

## Z1 Quality and Continuous Improvement Manager

The Quality & Continuous Improvement Manager position is vital to the continued success and growth of Z1. This position is responsible for the implementation and execution of the Quality program for all products, processes, and services. Additionally, this position will oversee the efforts of our pre-pack department that assembles components and sub-assemblies into finished goods. This position will work closely with all areas of the company; primarily Product Development, Purchasing, Receiving, Manufacturing, Shipping, Sales, and Customer Support. Additionally, this position works closely with our contract manufacturers and vendors to ensure that our outstanding specifications and standards are upheld.

The Quality & Continuous Improvement Manager tests and inspects products at various stages of the development and production process and performs basic dimensional and visual inspection of parts, assemblies, final products, and purchased materials. This position will be responsible for hiring and managing a team of quality associates, intended to perform the same work, as demand requires. The Quality & Continuous Improvement Manager tracks and interprets statistical data relating to quality. They will analyze this data and recommend changes in standards, processes, equipment, and materials to facilitate work and maintain quality. The Quality & Continuous Improvement Manager also interacts with supervisors to determine and resolve quality related issues.

A wide degree of creativity and latitude is expected of this position. This position requires exercising independent judgment to perform the responsibilities described herein. This job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required by the employee.

### Responsibilities:

- Drive Quality Control Program to ensure all products, processes, and services meet Z1's high standards
- Design and develop quality documentation, i.e. procedures, work instructions, inspection and sampling plans
- Maintain documentation and revision level of quality documentation for all products or services
- Work with Product Development to create product specific quality processes for all new products
- Maintain and communicate all quality data to department managers for problem identification, resolution, and loss reporting
- Lead and facilitate continuous improvement efforts using Lean, DMAIC, and Kaizen methodologies
- Review non-conformities (NCRs) and determine root cause, create corrective actions, and close NCRs within an acceptable timeframe

- Perform product and process inspections throughout the development and production process to ensure consistent quality
- Complete regular quality inspection trainings with manufacturing employees to ensure best quality practices are being maintained
- Utilize analysis tools such as DOE, Pareto, and 8D to determine quality levels
- Report Quality metrics and trends routinely to the leadership team
- Coordinate returns to vendors and ensure corrective actions are in place to prevent future defects

**Required Qualifications:**

- Bachelor's degree, preferably in a Quality or Engineering related field
- Experience in fast paced production environments
- Experience in quality assurance and lean manufacturing
- Experience with Supply Chain Management and Supplier Quality Assurance
- Hands-on approach to troubleshooting and resolving quality related issues
- Detail and Quality focused with strong organization, persuasion, and negotiation skills
- Ability to present information and respond to questions from various levels within the organization
- Self-starter, motivated, team focused, and results driven
- Strong time management skills
- Assertive, solutions focused, strategic, and statistically oriented
- Demonstrated history of consistently exceeding corporate goals
- Outstanding verbal and written communication skills, with exceptional interpersonal skills
- Proficient in the use of MS Office
- Ability to travel Globally (less than 10% of role)

**Preferred Qualifications:**

- Holds Quality certifications in one or more of the following: ASQ/CQE, CMQ/OE, Six Sigma (Green or Black Belt), or TQM
- Experience working in ISO and/or ISO implementation experience
- Experience with GMP Implementation
- Experience with Kaizen events and training
- Implementation experience with SPC
- Familiarity with purchasing policies and supply chain processes

**Physical Demands:**

- Must be able to sit and/or stand for long periods of time
- Must be able to lift 40lbs