



TITLE: Director of Quality and Continuous Improvement

DEPARTMENT: Quality and Continuous Improvement

REPORTS TO: Vice President of Operations

General responsibilities:

As the Director of Quality and Continuous Improvement, you will be responsible for defining and implementing Gorbel®'s Quality and Continuous Improvement programs across the organization. This position will require assessing the current processes and developing the plan to institutionalize a quality and continuous improvement culture across the organization. This will require strong change management and facilitation skills to engage all levels of the organization to develop the necessary cultural shift to dramatically improve the business. This role will be responsible for creating the necessary supporting organization including a Quality Engineer, Supplier Quality Engineer, as well directly managing the continuous improvement and documentation control teams. Key participating member of Gorbel®'s leadership team.

Specific Duties:

- **Quality Management**
 - Define, develop and implement the quality management strategy and structure across the organization including defining quality policies, quality manual, and procedures while ensuring compliance to quality system requirements.
 - Manage annual reviews and revisions of quality system procedures and work instructions.
 - Serve as the primary quality control resource for problem identification, resolution, loss reporting, and continuous improvement. Lead and participate in internal quality audits.
 - Manage internal and external quality metrics, root cause analysis, and CAPA usage to drive improved quality.
 - Develop the corporate review process of quality events to ensure quality and effective CAPA implementation.
 - Manage the documentation control processes including creation, approval, documentation management, internal audits, and overall system management.
 - Initiate supplier development and perform on-site supplier assessments. Participate in managing supplier relationships, including supplier qualification and supplier performance evaluation.
 - Collaborate with the supply chain to establish and maintain an approved vendor list (both individual suppliers and CM's)
 - Develop a supplier quality management system including a vendor rating system utilizing a vendor CAPA process. Implement essential practices such as PFMEA, PPAP, DFMEA, Audits, etc. where required.
 - Provide guidance and direction for internal quality inspection processes, defining tasks and scope of work. Develop statistical process control methodology on incoming and in-process metrics.

- Establish and implement key quality metrics (process capability, control charts, measurement quality) for monitoring system effectiveness and to enable leaders to make sound product quality decisions. Collaborate with process owners and all other employees to further understanding and involvement of staff in metrics and related continuous improvement processes.
 - Promptly address customer issues based on priority and risk assessment. Work with customer facing teams and internal execution teams to address and resolve issues.
 - Analyze and prioritize warranty data driven improvements to reduce post-installation costs and overall system performance.
 - Develop process certification standards and develop process to achieve external certifications and recognition (Certified Weld Inspection (CWI), Malcolm Baldrige Quality Award, etc.)
 - Conduct data analysis and provide recommendations for product recalls as needed.
 - Collaborate with After the Sales Service team to document, triage, and respond to external quality issues.
 - Manage internal and external quality trends, investigation, and response focused on robust CAPA implementation.
 - Participate in the Engineering Change Notification (ECN) process to ensure robust quality processes are in place.
 - Collaborate with product development and software development teams to ensure testing, development, and product release processes meet quality and reliability expectations.
- **Continuous Improvement:**
 - Develop and lead the continuous improvement roadmap and initiatives across the organization including the creation and leadership of a cross-functional governance team.
 - Identification of an external recognition program to use as a framework to develop the lean culture across the organization (Ex. Shingo).
 - Train and mentor all functional process owners in the concepts of continuous improvement and various tools.
 - Coach, mentor, and provide support and leadership to the organization on the use of Lean, Six Sigma, and other continuous improvement tools.
 - Lead cross-functional projects and initiatives to deliver process improvements, lean strategies, and best practices in the areas of lean manufacturing, six sigma, kaizen, etc.
 - Consult and advise leadership on process and performance improvement opportunities that will foster growth, improved customer satisfaction, and operational efficiencies.
 - In collaboration with the Human Resources department, create and curate change management tools to be integrated into other change methodologies across the organization.
 - Conduct leader coaching on the introduction of organizational changes and the role of the people side of change management.
 - Facilitate value stream mapping of key processes to define current state and develop plans to execute to future state. Conduct advanced data analysis for process mapping as needed.



- Manage the kaizen process including training, tools, project queue. Develop facilitator training and provide coaching and support for kaizen teams and facilitators.
- Drive the development of the continuous improvement training curriculum for new hires.
- Develop standardized training and tools to be used across the organization to ensure consistent application of continuous improvement activities.
- Standardize and lead the 6S development and deployment across manufacturing and office areas.

Minimum Requirements:

- Proven track record leading quality initiatives from customer through to the supply chain and defining quality system requirements in manufacturing.
- Experience leading organizational change management initiatives.
- Proven experience leading Lean manufacturing methods and process improvement programs
- Experience operating in and managing quality management systems.
- Demonstrated ability to successfully facilitate cross-functional projects in a team based environment.
- Recognized black belt or equivalent lean experience.
- Bachelor's Degree in Manufacturing, Business, or Engineering with a minimum of five years of experience in a manufacturing environment.
- Excellent communication, leadership, and interpersonal skills.
- Strong attention to detail and solid analytical skills.
- Ability to build strong positive relationships with vendors, customers, office and production team members.
- Ability to communicate in English.
- Proficiency in Microsoft Office Suite and other computer programs as needed.
- Ability to move around factory work stations.
- Ability to lift 50 pounds.
- Ability to travel as needed, <25%

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