

Quality Assurance Manager

Remuneration:	negotiable
Location:	Durban
Job level:	Mid
Type:	Permanent

- To plan, control, update and maintain the quality control system and the quality assurance system.
- Ensure that records are established and maintained to provide evidence that the system is being followed and all records are in place for identification, storage, retrieval and disposition of records.
- Investigate customer complaints and non-conformance issues.
- Collect and compile statistical quality data.
- Analyse data to identify areas for improvement in the quality system.
- Coordinate and support on-site audits conducted by external providers.
- Evaluate audit findings and implement appropriate corrective actions
- Establish internal audit program, conduct audits and compile reports on audits
- Audit Reporting
- Establish workflow systems, benchmarks
- Perform root cause analysis on non-conforming products and produce internal and external non-conformance reports.
- Inform Directors of any quality issues arising by producing and sending a monthly report on quality issues that track and trend and also on audits scheduled and completed etc.
- Perform general duties.

Requirements:

- A recognised tertiary qualification in quality assurance
- Strong knowledge of Good Manufacturing Practices
- Additional skills: auditing, report writing, troubleshooting, trending and researching
- Ability to plan, organise, lead and control team functions effectively
- Microsoft Office literacy (MS Word/Excel/Outlook/PowerPoint)
- Ability to communicate at a senior level with directors, managers and customers
- High level verbal and non-verbal communication skills, organisational and time management skills

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