

RACEMARK INTERNATIONAL – SCORECARD

Position Details	
Date: June 12 2018	Title: Quality Manager
Manager: Soren Sorensen	Region: Racemark LLC
<p>Prevent any “A” rank customer complaints, Implement, obtain and maintain IATF certification. Develop and implement a quality assurance system with the production team. Develop new KPI metrics for supplier quality and monitor. Together with Materials implement with our supply base together with supplier score cards.</p>	
Outcomes	
Outcome #1	
Primary Task: Prevent customer complaints, Recalls = 0, "A" Rank = 0, "B" Rank ≤ 1, "C" Rank ≤ 4	
Supporting Action #1: Develop and implement a comprehensive quality management system	
Supporting Action #2: Develop and train support staff of technicians. Develop defect training and boards for use during production and train associates on common defect identification Perform system audits, layered audits and train additional auditors.	
Outcome #2	
Primary Task: Continuous internal improvement of cost of quality	
Supporting Action #1: Review historic data and set new KPI's points for reduction of internal and supplier scrap.	
Supporting Action #2: Review daily reported and documented scrap. Implement a system processes to separated identified and unidentified supplier scrap, a summary of posted scrap and method for bill back	
Outcome #3	
Primary Task: Warranty and defect tracking method.	
Supporting Action #1: Review with action plan of customer portals, stated complaints and defect tracking log. Maintain and summarize action plan for exposure and management notification system	
Competencies	
Competencies define how you expect an A Player to operate in the fulfillment of the job and the achievement of outcomes. Select 3 - 6 behaviors/competencies an A Player will exhibit in this role.	
Competency #1	<ul style="list-style-type: none"> • ISO/Quality management Systems

Competency #2	<ul style="list-style-type: none"> AIAG Core tools (DFMEA – PFMEA)
Competency #3	<ul style="list-style-type: none"> Root cause analysis, such as 5P
Competency #4	<ul style="list-style-type: none"> Common Business metrics SPC, SQC, Stable operations, DPMO, GRR's Lean Manufacturing/Kaizen principals
Competency #5	<ul style="list-style-type: none"> Supplier Quality programs Customer Satisfaction/Focus programs
Competency #6	<ul style="list-style-type: none"> PPAP customer and supplier submittals – form completion

Minimum Qualifications

Qualification	Minimum experience time/level
<ul style="list-style-type: none"> Bachelor of Arts or Science preferred with 4 to 5 years of experience in an engineering discipline or related business field. Excellent interpersonal, negotiation, written and verbal communication skills. 	

Preferred Qualifications

Qualification	Minimum experience time/level