

Position: Quality & Continuous Improvement Manager- Charleston, SC

Status: Full-time, Exempt

Department: Quality

Location: Charleston, SC

The Quality & Continuous Improvement Manager position is vital to the continued success of Environmental Express as this position is responsible for the implementation and execution of the Quality program for all products, raw materials, processes and services. This position will work closely with all areas of the company; primarily Product Development, Purchasing, Receiving, Manufacturing, Shipping, Sales and Customer Support. In addition, this position works closely with our contract manufacturers and third party vendors to ensure that our outstanding quality standards and costing initiatives are upheld.

The Quality & Continuous Improvement Manager tests and inspects products at various stages of the development and production process and performs basic dimensional and visual inspection of parts, assemblies, final products and purchased materials. The Quality & Continuous Improvement Manager tracks and interprets statistical data relating to quality; recommends changes in standards, processes, equipment and materials to facilitate work and maintain quality. The Quality & Continuous Improvement Manager also interacts with supervisors to determine and resolve quality related issues.

A wide degree of creativity and latitude is expected of this position. This position requires exercising independent judgment to perform the responsibilities described herein. This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required by the employee.

Responsibilities:

- Drive Quality Control Program to ensure all products, raw materials, processes and services meet EE's exceptionally high quality standards
- Design and develop quality documentation, i.e. procedures, work instructions, inspection and sampling plans, as needed or requested
- Maintain documentation and revision level of quality documentation for all products or services
- Work with Product Development to create product specific quality processes for all new products
- Maintain and communicate all quality data to department managers for problem identification, resolution, loss reporting
- Lead and facilitate continuous improvement efforts using Lean, DMAIC, and Kaizen methodologies
- Review non-conformities (NCRs) for determining root cause, creating corrective actions, providing customer follow up and close NCRs within an acceptable timeframe
- Perform product and process inspections throughout the development and production process to ensure consistent quality
- Complete regular quality inspection trainings with manufacturing employees to ensure best quality practices are being maintained
- Perform problem-solving tests to develop corrective actions for quality issues and to initiate continuous improvement
- Utilize analysis tools such as DOE, Pareto, and 8D to determine quality levels
- Adhere to all company safety standards
- Report Quality metrics and trends routinely to the company
- Coordinate returns to vendors and ensure corrective actions are in place to prevent future defects
- Develop ISO certification plan and strategy for implementation
- Establish and maintain relationships with vendors to help facilitate the timely completion of projects, negotiate pricing and ensure the receipt of quality products
- Regularly perform pricing and competitive analysis and recommend strategies to improve market position, improve quality or reduce costs

Physical Demands:

- Must be able to sit and/or stand for long periods of time
- Must be able to lift up to 40 LBs

Requirements:

- Bachelor's degree, preferably in a Quality or Engineering related field
- Experience in high volume manufacturing environment, preferably in plastics or injection molding
- Experience of 3-5 years related to quality assurance, lean manufacturing, regulatory compliance, and Six Sigma manufacturing
- Holds Quality certifications in one or more of the following: ASQ/CQE, CMQ/OE, Six Sigma (Green or Black Belt), or TQM
- Hands-on approach to troubleshoot and resolve quality related issues
- Detail and Quality focused with strong organization, persuasion and negotiation skills
- Ability to present information and respond to questions from various levels within the organization
- Self-starter, motivated, team focused and results driven
- Strong presentation and time management skills
- Assertive, solutions focused, strategic and statistically oriented
- Demonstrated history of consistently exceeding corporate goals
- Outstanding verbal and written communication skills, with exceptional interpersonal skills
- Proficient in the use of MS Office

Preferred Qualifications

- Laboratory experience
- Experience working in ISO, ISO internal auditor or ISO implementation experience
- Experience with GMP Implementation
- Experience with Kaizen events and training
- Experience with automated equipment or electrical schematics
- Experience with Supply Management and Supplier Quality Assurance
- Implementation experience with SPC and process capability
- Familiarity with purchasing policies and supply chain processes
- Familiarity with Minitab or other statistical analysis software
- Ability to travel within United States

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