

 Job Description		Format No:HR_F_160 Version: 2.0 Date: 23-Jul-21
Quality Head - JD (DJD2024028)		
Roles	<p>To mentor and lead the Quality & Reliability team to achieve Quality Targets for Customer in line with Business Goals.</p> <p>Governance by periodic Audit programmes and proactively working with Cross Functional teams /Function heads/Process Owners to excel in their areas of responsibility through process approach.</p> <p>To ensure Supplier Quality Assurance, Customer Acceptance for deliveries(the products, solutions & services of the organisation provided are fit for purpose, legally compliant and meet customer expectation)</p>	
Responsibilities	<p>To develop and establish a Quality Management System of Quality Policy , Objectives, processes, procedures & best practices to aid & improve operational performance & customer satisfaction.</p> <p>To measure the effectiveness of QMS , make continual improvement.</p> <p>To lead the Quality Audits.</p> <p>To be the direct interface to Customer Quality, Supplier Quality .</p> <p>To be aware of various processes involved in Product Certification and interact with Certification Agencies like CEMILAC,RCMA,PINAfor Design Approvals for defence requirements.</p> <p>To be aware of Quality Stage Inspections as required by various Third Party Inspectorates like CRI, DGQA, CINA,CNAI.</p> <p>To be able to identify various Product Certification as required by Defence, Retail Solutions & IIoT Segments & applicable for various geographies.</p>	
Category		Description
Qualifications	A Bachelor's degree in Engineering (E&C or E&E)	
Experience	20+ years of experience in related technical field with atleast 8-10 years in Quality Management System , 5-8 years of working with defence domain. Exposure to Retail Solutions & IIoT domains will be advantageous.	
Technical & Process Capabilities	<p>Awareness of ISO, AS9100D , CMMI standards,compliance and implementation.</p> <p>Quality Assurance from sourcing to delivery across products like embedded systems/ control systems, cards to sub systems /system level and software to solutioning.</p> <p>Review existing Quality processes, procedures, with respective process owners and inline with business dynamics.</p> <p>Audit management & Periodic governance.</p> <p>Prepare Certification Road Map</p> <p>Measure performance & effectiveness of QMS and recommend changes & improvements and ensure implementation of QMS as applicable across the organisation and various segments.</p> <p>Set up and maintain Configuration Control and documentation procedures</p> <p>Liaise with Cross functional teams and provide training, tools and techniques to enable them to achieve quality standards</p> <p>Expertise in,</p> <p>Change Management</p> <p>Defect /Non-conformance Management</p> <p>Risk Management</p> <p>Making Quality Assurance Plans, defining Product Testing, Type testing, First Article Inspection.</p> <p>Monitor performance by gathering relevant data and making statistical reports.</p>	
Behavioural Capabilities	<p>Excellent,</p> <p>Leadership skills</p> <p>Stakeholder Management , both internal & external</p> <p>Communication & interpersonal skills.</p> <p>Strategic Thinking</p> <p>Process-oriented approach</p> <p>planning & project management skills</p> <p>Analytical & problem solving ability</p> <p>Attention to details</p> <p>Decision Making</p>	
Values	Accountable & Responsible, Ethics & Integrity, Knowledge, Collaboration, Caring, Agility, Empowerment with Accountability and Sustainability	
Preferred Experience, Knowledge & Attributes	<p>Trained as Quality Lead Auditor, Six Sigma ,Lean Manufacturing Skills,EHS.</p> <p>Significant experience in related manufacturing units. Expertise in defence domain.</p> <p>Exposure to Retail Solutions & IIoT domains will be advantageous.</p> <p>Any membership of an industry related professional body would be advantageous</p>	
Compensation	To be filled by HR	