

GPL-HRD-013-STR/QD/A	JOB DESCRIPTION		QHSE DIVISION: QUALITY DEPARTMENT
Position: Quality Manager	Grade: SM	Incumbent:	Report To: Divisional Director – QHSE Management & Operational Support.
Manages: Documentation Coordinator, Audit Coordinator, Quality Auditors, <u>Clerical staff</u> and trained Internal Quality Auditors from other departments.			

JOB PURPOSE: Quality Manager is responsible for developing, implementing, managing, monitoring and evaluating internal Quality Management System processes, up to and including, documentation, maintenance and continual improvement of the Quality Management System in the company.

KEY OUTPUTS

1. Quality Audit reports verified and approved.
2. Quality Audit plan, schedule, programme developed, verified, and approved.
3. Internal Quality Audit manual and compulsory procedures revised and approved.
4. Quality Audit budgets and annual work plan prepared, verified, and approved.
5. QMS training conducted, inclusive of internal auditors training
6. Monitoring visits made to GPL sites.
7. Corrective Actions Reports.
8. Monthly reports

KEY RESPONSIBILITY AREAS (Management/Administrative Responsibilities)

1. Coordinate all activities necessary for registration/certification to ISO 9001, GYS 170 and any additional Quality Management System Requirements, and to ensure that certification is maintained.
2. Develop and maintain effective media for informing and updating employees and for receiving inputs from employees on Quality related matters.
3. Develop and maintain Quality Data Banks for analysis of data and providing reports on Analyses/Trends to Executive Management.
4. Monitor and manage the Quality Management Systems to ensure its effectiveness.
5. Follow products/services through the entirety of process/procedures to ensure each step is completed correctly.
6. Create and implement changes to improve current processes/procedures and reduce costs.
7. Provide assistance as needed to each division/department on quality related matters.
8. Direct the Training of, and/or assist to train and counsel staff on Quality and Documentation Management Systems.
9. Facilitate the determination of customer requirements and expectation with respect to customer satisfaction; and ensuring the promotion of awareness of these customer requirements throughout the organization.
10. Manage the Continual Improvement cycle (Control of Non-conformances, Corrective Action, Risk and Opportunities and Management Review).
11. Liaise with people and organizations (such as customers, external consultants, providers of calibration services and the Certification Body); on matters relating to the Quality Management System.

12. Oversee and assist in the preparation, maintenance and updating of Quality Manuals and procedures for all departments, functions, activities, and processes.
13. Oversee and Organize Quality Audits of the Quality Management System elements, procedures and work instructions in all departments including products/services, activities and processes.
14. Provide editorial support and ensure quality of all document content; focus on clarity, accuracy, and consistency, while maintaining adherence to proper formats, regulatory requirement and company procedures and guidelines.
15. Manage and track the status of documents being drafted or undergoing revision within the organization.
16. Collaborate with cross-functional departments to ensure timely implementation of document change controls and requests.
17. Issue effective documents including procedures, records, specifications and validation policy related documentation.
18. Investigate deviations against the document management system and establish and implement robust corrective action plans.
19. **Maintain a system for the continuous training and evaluating of internal quality auditors, to ensure competency.**
20. Perform other duties that may be assigned to you within the scope of your employment, by an Authorised Officer.

Required Competencies

Core/ Leadership	Skill Level & Importance		Description/Behaviours
Adaptability & Managing Change	3	H	<ul style="list-style-type: none"> • Helps others adapt to a changing work environment and to embrace change • Promotes the benefits of a proposed change • Takes time to question; understand and speak to the underlying needs of stakeholders beyond those initially expressed. • Makes/recommends changes to work processes or systems to improve business results. • Develops plans and prioritizes resources to effectively implement change • Remains focused on the desired outcome to help self and others implement change
Financial Responsibility & Value Creation	3	H	<ul style="list-style-type: none"> • Applies sound principles of financial and business management to identify and quantify potential risks and returns of options being evaluated. • Understands and communicates the implications of business decisions on the “bottom line”. • Develops accurate financial plans and budgets. • Uses business case analysis models to evaluate alternatives. • Relates plans and estimates to operating and capital budget. • Regularly evaluates work unit efficiency using financial indicators.
Decision Making / Analysis and Problem Solving	3	H	<ul style="list-style-type: none"> • Makes complex decisions for which there are no set procedures. • Develops innovative solutions that address the root cause of the problem and prevent recurrence.



			<ul style="list-style-type: none"> Aligns decisions with organizational goals, direction, ethics and values. Anticipates obstacles and thinks ahead about steps. Makes sound business decisions when faced with complex and contradictory alternatives. Defines, communicates and consistently exemplifies the organization’s values & ethics.
Safety Focus	3	H	<ul style="list-style-type: none"> Serves as a model of safe behaviour. Continuously builds awareness and understanding of safety issues. Recommends and or improves occupational safety and health procedures to protect and maintain workers’ physical and mental health. Demonstrates and explains safety equipment and /or procedures. Confronts others about safety concerns and/or violations.
Teamwork Oriented	4	H	<ul style="list-style-type: none"> Creates new opportunities for individuals to work together, breaking down barriers when necessary. Encourages and empowers others, making them feel accountable and engaged. Is a model of co-operative behaviour and holds team members accountable? Actively promotes diversity through visible actions and initiatives. Manages and balances personal goals with the goals and direction of the Corporation.
Leading & Managing People	3	H	<ul style="list-style-type: none"> Sets a strong example through own behaviour. Encourages an environment that fosters mutual support. Gives specific feedback and expresses expectations for future performance. Encourages and acts upon feedback to self. Provides guidance, counsel, direction, and assistance to employees. Provides challenging assignments and specific opportunities to broaden employees’ skills and experiences.

Technical/ Functional Competencies

Technical/Functional	Skill Level B, W, A,E
Knowledge of QMS Auditing standards and procedures.	A
Knowledge of the company’s policies and procedures.	E
In-depth knowledge and understanding of ISO 9001:2015, <u>ISO 17025/GYS 170:2021</u>	E
Ability to establish effective systems for capturing data	A
Ability to prepare and present management reports	A
Proficiency in the use relevant computer applications	E

MINIMUM REQUIRED EDUCATION AND EXPERIENCE

*MSc, MBA or Bachelors’ Degree in the Natural Sciences, Social Sciences, Engineering, Quality Assurance or Quality Management with a minimum of **three (3) to five (5)** years Industrial Quality Assurance/M anagement experience, inclusive of managing ISO 9001:2015 and ISO 17025/GYS 170:2021 Quality Management Systems.*



Legend:

H:	High Requirement. Required performance could not be achieved without demonstration of this competency.
M:	Medium Requirement. Required performance would be difficult to attain without demonstration of this competency.
L:	Low Requirement. Required performance is not dependent on demonstration of this competency.
B - 1 W - 2 A - 3 E - 4	The skill level required for functional/technical competencies.
B:	Basic – Brief, general familiarity. Understanding of where knowledge can be applied, but limited on-the-job application.
W:	Working – Detailed familiarity and understanding. Proficient in applying the knowledge and skills for regular job requirements.
A:	Advanced – Comprehensive understanding (in-depth familiarity with fine points). Able to handle complex or non-routine applications.
E:	Expert – Comprehensive and conceptual understanding. Expert, “go to” resource, can handle highly complex problems or situations.

This document is validated as an accurate and true description of the job as signified above.

Employee Sign Date

Supervisor Sign Date

Head of Department/Division Sign Date

Date received in Human Resource Division

Date Created/revised