



## JOB DESCRIPTION

**Job Title:** Quality & Continuous Improvement Manager

**Facility:** Brooklyn Park

**Department:** Manufacturing Support

**Reports to:** Vice President of Client Services

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### SUMMARY

Develop, implement, and administer the ENPOINTE Quality Management System and establish cross-functional systems to support quality targets and goals. Standardize problem solving techniques and reporting to establish clear communication between teams. The Quality Management System is an integral part of ENPOINTE' Continuous Improvement and we look to our Quality System to support the root cause analysis that will drive Continued Improvement across the organization.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include but are not limited to the following. Other duties may be assigned as needed.

- Develop, implement, and administer the ENPOINTE Quality System and establish cross-functional systems to support quality. This includes quality assessments, writing procedures, and enforcing procedures.
- Strive to achieve better standardization of quality monitoring and corrective/preventative actions. Create and sustain a culture that is based on a standardized approach.
- Ensure that the organization understands, embraces, and employs sound quality methodologies in all its work and that the set of metrics is developed and used to accurately, timely, and cost effectively measure and communicate quality performance.
- Determine the appropriate infrastructure and resources required to achieve business objectives.
- Provide leadership and strategic direction to the quality function and ensure proper interface of quality functions.
- Prepare and update QA manuals, plans and procedures and coordinate their review with applicable staff and managers. All documentation and procedures must be updated on ENPOINTE' intranet for employee access. This includes ISO 9001 standards as well.
- Performs Quality Audits (both internal and external).
- Identifies performance deficiencies and recommends preventative actions for improvement.
- Bi-annual QSM reviews to Executive Leadership.
- Provide Quality System Training for applicable staff.
- Support Management Team in improving product quality and improving customer satisfaction.
- Implement a complete quality system which may evolve whereas adjustments to the quality system must be reviewed and executed.
- Problem solve and troubleshoot (find new, efficient ways to implement quality).
- Work with managers to ensure quality measures are being followed in each department.
- Contribute to building a positive team spirit surrounding the quality system.
- Exhibits sound and accurate judgment.
- Drives continuous improvement and lean initiatives throughout ENPOINTE.
- Knowledge of hazardous waste, environmental compliance reporting, and sustainability preferred.
- Seeks to find improvements and promote efficiency within ENPOINTE. Looks cross-functionally for solutions and improvements.
- Effectively influence and motivate others. Exhibit ability to work effectively with all levels of the organization.
- Strong project management skills.
- Clearly communicate to all levels of the organization the quality strategy and goals of the QSM.
- Understand your role in the companies' Quality Management System regarding ISO.

**Communications**

- Works closely with all Production departments, managers, and support departments to meet quality expectations.
- Support Sales staff and Client Services with customer audits, documentation, and all opportunities.
- Participates in daily Scheduling meetings.

**QUALIFICATIONS**

- Education and/or Experience:
  - Bachelor's degree (B.A.) from four-year college or university; or four years related experience and/or training; or equivalent combination of education and experience.
- Possess personal characteristics of integrity, dependability, competence, and prudence.
- Have strong team leading and mentoring skills and a strong drive for results.
- Highly motivated, with strong organizational, negotiating, and interpersonal skills.
- Exceptional communications skills are required to successfully interface in all areas of ENPOINTE.
- Must possess ability to apply judgment and problem solve to find resolution (define problem, collect data, and apply a logical solutions).
- Experience and success with continuous improvement projects incorporating lean principles.
- Requires knowledge in the Printing Industry.
- Requires knowledge in ISO 9001.
- Be proficient in Microsoft Office, ERP System(s), and project management software.

**PHYSICAL REQUIREMENTS**

- Frequent working on a computer, walking, standing, sitting, climbing stairs.
- Occasional lifting 20+lbs, pulling, pushing, bending, reaching, kneeling, stooping, climbing ladders, and operating mechanical equipment.

Occasional: Occupation requires this activity up to 33% of the time (0 - 2.5 hrs./day of 8-hour day)

Frequent: Occupation requires this activity from 33%-66% of the time (2.5 - 5.5+ hrs./day of hour 8-hour day)

Constant: Occupation requires this activity more than 66% of the time (5.5+ hrs./day of 8-hour day)