



## Swagelok Northern California

### POSITION DESCRIPTION: Quality Assurance & Continual Improvement Manager

| Identifying Information  |   |                        |   |
|--|---|------------------------|---|
| <b>Date:</b>   | May, 2018   | <b>Position Title:</b> | Quality Assurance & Continual Improvement Manager |
| <b>FLSA:</b>   | Salaried Exempt   | <b>Supervisor:</b>     | Vice President, Operations                        |
| Position Summary   |   |                        |   |
| <p>The Quality Assurance and Continual Improvement Manager (QACIM) is a key change agent at Swagelok Northern California (SNC) that drives process improvements across the organization. A successful QACIM will identify and drive quality and business process improvements to deliver on Swagelok Northern California's vision, "To be our customer's favorite story".</p> <p>The QACIM at SNC will focus on lean/six sigma initiatives. This position is responsible for leading strategically aligned, organizational-level change while training and mentoring SNC associates responsible for leading value-added departmental and local change.</p>   |   |                        |   |
| Key Responsibilities   |   |                        |   |
| <ol style="list-style-type: none"> <li>1. Be proactively involved to prevent non-conforming product from reaching our Customers.</li> <li>2. Apply a "hands on" approach to managing the Quality Management System (QMS).</li> <li>3. Lead process improvement projects utilizing a Kaizen Event approach.</li> <li>4. Lead and manage internal and external QMS audits.</li> <li>5. Develop timelines, track progress, and manage projects to completion (closed loop).</li> <li>6. Compile and present quarterly quality management reviews.</li> <li>7. Develop and implement metrics to measure performance.</li> <li>8. Analyze data to identify opportunities for improvement.</li> <li>9. Collaborate with SNC Teams to implement improvements.</li> <li>10. Utilize change management methods to effect process improvement with SNC Teams.</li> <li>11. Train and mentor associates in the application of the Swagelok Quality System, Swagelok Improvement System and Continual Improvement Methods.</li> <li>12. Collaborate with the Materials Team to manage and improve supplier performance.</li> <li>13. Oversee the completion of Customer Compliance and Audit documentation.</li> </ol> |   |                        |   |
| Education, Experience, and Skills/Knowledge Required   |   | <u>Essential</u>       | <u>Desirable</u>                                  |
| <b>(a)</b>   | <b>Education</b>  |                        |   |
|  | 1. BS degree in Engineering required  | X                      |   |
|  | 2. Masters degree in Engineering or Management  |                        | X   |
| <b>(b)</b>   | <b>Experience</b>   |                        |   |
|  | 1. Five+ years of experience in quality & engineering with a minimum of two years of experience in a leadership position  | X                      |   |
|  | 2. Thorough understanding of multiple business processes including Quality Assurance, Operations, Supply Chain, Sales, Engineering, Technology and Information Services and Customer Service. | X                      |   |



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| <b>(c) Skills/Knowledge</b>   |   |
|---|---|
| 1. Thorough understanding of multiple business processes including Quality Assurance, Operations, Supply Chain, Sales, Engineering, Technology and Information Services and Customer Service. | X |
| 2. Strong organizational, planning and communication skills necessary.  | X |
| 3. Can effectively communicate to a diverse range of disciplines and professions.   | X |
| 4. Strong computer and office software skills.  | X |
| 5. Action oriented personality.   | X |
| 6. Knowledge of warehouse and inventory practices and procedures.   | X |
| 7. Responds flexibly to shifting priorities or new demands.   | X |
| 8. Possesses significant work experience with proven problem solving capabilities.  | X |
| 9. Responds flexibly to shifting priorities or new demands.   | X |

| <b>Key Emotional Intelligence Competencies</b> |                      |   |                          |   |                          |
|--|----------------------|---|--------------------------|---|--------------------------|
| X  | Emotional Awareness  | X | Influence                | X | Organizational Awareness |
| X  | Inspiration/Optimism | X | Customer Service         | X | Managing/Measuring Work  |
| X  | Change Catalyst      | X | Teamwork / Collaboration | X | Creative Thinking        |