**General Purpose**

Responsible for ensuring a product or service meets the established standards of quality including reliability, usability and performance required for distribution and the market.

**Main Job Tasks, Duties and Responsibilities**

* draft quality assurance policies and procedures
* interpret and implement quality assurance standards and procedures
* evaluate adequacy of quality assurance standards
* devise sampling procedures and directions for recording and reporting quality data
* review the implementation and efficiency of quality and inspection systems
* plan, conduct and monitor testing and inspection of materials and products to ensure finished product quality
* document internal audits and other quality assurance activities
* investigate customer complaints and non-conformance issues
* collect and compile statistical quality data
* analyze data to identify areas for improvement in the quality system
* develop, recommend and monitor corrective and preventive actions
* prepare reports to communicate outcomes of quality activities
* identify training needs and organize training interventions to meet quality standards
* coordinate and support on-site audits conducted by external providers
* evaluate audit findings and implement appropriate corrective actions
* monitor risk management activities
* responsible for document management systems
* assure ongoing compliance with quality and industry regulatory requirements

**Education and Experience**

* Bachelors degree preferred
* certifications an advantage including Quality Auditor, Quality Engineer, Quality Improvement Associate, Six Sigma
* quality inspection, auditing and testing experience
* experience with implementation of corrective action programs
* product or industry-specific experience
* strong computer skills including Microsoft Office, QA applications and databases
* knowledge of tools, concepts and methodologies of QA
* solid experience in effective usage of data analysis tools and statistical analysis
* knowledge of relevant regulatory requirements

**Key Competencies**

* attention to detail
* communication skills - verbal and written
* data collection, management and analysis
* problem analysis and problem solving
* planning and organizing