

**JOB TITLE:** Director of Quality Assurance

**JOB SUMMARY:**

In this role, you will direct and oversee the Quality assurance functions globally for Rockford Corporation to assure that product quality, as well as internal and external quality and regulatory requirements are met. Position will report to the Vice President of Global Supply Chain and interface with various other departments

**SUMMARY OF KEY RESPONSIBILITIES:**

- Responsible for the Quality assurance function of Rockford Corporation
- Ensures the promotion of awareness of applicable regulatory requirements and Quality assurance requirements throughout the organization.
- Ensures that the processes needed for Quality assurance are established, implemented, and maintained.
- Contributes to the achievement of company objectives by playing an active role in the strategic planning process including the development of quality targets for continuous quality improvement.
- Defines quality objectives and functional responsibilities.
- Monitors progress of the Quality KPI's and consistently communicates it to the organization and senior management.
- Interfaces with the contract manufactures organizations to analyze the effectiveness of Quality assurance.
- Develop and implement strategies to increase performance against identified KPI's, reduce the cost of poor Quality, and improve product performance.
- Contributes to the quality improvement efforts of the company by following a structured continuous improvement approach and focusing on root cause identification and correction.
- Oversees ISO inspections and any external audits/assessments to ensure that factory Quality assurance is properly represented.
- Actively interface with customers for quality issues, technical information, specification, agreements, audits, etc.
- Communicates with customers, attends customer meetings/audits, builds, and strengthens customer relationships
- Manage the customer satisfaction processes and provide instructions when discrepancies are identified to improve overall customer satisfaction.
- Stimulates cooperation between teams to enable issue resolution
- Serves as a facilitator and mentor to subordinates and fellow co-workers, retain/build organizational talent.
- Support global material and supplier qualification processes. Evaluate the change notification associated with all relevant changes and collaborate with customers, other departments, or contract manufacturers to evaluate and effectively implement the changes in a timely manner.
- Support corporate, customer, and supplier quality audit programs. Ensure that the audit programs are maintained as required by internal/external policies and procedures.

**QUALIFICATIONS:**

- Bachelor's in engineering or closely related field
- A minimum of 10 years of relevant professional experience in consumer electronics or automotive industry, preferably in a Manufacturing environment
- Attention for detail and deadline driven
- Ability to interface with and effectively communicate with a broad range of customers, cross functional teams, as well as executive management.
- Excellent computer skills, experience with MS Office, ERP systems, Statistical software, etc.
- Proven experience in establishing procedures for maintaining high standards of product quality and reliability
- Professional communication and presence
- Strong knowledge of customer and international regulations
- Proven ability to effectively contribute to the quality improvement efforts of the company
- Excellent implementation and customer service skills
- Master's degree preferred
- Contract Manufacturing experience – 5+ years preferred
- Travel up to 50% of the time to customer sites/meetings and supplier audits/assessments

*The above statements are intended to describe the general nature and level of work being performed.*

*They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.*