



Director of Global Quality

EMPLOYMENT AGREEMENT: Exempt

ADVISOR: VP of Global Operations

PRIMARY CHARACTERISTICS:

- **Principles:** Supports and models the company's principles that are identified in the Declaration of Belief and Direction Statement, in all areas of conduct and business.
- **Leadership:** In a servant leadership manner, manage all quality activities of the company. Integrate quality disciplines in product development and company processes. Work closely with global sourcing and engineering in developing and assuring supplier quality requirements. Lead by example and service. Provide input to Reell functional leaders as needed to meet business objectives. Develop leadership talent through coaching, mentoring, training, encouragement and recognition of coworkers. Develop and nurture an effective succession plan.
- **Team Work:** Create a positive, energizing, and rewarding environment for the quality team. Work closely with other Reell facilities, contract manufacturing partners, SBU team leaders, functional leaders and coworkers to achieve broader corporate goals. Contribute ideas, vision, energy, and passion.
- **Professionalism:** Displays professionalism to all Reell constituents by the actions, attitudes and work style displayed. Displays appropriate professional dress.
- **Continuous Improvement:** Lead and participate in continuous improvement activities utilizing Lean and Six Sigma tools and techniques. Develops metrics and systems to measure and guide quality improvements in products and processes.
- **Communication:** Provide clear, concise, and regular communication on quality management system effectiveness and needed actions, to leaders, individuals, and teams. Assures timely communication is carried out between Reell, customers and suppliers keeping in mind time differences, the need for communication outside of normal business hours or the necessity of unexpected business trips. Develop and nurture critical business relationships with customers and suppliers through proactive communication.

KEY RESPONSIBILITIES:

- **Contract Manufacturing:** Assure the development and effective implementation of supplier quality management systems.
- **Quality System Management:** Assures and monitors compliance of the organization to all regulatory and quality system certification requirements. Leads/oversees ISO (9001, 14001, TS, etc.) direction of the organization to all regulatory and quality system certification requirements based on business needs. Oversees the responsibilities of the quality system Management Representative as designated. Creates and develops a staff capable of meeting the quality group's objectives and goals. Aligns and develops the quality group congruent with the strategic direction and objectives of the organization.
- **Global Quality Management:** Oversees, proactively manages and promotes the organization's quality system and processes in a global environment. Promotes and assures that product and process quality, principles, practices and requirements are met in support of customer and company needs during the PDP, NPI and continually through final implementation.

- **Continuous Improvement:** Develops plans for the quality staff to provide for continuous improvement in customer satisfaction, quality, cost reductions, team satisfaction, and key skills development. Drive efficiency gains by utilizing various methodologies such as Kaizen events, Lean-Sigma tools and thinking while effectively incorporating ideas from coworkers. Develop and monitor performance metrics in quality, cost, delivery and safety (QCDS).
- **Planning:** Develops, implements and updates a comprehensive strategic plan to meet the organization's quality system needs. Provide strategy direction and support to Reell's global operations in the area of supplier quality management. Participate in broader company planning activities as required to ensure that corporate needs are balanced to achieve the common good for the corporate communities. Support and advise the Reell Leadership Team in development of a corporate vision, strategy and operating plan. Develop annual operating plan and functional budgets for quality services.
- **Supervision:** Advises and directs the work of quality services personnel. Monitor and assure the appropriate use of overtime. Define expectations and hold personnel accountable for outcomes. Monitor attendance, punctuality and react to problems. Cooperatively develop annual goals and objectives, development plans, and provide feedback on accomplishments for quality services staff. Initiate and manage performance correction when needed.
- Promote quality achievement and performance improvement throughout the organization
- Other duties as assigned.

SKILLS REQUIREMENTS:

- Analytical Thinking and Problem Solving
- Maintains and continuous learning in their technical area of expertise
- Facilitating Change
- Industry and Technical Knowledge
- Leading through Vision and Values
- Team Leadership, Development and Coaching
- Demonstrated skill in quality management and improvement practices and tools such as six sigma, continuous improvement, TQM, etc
- Knowledge of product development and manufacturing activities such as validation and verification procedures, design of experiments, statistical process control, FMEA, geometric dimensioning and tolerance, process capability evaluation, corrective and preventive action processes and other risk assessment techniques
- Ability to determine root cause, prioritize and drive for resolution
- Experienced in designing and facilitating QSMR processes
- Demonstrated excellence in all aspects of in-person and remote communication: speaking, writing, listening, collaborative approach, consensus decision-making and conflict resolution
- Able to teach techniques and concepts to all levels of personnel related to quality
- Visionary, aware of external benchmarks and can lead an organization to new levels of quality
- Able to resolve ambiguity and establish clear causality and action plans
- Desire to own decisions and take responsibility for outcomes
- Passion and alignment with our mission, vision, values and operating principles
- Understanding and experience in delivering a high quality product in a way that delights our customers
- Experienced in domestic and international customer requirements/relationships
- Strong background in developing and monitoring quality performance metrics
- Ability to mentor, coach and train coworkers to facilitate their growth
- Proficient in Microsoft Office software. Understanding and appreciation of cultural differences

EDUCATION AND WORK EXPERIENCE REQUIREMENTS:

- Bachelor of Science degree in Engineering, Quality emphasis preferred
- ASQ Certification
- CMQ/OE (Certified Manager of Quality/Organizational Excellence)
- Six Sigma Green Belt certification

- 10 years experience in ISO/TS product manufacturing or development
- Five years experience in Quality department leadership
- Five years experience in global supply chain quality management
- Citizenship and governmental clearance appropriate for residence and international travel
- Experience in Lean/Sigma and continuous improvement methodologies (Kaizen, Workout, etc.)

PREFERRED REQUIREMENTS:

- Six Sigma Black Belt Certification
- Experience working with Chinese suppliers and customers
- Experience working in a FDA regulated development and manufacturing environment
- Past experience leading a transformation in Quality processes

PHYSICAL REQUIREMENTS:

- Travel: Domestic and international travel as needed to accomplish objectives