



Enterprise Quality Manager

Job Summary:

The Global Quality Manager will oversee the implementation and management of the enterprise quality management system.

Duties/Responsibilities:

- Quality management training for all enterprise employees
- Implement and maintain programs to identify opportunities for improvements via performance indicators and customer feedback, and assist owners on the design of action plans to address issues
- Monitor and report progress made on quality events
- Lead change control management to ensure latest changes are reflected in enterprise documents/processes
- Lead internal auditing process to ensure we 'say what we do and do what we say' • Critical supplier qualification to ensure all vendors are meeting standards • Design and maintain the quality management methodology and policies • Assist Department leaders with developing specific departmental goals, standards, and objectives which directly support the strategic plan and vision of the enterprise • Assist with staff relations including performance management, staff satisfaction, and conflict management
- Assess and report on the quality of client services delivered
- Manage and oversee workflows to ensure processes are aligned with performance standards
- Assist in recruitment, interviewing, hiring, and training of departmental staff • Performs other related duties, as assigned

Supervisory Responsibilities:

- Oversee the daily workflow of the department
- Provide constructive and timely performance evaluations



Required Skills/Abilities:

- Excellent verbal/ written communication skills, & interpersonal and customer service skills
- Excellent organizational skills and attention to detail
- Strong analytical and problem-solving skills
- Strong supervisory and leadership skills
- Proficient with Microsoft Office Suite or related software

Education/Experience:

- College degree preferred
- Certified Manager of Quality/Organizational Excellence (CMQ/OE) or similar certification preferred
- LSS Green Belt Certification preferred
- Experience establishing a global quality management system required

Physical Requirements:

- Prolonged periods sitting at a desk and working on a computer.
- Able to lift up to 15 pounds at times.
- Available to work any shift as needed; to include weekends and holiday.

Resumes can be sent to rgarza@teamhousing.com