

Quality Systems Manager

Description:

Responsible for developing the Quality strategy, policies, processes, standards and systems for M.J. Lathern and its supply chain to operate within. This will include auditing to ensure compliance, both internally and externally as needed. To lead M.J. Lathern and our products to successful registration and certification for American Institute of Steel Construction (AISC) 207-20 regulatory standards.

Overall Purpose of Role:

Develop and sustain the Quality Management System in line with the required industry standards (AISC 207-20), accreditation requirements and business requirements across the organization through existing and new procedures. Regulate, control and improve the quality of all processes throughout the business and the final product. Manage the audit program to ensure that all nonconformities raised from certification bodies, customers or against suppliers during audits are effectively corrected and independently verified. Embed a culture of continuous improvement throughout the company. Lead the team to achieve quality management system targets for customers and business goals.

Key Responsibilities:

1. Strategy and Development:
 - a. Contribute to the creation and implementation of best practice Quality strategy, policies, processes and procedures to aid and improve operational performance.
 - b. Lead and manage certification for AISC 207-20
 - c. Contribute to new business initiatives and projects and review and communicate the impact on Quality Management Systems (QMS).
2. General and Task Management
 - a. Develop the Quality Management Systems strategy and the management arrangements for key milestones, demonstrating solid progress against plans and objectives.
 - i. Manage all external registration requirements to ensure they are met.
 - ii. Liaise with external bodies on all matters relating to registration.
 - iii. Maintain and improve, in line with business needs.
 - b. Implement all relevant procedures described in the Quality Management System (QMS).
 - c. Ensure that all in-house systems and procedures are updated, revised and modified to meet the needs of external certification bodies whilst ensuring simplicity and understanding for their use.
 - d. Update quality documentation and communicate to carry forward lessons learned from quality concerns.
 - e. Ensure that all necessary systems and procedures are in place to satisfy all customer requirements and audits.
 - f. Introduce new systems and procedures where appropriate.
 - g. Train others in all aspects of the quality system and application of procedures.
 - h. Undertake regular internal/external process audits of the QMS.
 - i. Ensure corrective actions are undertaken to address non conformities found.
 - j. Verify and ensure timely closure of non-conformities.
 - k. Provide detailed analysis of the QMS results to senior management.
 - l. Ensure ongoing compliance with the Quality Management System (AISC 207-20).
 - m. Identify business improvement opportunities within the organization.

- n. Ensure KPIs are met by working to the overall plan, including management of, and reporting.
- o. Report on achievement of targets and identify any actions required.
- p. Ensure that the function operates in accordance with any health, safety and environmental policies and procedures to ensure the safety and wellbeing of staff and visitors.
- q. Embed and ensure suitable risk management processes are in place for the business.

People Management

- r. Motivate and coach the team to operational success, both in terms of quality delivery and customer satisfaction.
- s. Monitor the completion of tasks and ensure good performance and record on appropriate systems.
- t. Consistently promote high standards through personal example and roll out through the team so that each member of the team understands the standards and behaviors expected of them in relation to Quality.
- u. Review, implement and update company records e.g. training matrices, performance reviews, risk assessments.
- v. Liaise and communicate with other departments, customers, suppliers and other service providers.
- w. Work as part of the Management team to share ideas and improve operation, recommending, supporting and implementing continuous improvement activities and process and procedure improvements to optimize results and improve quality of delivery, in line with quality standards requirements delivery in line with Company and Customer requirements.
- x. Communicate with personnel at all levels in relation to Quality matters.

3. Self-Management:

- a. Comply with the Health, Safety and Environmental Policies.
- b. Proactively contribute to creating a good team atmosphere.
- c. Anticipates and overcomes obstacles.
- d. Makes useful links to arrive at insightful plans and solutions.
- e. Embraces personal challenge.
- f. Confident, rounded thinking.
- g. Takes ownership for team cohesion and team development.
- h. Is self-aware.
- i. Is resilient, optimistic and open to change.
- j. Has a collaborative approach to others.
- k. A self-starter, motivated and able to positively motivate others.
- l. Focused, target driven with a positive, can-do attitude.

Skills & Attributes:

1. Excellent influencing skills ensuring content of discussions are factual, thoughtful, and conclusion/resolution based.
2. Excellent interpersonal skills.
3. Ability to manage a variety of cross-functional team members.
4. Excellent written, verbal, and presentation skills.
5. Excellent organizational and follow-up skills.
6. Competent in problem solving, team building, planning, and decision making.
7. Commercially aware.