



Quality Manager

Company:	SMTC Asia	Location:	Dongguan
Shift:	Day	Status:	Permanent, Full-time
Department:	Quality	Reports To:	Site General Manager

Company Overview:

SMTC Corporation is the company behind the manufacture, performance and intelligence sophisticated electronic devices all over the world. We are a global Electronics Manufacturing Services (EMS) provider with more than two decades of experience working in partnership with Original Equipment Manufacturers (OEMs) in computer, industrial, communications, consumer and medical markets.

- **Our customers are the heart of our business.** We go to great lengths to build strong, synergistic relationships with our customers and business partners worldwide.
- **Our services, processes and capabilities deliver customer value.** SMTC provides global end-to-end solutions including design, new product introduction, manufacturing, supply chain management, and after-sales services for the whole product lifecycle.
- **Our people make it happen.** SMTC employees are responsive, results-oriented professionals with a track record for innovative, flexible solutions focused on customer needs. Our expertise in quality, technology and supply chain management offers customers a distinct competitive advantage.
- **Our business is global.** SMTC operates a global manufacturing network with operations in Canada, the United States, Mexico and a partnering relationship in China. For more information: www.smtc.com.

Position Overview: The Quality Manager is responsible for the design and implementation of quality processes which are necessary in the achievement of the organization's goal of delivering optimal cost and defect-free products. The Quality Manager also has the responsibility of bringing the organization to a level of Customer Satisfaction which is unmatched in the market niche where SMTC Manufacturing Corporation is operating.

Key Responsibilities:

- Interface with current and prospective customers on quality issues which can impact their organizational goals and objectives.
- Resolution of customer complaints and ensuring the effectiveness of corrective actions performed

to address such.

- Design and implementation of quality-related functions pertaining to plant quality and customer quality.
- Close coordination with Manufacturing Engineering and Manufacturing on process issues which have bearing on product quality and reliability.
- Coaching and guidance of quality personnel in the performance of their assigned tasks.
- Preparation of quality metrics and analysis of quality data in support of management quality and manufacturing objectives.
- Support to other SMTC manufacturing sites in terms of customer interface and manufacturing quality, i.e. quality tools and techniques, required for application by existing and/or prospective customers on products contracted for manufacture by SMTC
- Support to other departments, e.g. New Business Development, Program Management, regarding customer inquiries/surveys, QA capabilities, quality management standards, and other matters pertaining to quality, technical or otherwise.
- Lead role in projects which have direct impact on the quality objectives of the company.
- Support the Asia IPO in surveying and qualifying new suppliers

Required Skills & Knowledge:

- Working experience in ISO 9000, QS9000/TS 16949, ISO13485, etc. environment.
- Excellent communication skills, both oral and written.
- Strong computer skills – spreadsheet, word processing, project management.
- Ability to operate independently.

Required Qualifications and Experience:

- At least 10 years of relevant experience in the area of quality assurance, e.g. quality audit, quality engineering, preferably in a manufacturing set-up.
- ASQ Quality designation.
- University engineering degree or equivalent.
- Strong background in the technical aspects of quality like SPC, DOE, FMEA, Control Plans, Acceptance Sampling, GRR, etc.

Required Leadership Capabilities

- Strong commercial sense, customer focus and passion for our business
- Ability to recruit, develop and coach employees and peers and communicate clearly and candidly regarding their performance
- Strong interpersonal skills including confident and persuasive communication skills, both orally and written
- Personal energy and motivation to lead a group of individuals and/or projects
- Strong organizational and work planning skills
- Maturity to establish credibility and respect with a broad range of individuals and influence key stakeholders across all functions in the organization, including the necessary cultural skills to operate successfully
- Ability to make fair and ethical decisions based on fact and business conditions
- Strong strategic thinking and analytical skills combined with an ability to research information
- Creativity to have a vision and strategy to continuously improve processes and systems
- Potential to take on progressively more responsible projects and positions in the organization

APPLICATION PROCESS: All applicants interested in this career opportunity should send their cover letter and resume asiahr@smtc.com quote the position title in the subject line.

Please note that only those applicants selected for an interview will be contacted directly.

Contact Information

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