



Director of Quality

About Diamond C:

Founded in 1985 by Kim and Mike Crabb, Diamond C has grown from a small, local manufacturer to a 800+ team members strong company. Today, Diamond C is still a family-owned and operated company in Mt. Pleasant, TX, Diamond C continues to strive to produce innovative, feature-rich custom trailers while promoting the well-being and success of its team members, customers, and community abroad.

Overview:

To lead, develop, and champion the spirit and culture of EXTRAordinary work and quality that our brand was founded on through the development and leadership of EXTRAordinary quality assurance systems—all for the growth and success of our team-members, customers, and community abroad.

Responsibilities:

- As a key member of the Operations senior leadership team and through the fast-paced growth and expansion of the company, ensure consistent, right-the-first-time, EXTRAordinary quality of work (as defined by our customers and brand) across all DC operations.
- Lead and manage the Quality Assurance team to be:
 - A team of collaborative, fluid, process-driven, problem-solving and continuous improvement partners to our operations leaders and teams. Highly cross-trained, effective, and versatile.
 - Speed of root cause analysis, corrective, containment, and preventative actions is critical.
 - Accountability partners for operations leaders with very tight feedback loops—to ensure that we're getting work right the first time, before final inspection.
- Develop quality systems and processes to bake EXTRAordinary quality into our culture (leaders and teams) and operations.

Skills and Qualifications:

- Very good, influential communicator.
- Personable, humble leader— easily builds trust and relationships. Listens well and seeks thorough understanding.
- Exceptionally skilled in healthy conflict resolution and courageous conversations for accountability as a key element of success.
- Customer experience minded and focused. Internal and external.
- Servant leader— heart for fueling the growth and performance of others.
- Data-driven, builder of systems and teams.



- Understands the business of Quality Assurance, how to measure it, and how to translate the data into results.
- 10 years of experience in senior operations leadership role(s) including Quality Assurance, in heavy manufacturing.
- Bachelor's degree in related field of study.
- Lean Six Sigma black belt preferred.
- ASQ Certification preferred.

We encourage and welcome applicants with any and all backgrounds, experiences, abilities, and competencies. All decisions regarding hiring, promotion, discipline, and discharge are based on qualifications, merit, and the needs of the business. We are an equal opportunity employer.

Signature

Date