

Director of Quality, Global Upholstery

Location

Toronto, Ontario

General Accountabilities

This position is responsible for the Quality Management program at Global Upholstery Co. Inc. This includes the daily operation of the Quality Assurance Department and Test Facility. Technical and consulting support is provided for Global Group and associate companies.

Specific Accountabilities

- Ensure continuous improvement through the analysis of data collected by the quality system.
- Determine trends and apply corrective and preventive actions through review of NCR's, internal audits, product audits, customer complaints, service requests and patrol inspection findings.
- Determine supplier corrective action needs through review of test results, customer complaints and manufacturing inspection failures.
- Set targets for improvement objectives by evaluating current performance baseline and applying opportunities for improvement.
- Assist Engineering and Purchasing on product development and design for quality.
- Assist Global Industries with problem resolution by responding to written and oral requests for information.
- Assist Marketing with problem resolution by responding to written and oral requests for information and providing training and Test Lab tours for current and potential customers.
- Support the Global Test Facility by providing guidance, resources and direction to the Test Facility staff.
- Support the development of new test procedures by reviewing and final approval of requisitions for new equipment and maintenance of existing equipment.
- Ensure product is fit for use by developing inspection and test requirements for incoming, in-process and final inspection programs.
- Exercise final release authority for non-conformances by determining the probability of customer rejection based on past experience with similar defects.
- Provide technical support and release authority for Global's China Test Facility.
- Provide support and direction on quality issues for Chinese vendors through email communication and on-site visits as required.
- Support QA team by providing training and coaching on personal development and interpersonal skills for working with manufacturing to obtain improvement objectives.
- Perform employee evaluations to illustrate areas of excellence and growth potential.
- Provide direction for all levels of the Quality Department by setting priorities and delegation of responsibility and authority.
- Provide training for all manufacturing staff at Global Upholstery and associate companies as required in areas such as ISO 9001, Quality processes & employee accountability.

- Provide support for the Legal Department by securing information required for discovery in litigation cases.
- Represent Global in legal depositions as the Person Most Knowledgeable about our testing and inspection processes.

Required Knowledge, Skills and Abilities

- Post-Secondary Education in Engineering, Quality Processes, or similar
- Minimum 10 years' experience in Quality Assurance
- 5+ years' experience leading a team
- In depth knowledge of ISO standards
- Detailed knowledge of ANSI/BIFMA standards
- Excellent oral and written communication skills
- Proficient in Excel, Word, PowerPoint, AS400
- Understanding of products liability and legal deposition process
- Fluent speaking in Mandarin is preferred

Interested applicants are asked to apply to: careers@globalfurnituregroup.com

All applications must submit their resume no later than November 30, 2018.