

## QUALITY MANAGER



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**Reports to:** Director of Administration

**Department:** Administration

**Approved:** June 1, 2009

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### **JOB SUMMARY:** (What is done and why.)

Responsible for the research, development, implementation, and review of quality assurance activities, quality management systems, and quality reporting to ensure VEIC's internal and external business processes achieve best practice standards, meet contractual obligations, and ensure consistency with our Quality Vision Statement and VEIC's mission, core values, and BHAG. Leads and /or advises teams and individuals in the effective use of quality process methodologies. Works with senior managers to include quality improvement planning in strategic planning, to devise important quality measurement metrics, to analyze effectiveness of key company processes, and to advance process improvements. Establishes and maintains data management systems to enable analysis and reporting of performance against the standards and performance indicators of the organization in order to identify, implement and monitor quality assurance and improvement tools and activities.

### **ESSENTIAL FUNCTIONS:** (Majority of duties, but not meant to be all-inclusive nor prevent other duties from being assigned as necessary.)

1. Design, develop, and implement a corporate wide business process management framework that drives the organization to achieve best in class process performance results, serves as the foundation for all business process analysis, redesign, and automation initiatives, and includes templates, tools, training, and resources for use by business process owners.
2. Lead, mentor, and facilitate multiple improvement teams in applying integrated quality management and business process improvement tools and techniques to identify improvement opportunities, develop process redesign methodologies, and review and analyze results.
3. Work with senior leadership to assess key company business processes, implement ways to measure process effectiveness, design appropriate business metrics, and identify opportunities for process improvement analysis. Assist senior leadership in reviewing process data and designing available options for improvement.
4. Primary author of the Efficiency Vermont Annual Quality Assurance Report
5. Coordinates external customer surveys to prevent overlap or over surveying external customers. Provides comprehensive and integrated analysis of data and feedback.
6. Monitor performance using data collection and root cause methodologies. Provide analysis, and statistical reports on the qualitative and financial impact of results.

7. Identify application opportunities for the technical/statistical tools of quality/process improvement.
8. Promote awareness of the business context of process improvements including budgetary control issues.
9. Integrate continual improvement and quality management into the way VEIC conducts business
10. Identify relevant quality related training needs and deliver that training to the appropriate staff.
11. Serves as VEIC's liaison to external organizations on quality management
12. Provide the highest level of internal and external customer service.
13. Provide support to the activities of VEIC as necessary to accomplish organizational goals and objectives.

**KNOWLEDGE AND EXPERIENCE:** (Minimum education, experience, technical and communication skill levels and licenses/certificates normally required to perform the duties of this position.)

1. Strong personal commitment to the mission, vision, goals and values of VEIC.
2. Bachelor's degree in appropriate discipline plus five years Quality Management experience, or a combination of education and experience from which comparable knowledge and skills are acquired, preferably with Quality Management experience in a service organization.
3. Experience or certification with at least one nationally recognized quality management system. Experience with more than one quality management system preferred. Membership in a professional quality organization also preferred.
4. Ability to take personal initiative, including providing input into improving systems.
5. Excellent written and oral communication skills.
6. Excellent computer skills.
7. Demonstrated leadership ability, cross-functional team management & interpersonal skills. Ability to lead effectively and promote change with and across all levels of the organization.
8. Excellent analytical and abstract reasoning skills, plus excellent organization & decision making skills.
9. Demonstrated ability to be organized, detail-oriented, accurate, and able to handle multiple tasks and competing priorities.

**WORKING CONDITIONS:** (Typical working conditions associated with this type of work and environmental hazards, if any, that may be encountered in performing the duties of this position.)

**Internal-** Work is normally performed in climate controlled office environment, where exposure to conditions of extreme heat/cold, poor ventilation, fumes and gases is very limited. Noise level is moderate and includes sounds of normal office equipment (computers, telephones, etc.). No known environmental hazards are encountered in normal performance of job duties.

**External-** Limited travel in Vermont may be required.

**PHYSICAL DEMANDS:** (The physical effort generally associated with this position.)

Most duties are performed from a seated position, although work involves standing and walking for brief periods of time. There is potential for eyestrain from reading detailed materials and computer screen. Deadlines, workloads during peak periods and changing priorities may cause increased stress levels. Work normally requires finger dexterity and eye-hand coordination to operate computer keyboards at a moderate skill level. Repetitive motion injuries may occur. Company will provide adaptive devices as needed.