



Calibration Laboratories

Job Description

JD-02

Quality Manager

1. Job Function

The Quality Manager has responsibility for the quality system and its implementation. The Quality Manager has direct access to the highest level of management at which decisions are taken on laboratory policy or resources, and to the Technical Manager. The Quality Manager functions as Deputy Technical Manager.

2. Required Skills

The position as Quality Manager requires the following skills:

- First Required Skill

3. Authority

The Quality Manager is authorized to:

- Approve departures from documented policies and procedures. (QM 4.1.5.a)
- Decide whether an issue brought to an employee by a client is to be considered a complaint. (QM 4.8)
- Approve the resumption of work and release of calibration certificates, when nonconforming work has been detected. (PRO-05)
- Approve outside suppliers. (PRO-14)
- Transmit results by telephone. (PRO-15)

4. Responsibility

The Quality Manager is responsible for:

- Handling of client interaction. (QM 4.1.5.b)
- Maintenance of the Quality Manual. (QM 4.1.5.i)
- Planning and initiating audits. (QM 4.13, PRO-05)
- Management of nonconforming work, including halting of work and withholding of calibration certificates, as necessary (QM 4.9.1).
- Initiating an evaluation of the significance of the nonconforming work, making a decision about the acceptability of the nonconforming work and, if applicable, ensuring that corrective actions are taken immediately. (PRO-05)
- Ensuring that corrective actions are discharged within the agreed timescale. (PRO-05)
- Initiating the *Complaint Procedure* when a complaint is received. (POL-05, PRO-05)
- Assigning a champion for generating new or updated documentation. (PRO-01)
- Distribution of quality documentation. (PRO-01)
- Ensuring currency of external documentation (PRO-17)
- Evaluating non-accredited calibration sources and applying for waivers. (PRO-02)
- Finding accredited calibration sources, where such are available. (PRO-02)
- Notification of customers, who have been affected by measurement discrepancies or departures from documented policies and procedures. (PRO-05)
- Initiating corrective action. (PRO-05)
- Recording complaints. (PRO-06)
- Communicating the result of complaint resolution to clients. (PRO-06)
- Disposing of expired consumable materials. (PRO-14)
- Assigning a champion and overseeing preventive action. (PRO-19)
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