



## Job Summary

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**Company**

System Products Arkansas Company

**Location**

Osceola, Ar 72370

**Industries**

Manufacturing - Other

**Job Type**

Full Time

Employee

**Education Level**

Bachelor's Degree

**Career Level**

Experienced (Non-Manager)

## Quality Supervisor

### About the Job

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Here is a list of duties that are typically performed by people in this position. It is not intended to list all duties & responsibilities. Individual agreement may be made between a supervisor and employee to modify this list

- Overall responsibility for quality leadership.
- Responsible for monitoring and communicating the organization's quality system performance metrics to management.
- ISO 9001 Quality Management System planning and maintenance.
- Lead and coordinate customer relations.
- ISO 14001 Environmental Management System planning and maintenance (see EMS Procedure for detailed responsibilities).
- Uses strategic, financial and performance data to help set goals, objectives, and priorities for the quality team.
- Responsible for sustaining and enhancing the internal audit and corrective actions systems.
- Makes sound decisions and is skilled at delegation and empowerment.
- High level structured problem solving and decision making capability required, utilization of statistical tools to problem solve.

- Works closely with engineering, operations, suppliers and customers.
- Decide disposition on suspect product.
- Perform training on new product.
- Develops and leads continuous improvement activities within group to focus on customer satisfaction and system performance.
- Follow applicable EMS/QMS policies, procedures and work instructions
- Is able to collect and analyze data to generate reports and make competent decisions.
- Responsible for managing and allocating department resources to meet fluctuations in business demands.
- Leads and coordinate projects within the area.

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