



# Quality Assurance Manager

Document  
Number:

JD-SS-11.01

## Job Description

Department:

Quality Assurance

Effective Date:

October 12, 2015

Revision No

0

### I Reason for Existence

Responsible in leading the organization develop and maintain a Quality Management System that ensures services are rendered according to customer, statutory and regulatory requirements.

The quality manager will champion, support or lead quality improvement initiatives. He or she is responsible for ensuring that all managers, process owners and supervisors develop and maintain their part of the quality management system

### II Immediate Leader

Reports to the Senior Vice President - Chief Finance Officer/Chief Resource Officer.

### III Duties and Responsibilities

1. Promote and manage the Quality Management System (QMS) of the organization through collaborating with different units in documentation of their Policies and Procedures (2Ps), Job Descriptions (JDs), Quality Plans, Key Performance Indicators (KPIs) and other quality documents, review them on a regular and timely manner and revise them accordingly to ensure that both the documents and practices are effective and updated.
2. Enhance the knowledge of the employees in Quality Management by creating and conducting trainings such as ISO 9001, Internal Quality Audit, Quality Workplace Standards, Records Management, Team Problem Solving and assist them in application and maintenance to ensure that the employees are equipped with knowledge and skills necessary to provide quality work
3. Validate compliance to ISO 9001 by preparing audit plans, coordinating with auditors and auditees, managing conduct of audits and ensuring that findings and recommendations raised are solved on a timely and effective manner to ensure continual improvement of the quality management system

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4. Manage external Audits by ISO Certification through coordinating with Quality Management System (QMS) Consultant and 3rd party auditors to ensure that the external audits are conducted smoothly.
5. When assigned as a Project Team leader, prepare Work Breakdown Structure/Schedule and monitors project completion / adherence to schedule, and regularly reports Project Status to management to ensure that project's objectives are met and resources are maximized.
6. Manage the financial resources of the department by assessing resource needs, preparing budget, scheduling expenditures, analyzing variance and initiating corrective actions to ensure that department's objectives are met and resources are maximized.
7. Participate in quality-related projects through attendance to meetings and submission of inputs or deliverables in order to improve or maximize current skills.
8. Accomplish Human Resource roles of a leader by recruiting, selecting, orienting, training, assigning, scheduling, coaching, counseling, and disciplining employees; communicating job expectations; planning, monitoring, appraising, and reviewing job contributions; planning and reviewing compensation actions and enforcing policies and procedures.
9. Update job knowledge by studying trends and developments in quality management, participating in educational opportunities, reading professional publications, maintaining personal networks to ensure that the organization is updated in the implementation of the QMS.
10. Perform any other function as assigned by his/her immediate leader

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### IV Minimum Qualifications

1. Graduate of Industrial Engineering, Management Engineering or other related courses
2. At least 2 years of experience as Quality Assurance Manager
3. At least 2 years of experience as ISO 9001 Lead Internal Quality Auditor / Quality Management Representative
4. Proficient in Windows-based applications (Word, Excel, and Powerpoint) including database management
5. Excellent in numeric, analytical, written and oral communication skills
6. With high level conceptualization and planning skills
7. Customer-oriented, and has strong interpersonal skills
8. With ability to train and mentor
9. Team player, results-oriented, detail-oriented and goal driven
10. Can work independently

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