

Sr. Manager/Director of Quality Assurance

The Opportunity:

MPC is seeking a team-oriented Sr. Manager or Director of Quality Assurance (QA) (title depends on candidate's competencies) to oversee all aspects of our QA and quality improvement activities in multiple locations. This role leads the QA lab personnel and inspection staff, oversees all product testing and qualification processes and procedures, ensures compliance with ISO-9001 quality systems, implements quality improvement activities in the factories, and resolves customer quality-related communications. The position will report to the President of MPC and will be a key member of the Leadership Team.

Key Job Duties:

- Develops and maintains QA processes and procedures, including specific product testing, approval processes, and the ISO-9000 quality system
- Leads QA teams, arranges work and manages employee performance
- Actively supports New Business Development and new product introduction processes, develops testing procedures for incoming raw materials and new products
- Communicates directly with key customers to address product performance issues
- Supports or leads quality yield improvement efforts in the production facilities
- Participates actively in Leadership Team efforts including strategic planning, goal setting, performance management, staff communications and acquisition activities

Required Competencies:

- **Quality Assurance:** Develops, manages and improves processes to ensure that incoming materials, in-process products and finished goods meet established quality standards
- **Quality Systems:** Creates and ensures compliance to documented policies and procedures that affect quality and customer satisfaction
- **People Management:** Effectively selects, manages, trains and develops subordinates to maximize their performance and contribution. Leads a team of people to help them achieve goals and maintain an effective working relationship among staff. Manages performance and development of each person in their team
- **Communication:** Speaks, writes and presents information in a clear and effective manner
- **Interpersonal Skills:** Makes consistent effort to develop and maintain productive working relationships with peers and team members at all levels and functions in the organization
- **Customer Focus:** Cultivates productive relationships with key customers and to proactively resolve customers' quality-related issues
- **Process Improvement:** Utilizes process improvement methods and statistical tools to understand and develop solutions to key process and quality issues that affect customers

Required Credentials:

- 5 or more years of broad Quality Assurance responsibilities

Preferred Competencies:

- **ISO-9000 Quality Systems:** Understands the most current ISO-9000 standard, interprets standard to apply to manufacturing processes, develops, implements and maintains successful certification to ISO-9000
- **Project Management:** Develops detailed project plans, creates and leads teams to execute project plans on time and in budget
- **Bilingual Proficiency (English/Spanish):** Can understand and communicate verbally and/or in written form effectively in both English and Spanish
- **Software Proficiency:** Can utilize statistical, Computer-Aided Design (CAD), and/or QA software to increase efficiency

Preferred Credentials:

- Bachelor's Degree in a technical field
- Background in chemical, plastics or other specialty material manufacturing environment

Job Details:

- The Director of QA reports directly to the President of MPC, and has direct reports in one or more of MPC's Rhode Island facilities
- The role can be based either in MPC's W. Cranston or Woonsocket RI facility and has responsibility over QA activities over all MPC locations.
- MPC offers:
 - Competitive pay and annual incentive plan
 - Health and dental benefits via Blue Cross Blue Shield
 - Flexible Spending Account (FSA) for out-of-pocket healthcare expenses
 - 401K retirement plan with company match
 - Company-paid term life insurance
 - Interactive performance/development plan and review process
 - Collaborative environment with direct access to leadership team and all aspects of company operations