

# National Quality Manager

## Position Description



Position Title:	National Quality Manager		
Reports to:	General Manager, Operations		
Direct Reports:	QOHSE Officer		
Financial Delegations:	Nil		
Division:	Operations	Dept:	QOHSE
Location:	Brisbane	Date:	19/4/2017

## Company Overview

The Winson Group is the holding company of the SIGNET and insignia group of manufacturing companies providing services and support nationally to the Group in the areas of Safety, Finance, People and Culture, Information Technology, Operations Management and Company Administration.

**Mission Statement:** To be Australian Industry's first choice supplier of packaging and identification products

**Group Cores Values:** Honour; Ownership and Commitment; Change for Strength; Diligence

## Position Overview & Organisational Requirements

### Position Summary:

Provide quality strategy and business unit support to execute quality initiatives. Provide leadership to business unit managers, to ensure that products and services of the organisation are fit for purpose and meet the requirement of our internal and external customers.

Manage the ongoing development, implementation and monitoring of the Quality Management System in line with the Integrated Management System across all sites.

### Organisational Requirements:

- All positions within the Winson Group will support the achievement of our Mission.
- When dealing with our colleagues, customers and the community, all employees are required to act in accordance with the company's stated values and behaviours, customs and practices.
- Employees are required to comply with all relevant legislation, laws, regulations, standards, codes and the Group's policies and procedures.
- Employees are required to take reasonable care of their own health and safety and the health and safety of other people, including people working under their supervision or direction, in accordance with the Workplace Health and Safety Legislation, relevant to each state.

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### Key Responsibilities

- Display behaviours consistent with the stated Winson Values.
- Develop and contribute to Quality Strategy development.
- Partner with each business unit for execution of business strategies and Quality plans.
- Assist with Continuous improvement strategies and CI initiatives.
- Make recommendations for and drive quality improvements throughout the business.
- Manage the ongoing development, implementation and monitoring of quality management systems in line with the Integrated Management system across all sites.
- Ensure our sites and quality systems support, meet or exceed compliance to relevant accreditations i.e HACCP, ISO and NATA.
- Ensure employee practices and company processes adhere to the management system requirements through appropriate consultation, documentation, training and internal audits.
- Work to have training sessions developed and delivered to improve quality in all areas.
- Coach and mentor business units to develop relevant quality metrics and actively contribute to improving those metrics.
- Manage third party Quality audits in a professional manner aiming for no Major Non conformances.
- Provide assistance to customers for matters relating to quality.
- Lead investigations and Root Cause Analysis for all critical non-compliance issues.
- Lead in the implementation of timely and effective corrective action to address non-compliances identified during audits and maintain the corrective action data base.
- Review NCT's to determine root causes, liaising with department personnel on identified quality issues and risks.
- Travel to Winson Group sites to support the maintenance of the IMS system in accordance with legislation.
- Assist in writing EOM Reports, EOY Reports and other written reports and documents as required for internal and external customers.

### Safety

- Actively promote a high level of OHS awareness across the Group and assist in safety processes.
- Commit to safety standards and initiatives in order to achieve Zero Harm.
- Assist in the management of identified workplace hazards and risks.

### General Duties and Reporting

- Develop the business Quality Improvement Strategy and lead in the implementation of initiatives.
- Develop and lead internal Quality improvement, continuous improvement (CI) and compliance training.
- Approve changes to procedures, documents and manuals and the posting of these documents to the Group's Intranet.
- Maintain and improve the QMS as part of the IMS system.
- Assist in the co-ordination of department (NCT) quality focused meetings and ensure minutes are

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distributed to relevant parties.

- Promote positive employee relations through communication and consultation.
- Conduct internal quality audits.
- Assist with the development and implementation of approved quality projects and initiatives.

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## Key Competencies/Experience

### Key Competencies

- Working knowledge of Quality and Safety ISO Standards.
- Internal auditing experience.
- Excellent knowledge of CI and lean.
- Ability to conduct internal investigations relating to quality issues .
- Strong organisational and administrative skills.
- Ability to set priorities and manage multiple tasks.
- Excellent communication, influencing and interpersonal skills.
- Demonstrated attention to detail, with a systems thinking approach.
- Customer Service Orientation.
- Ability to effectively lead cross-functional teams to achieve business outcomes.

### Experience

- 8 + years quality experience in a manufacturing or industrial environment.

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## Key Performance Indicators

- Behaviours are aligned to Winson's stated Values and Behaviours
- Maintain and enhance our QMS as part of the Integrated Management System for collecting and maintaining quality data.
- Ensure all systems are maintained in an audit ready state.
- Adherence to internal and external Audit Schedules.
- 'Nil' Major Non Conformance resulting from external audits performed by third party auditor.
- Lead Managers and Site Leaders to develop Quality Key Performance Indicators for Quality and use the information effectively to reduce the cost of quality to the business.

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## Qualifications

- Tertiary qualification in Chemistry, Science or Engineering preferred
- Internal Auditor Certificate
- HACCP Auditor qualifications desirable

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## Specific Requirements of the Position

- Available to travel interstate when required
- High level of computer competency in Word, Excel and Outlook
- Available to respond to call outs to assist the GM Operations in the event of a critical incident and/ or emergency

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## Key Stakeholders

### Internal

- Executive Leadership Team
- People and Culture Department
- HSE & CI Department
- All Winson Group Employees

### External

- Relevant external Industry Departments and governing bodies for quality, safety and environment
- External Third Party Auditors
- External Training Providers

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## Authorisation

Please sign to confirm that this Position Description has been discussed by both parties.

Employee Name & Signature \_\_\_\_\_ Date \_\_\_\_\_

Manager Name & Signature \_\_\_\_\_ Date \_\_\_\_\_