

QUALITY MANAGER

In 1985, Mike and Kim Crabb founded Diamond C with a small team and a big dream. Over the years, the company has grown significantly, now employing over 900 team members. Diamond C remains a family-owned and operated business, with a strong emphasis on our foundational “Do Work, Love Strong” culture, which is based in Mt. Pleasant, TX.

We are unwavering in our commitment to more – more process improvements, more sustainable manufacturing, and more opportunities for our team. Our purpose is to fuel the growth and success of our team members, customers, and community. We're dedicated to being a positive force for change and using our expertise to make a meaningful impact on our community abroad. This role is located in Mount Pleasant, TX 75455

Purpose:

The Senior Quality Manager is responsible for leading and managing the quality assurance and quality control processes within the organization. This includes developing and implementing quality standards, procedures, and best practices to ensure the consistent delivery of high-quality products or services. The Senior Quality Manager plays a key role in fostering a culture of quality throughout the organization and driving continuous improvement initiatives.

Shift & Schedule: MONDAY-FRIDAY 8:00A-5:00PM.

Responsibilities:

- **Quality Strategy:** Develop and implement a comprehensive quality strategy that aligns with the organization's goals and objectives.
- **Quality Standards:** Establish and maintain quality standards, specifications, and guidelines for products or services.
- **Quality Management Systems:** Implement and maintain a robust quality management system (QMS) to monitor and improve quality processes.
- **Process Improvement:** Identify opportunities for process improvement and lead initiatives to enhance quality and efficiency.
- **Quality Assurance:** Oversee the quality assurance activities, including inspections, audits, and testing, to ensure compliance with established standards.
- **Quality Control:** Implement quality control measures to detect and prevent defects, deviations, and nonconformities.
- **Risk Management:** Identify potential quality risks and develop risk mitigation strategies.
- **Data Analysis:** Analyze data and metrics related to quality to make data-driven decisions and improvements.
- **Training and Development:** Provide training and development opportunities to staff to enhance their quality-related skills and knowledge.
- **Supplier Quality:** Collaborate with suppliers to ensure the quality of incoming materials and components.
- **Regulatory Compliance:** Ensure compliance with industry regulations, standards, and certifications relevant to the organization.
- **Customer Feedback:** Monitor and analyze customer feedback and complaints to drive quality improvements and enhance customer satisfaction.
- **Cross-Functional Collaboration:** Collaborate with other departments, such as production, engineering, and design, to integrate quality considerations into all aspects of the organization.
- **Reporting:** Prepare and present quality reports and performance metrics to senior management.
- **Audits and Inspections:** Coordinate and manage internal and external audits, inspections, and certifications.

Qualifications:

- Bachelor's degree in a relevant field (e.g., engineering, quality management, business) is typically required. A master's degree is a plus.
- Extensive experience in quality management, with a proven track record in senior quality roles.
- Strong knowledge of quality management systems and industry-specific quality standards.
- Excellent leadership and team management skills.
- Exceptional problem-solving and analytical abilities.
- Effective communication and interpersonal skills to collaborate across the organization and with external partners.
- Quality-related certifications, such as Six Sigma, Lean, or Certified Quality Manager, are advantageous.
- Proficiency in quality management software and tools.
- Knowledge of relevant regulations and compliance requirements in the specific industry.
- Strong project management skills to lead quality improvement initiatives.

Benefits:

- Medical
- Dental
- Vision
- Long and Short Term Disability
- Employer Paid 25K Life Insurance
- Other Supplemental Policies
- Physical Wellness Program
- Paid Maternal/Paternal Leave
- Tuition Reimbursement Program
- 401(k) & Company Match
- Scholarship

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.