

## Quality & Safety Manager

Location: Brooklyn Center, MN

How to apply: Please apply on-line at [www.signzoneinc.com](http://www.signzoneinc.com)

Are you a **values-driven** individual? Do you have the determination to provide **legendary customer service**? Do you **thrive** in a fast-paced environment? Are you ready for a **challenge**? **Are you interested in hearing what our employees say about us?** Check out our website at <http://www.signzoneinc.com/>

Sign-Zone, LLC is an award winning, privately owned manufacturer that is looking for amazing talent to join our team! We are one of the fastest growing companies in the promotional products industry and are consistently named as a best place to work.

We actively live out our core values: **Passion for Excellence, Accountability, Respect, Innovation, Teamwork and Integrity**. For prospective team members who possess these values, are passionate about what they do and want to truly make a difference, joining our company can be a life-changing opportunity.

The Quality and Safety Manager will lead and develop the Quality and Safety departments ensuring and promoting product quality and safety through the organization.

### **What you will be responsible for:**

#### Quality

- Develop, implement, communicate and maintain a Quality Plan in accordance with budgeted quality metrics
- Effectively communicate quality improvement results with Product Management, Care, Purchasing, Operations, Sales and Upper Management.
- Maintain Quality and Claims reporting. Analyze satisfaction and experience index, cost metrics, analysis by department and root cause.
- Hold Quarterly State-of-Quality meeting w/Leadership team. Reports on metrics and progress.
- Owns the Quality Management System (QMS). Maintains database, recommends and implements changes, internal audits and enforces compliance and recommends changes to SOP's.
- Attends Daily Gemba Walks and Production Meetings. Works with Managers/Supervisors on improvement plans and prioritization.
- Identifies root cause of Production and Product quality issues. Makes recommendation on improvements and implements change.
- Develop/Maintain a QMS Manual that outlines internal guidelines and procedures, as well as an external Supplier Quality Manual and Score Cards.

- Supervise Inbound Inspection staff. Ensure compliance to our quality standards. Determine inspection percentage, track and log inspections. Communicate issues with Product Management and Purchasing. Determine resolution of quality issues with suppliers through the Supplier Corrective Action Request (SCAR) form
- Process claims and returns. Develop internal claims procedure, and monitor compliance.
- Supervise Production Inspection staff. Develop quality standards and reporting.
- Assist Product Managers with new product testing and approves products for sale. Develop testing plan and measurements by product category. Documents testing.
- Develop reporting tool to track quality improvements

#### Safety

- Develop, implement, communicate and maintain Corporate Safety Program.
- Facilitate quarterly safety committee meetings at Ramsey & Brooklyn Center.
- Conduct Monthly Safety Walkthroughs at Ramsey & Brooklyn Center.
- Communicate safety issues and action with maintenance, supervisors, all employees as needed.
- Lead safety walkthroughs for all outside vendors and customers as requested.
- Maintain all safety, accident, SDS, OSHA & training records
- Conduct yearly employee safety training

#### **What will you bring to the table (Skills/Experience Required):**

- Associates Degree (required) / Bachelor's degree (preferred)
- 5+ years Quality Management experience in a manufacturing environment
- Ability to supervise/develop/coach a quality team of direct reports at multiple locations
- ASQ Certified Quality Manager/Organizational Excellence (CQM/OE) Preferred
- Six Sigma Green Belt Certification desired
- Lean certified training a plus
- Willing to continually learn and stay on top of current quality trends/practices by attending classes/seminars and benchmarking other manufacturers.
- Experience with developing/maintaining a QMS in an ISO 9001 environment
- Knowledgeable of company product lines
- Strong mechanical and analytical aptitude
- Advanced Excel spreadsheet proficiency
- Ability to lift 50 lbs.

#### **Physical Demands and Work Environment:**

The mental and physical requirements described here are representative of those that must be met by an individual to successfully perform the essential functions of this position. While performing the duties of this job, the employee is regularly required to sit for long periods of time; talk or hear; perform fine motor, hand and finger skills in the use of a keyboard, telephone, or writing. The employee is frequently required to stand; walk; and reach with arms and/or hands. Specific vision abilities include close vision, distance vision, depth perception and the

ability to adjust focus. The employee will spend their time in an office environment with a quiet to moderate noise level.

The work environment characteristics described here are representative of those an individual encounters while performing the essential functions of this position.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **What will you enjoy from working with us?**

(This is the good stuff!)

- Recognition for your hard work and achievements!
- Opportunity for new challenges! We are growing!
- Competitive pay and benefits including 401k!
- Paid training.
- Fitness Center and game room! Are you a good at ping pong and billiards?
- Popcorn Fridays!
- Fun work environment built on six Core Values ~ Passion for Excellence, Accountability, Respect, Innovation, Teamwork and Integrity. This is not just a poster on the wall!
- Great employee referral program! Refer someone and earn cash! How legendary is that?
- Strong leadership team!
- An organization that gives back – we strongly support Common Hope and Junior Achievement.
- An organization that you will be proud to work for!

**If you can demonstrate your extraordinary successes in the areas above, then we would love to hear from you!** Please gather your resume, along with a summary of your successes referencing the questions above and apply at [www.signzoneinc.com](http://www.signzoneinc.com).

Offers are contingent upon passing all background checks, drug screen, criminal check and professional reference checks.

\* Please go to [www.signzoneinc.com](http://www.signzoneinc.com) to apply today! \*