



Quality Manager

Oliver Inc. is seeking a Quality Manager for its Massachusetts facility. The Quality Manager will manage and ensure compliance with the ISO 9001:2015 Quality Management System (QMS) and administer the American Institute of Baking (AIB) food safety program.

This position also frequently interacts with customers and suppliers.

Reporting Relationship(s):

This position reports to the Vice President of Operations and has supervisory responsibilities.

Responsibilities:

- ✓ Accurately interpret, refine, document, and disseminate quality and customer specifications to others within the company.
- ✓ Maintain and administer the ISO 9001:2015 QMS.
- ✓ Oversee and run the AIB certification.
- ✓ Manage the internal audit and corrective/preventative action programs.
- ✓ Document control and equipment calibrations.
- ✓ Serve as site compliance officer related to REACH, Prop 65, SCIP, etc.
- ✓ Supervise the on-site HACCP program.
- ✓ Manage the Chain of Custody program.
- ✓ Act as lead for all third-party, regulatory, and customer audits.
- ✓ Maintain good safety and housekeeping practices.

Qualifications:

- ✓ Bachelor's degree in business, management, or operations preferred.
- ✓ Minimum 3-5 years quality manager experience.
- ✓ Minimum 5 years in the quality field, preferably in printing or folding carton industries.
- ✓ 2 or more years of direct experience with ISO 9001:2015 QMS.
- ✓ Prior experience with AIB, SQF, or BRCGS food safety programs is preferred.
- ✓ Excellent interpersonal communication and listening abilities.
- ✓ Must be capable of communicating and interacting effectively with a variety of personality types.
- ✓ Strong ability to handle changing priorities.
- ✓ Strong analytical and decision-making skills.
- ✓ Strong computer skills in MS Office: Word, Excel, Outlook.

Equipment Used in This Position:

- ✓ Computers, printers, fax machines, copying machines, and phones.
- ✓ Inspection, measuring, and testing equipment (balance, micrometer, densitometer, etc.)

Specific Job Duties:

NOTE: This position may not include all duties given nor does the list include all that may be assigned.

- ✓ Act as administrator for the ISO 9001:2015 QMS.
- ✓ Create internal audit checklists, assign personnel to conduct audits, and ensure completion of audits and related corrective actions.
- ✓ Manage calibration of all inspection, testing, and measuring equipment.
- ✓ Oversee and document supplier quality issues.
- ✓ Create the quarterly Management Review report and present to executive and mid-level management.
- ✓ Analyze data for trends and improvements.
- ✓ Ensure requirements for control of documents and records are maintained.
- ✓ Foster an environment that supports customer satisfaction with measurable evidence.
- ✓ Create or amend procedures and work instructions as needed.
- ✓ Handle all customer reported quality issues through corrective/preventative actions.
- ✓ Administer the Graphic Measures International program (GMI).
- ✓ Provide supervisor with a monthly written report covering the highlights of the past month along with challenges.
- ✓ All other tasks as assigned.

