improvements are identified and implemented.
8. Ensure that an internal audit programme is adopted to verify that the QMS conforms to planned arrangements, QMS arrangements and is effectively implemented and maintained. Ensure that appropriate action is taken when this is not the case.
9. Analyse data on the effectiveness of the QMS and evaluate where continual improvements of the QMS can be made. This shall include data generated as a result of monitoring and measurement and from other relevant sources.
10. Co-ordinate continual improvements of the QMS, ensuring that evidence of corrective and preventive actions taken are recorded and reviewed.

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