	<b>Quality Assurance Supervisor</b>		<b>Document Number:</b>  JD-SS-11.04
	<b>Job Description</b>		
	<b>Department:</b> Quality Assurance	<b>Effective Date:</b> April 17, 2017	<b>Revision No</b> 0

## I Reason for Existence

Under the supervision of the Quality Assurance Manager, a Quality Assurance Supervisor ensures that quality standards and current procedures is being implemented. He/She leads the organization in Document and Records Management and Control in accordance to ISO 9001 standards. He/She is also responsible in supervising the plans and activities related to development, application and maintenance of Quality Management System.

## II Duties and Responsibilities

1. Manage the Document Management System by reviewing the document's format, routing, posting of the approved documents on Intranet and informing the concerned employees that the documents are posted on Intranet, to ensure standardization and compliance to documentation standards.
2. Lead the Control of Records through documentation of Records Manual, conducting training and assisting the Business Units (BUs) in implementation to ensure that records are managed properly.
3. Perform the project management function for the group by planning, objective setting, communication of issues and reporting project progress to ensure a successful project implementation.
4. Validate compliance to ISO9001 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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5. Assist the SBUs for their client audits by preparing the necessary/required quality documents, support the group on the day of the audit, if required and monitor the status of the audit findings, if any, to meet customer requirements and customer satisfaction.
6. Work closely with the SBU heads to ensure compliance of all stakeholders with internal policies and procedures, external client expectations and company's mission/vision by strict implementation of Quality Management System.
7. Achieve Quality Assurance operational objectives by monitoring and assigning day-to-day activities, identifying and addressing gaps and problems; implementing change and provide regular feedback to the top management to ensure effectiveness of Quality Management System.
8. Oversee the Quality Assurance Analyst and Process Specialist by conducting weekly team meeting, coaching, if needed and updating activity checklist to ensure that their duties & responsibilities are being followed.
9. Update job knowledge by studying trends and developments in documents, records, and QWP management, participating in educational opportunities, reading professional publications, maintaining personal networks to ensure that the organization is updated and improvements/innovation may be implemented.
10. Perform any other function as assigned by his/her immediate leader.

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### III Minimum Qualifications

1. Graduate of Industrial Engineering, Management Engineering or other related courses.
2. 1 year related functional experience in on a position with similar job descriptions or any logistics related position.
3. Proficient in Windows-based applications (Word, Excel, and PowerPoint) including database management.
4. Good written and oral communication skills
5. Can manage team members, has problem solving skills, detail-oriented and improvement-oriented.
6. Possesses organization and time management skills and can manage stress

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