

Quality Coordinator Job Description

- Controls and develops the system standard to help ensure that all customer requirements are achieved
- Provides an effective and proactive quality service to enhance customer satisfaction and improve manufacturer's competitiveness
- Ensures customer focus in selecting suppliers and making recommendations contributing to a good working relationship with customers on all business aspects of the purchase process, including customer preference, resource utilization, etc.
- Ensures efficient integration of suppliers in a timely manner regarding supplier services, availability, performance standards and cost efficiency through supplier qualification and selection
- Conducts directed audits of manufacturer's products against customer specification requirements for conformance to contract specifications, quality objectives, warranty provisions and technical specifications (including existing engineering standards)
- Reviews and evaluates the suppliers' performance on a regular basis and recommends appropriate supplier improvement actions in accordance with the manufacturer's Quality Management system
- Conveys quality policy to suppliers, including details of expected supplier performance levels, through written communications and through internal presentations
- Provides training to suppliers as needed; this may include in-house training or external supplier training sessions in accordance with the manufacturer's Quality Management system
- Ensures that all quality information is disseminated effectively using appropriate and adequate means: reports, internal presentations, meetings with customer representatives, etc., according to the customer's needs at work
- Provides feedback to the appropriate design departments and customers on quality information that requires immediate actions

- Manages the development of new processes, products or services with a focus on quality from beginning to end, including
- Develops and maintains effective working relationships with other departments (e.g. purchasing, engineering, etc.) and with suppliers and customers
- Ensures ongoing quality of products and services through continuous improvement and processes.