



# Manager of Quality / Metallurgist

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**Incumbent:** Vacant      **Function:** Quality  
**Immediate Supervisor:** B. Wolfe      **Supervisor Title:** Plant Manager

**BASIC FUNCTION:** Direct and oversee all aspects of the Nichols Casting plants quality policies, objectives, and initiatives. Develop and establish procedures and policies governing quality assurance programs. Develop and maintain an audit processes to assure compliance plant compliance with Nichols critical processes, procedures, and policies. Leads, develops, implements, and manages the quality system at the Nichols Casting plant and manufacturing processes for Nichols Aluminum. Provides consulting services to teams, managers and individuals throughout other Nichols Aluminum locations.

<b>ORGANIZATION</b>		<i>* Indicates Number of Incumbents</i>
<i>Position which Supv. Reports</i> President		
<i>Immediate Supervisor</i> Plant Manager		<b>Other Positions Reporting to same Supervisor:</b> <ul style="list-style-type: none"> <li>• <b>Process Owner(s) – 4</b></li> <li>• <b>Production Superintendents (2)</b></li> <li>• <b>Maintenance Manager</b></li> </ul>
<i>This Position</i> Manager of Quality / Metallurgist		
<i>Subordinate Position</i> 2*	Quality Analyst	<b>Basic Functions/Dimensions of Subordinates:</b> <ul style="list-style-type: none"> <li>• Performs product and system audits and insures conformance to specifications. A plant-wide resource for teams, trials and problem solving</li> <li>• Provides accurate and timely reporting of raw material inspection, sampling review, and analysis</li> </ul>
<i>Subordinate Position</i> 2*	Scrap Analyst	
<i>Subordinate Position</i>		
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<b>DIMENSIONS</b> Annual dept. budget \$1,000,000 Annual production of 380 - 420 million pounds	<b>PERSONNEL SUPERVISED</b>			<b>TOTAL:</b>
	<b>Exempt:</b>	0	<b>Hourly:</b>	0
	<b>Non-Exempt:</b>	4	<b>Contract:</b>	0

## Job Title

### PRINCIPAL ACCOUNTABILITIES

- Leads the implementation of and manages the on-going maintenance of formal Quality System to achieve consistent and capable business and manufacturing processes. The Quality System addresses, but is not limited to: Management Responsibility, Purchasing (including supplier certification), Process Control (through Process Failure Mode Effects Analysis, Control Plans, Work Process Instructions, and Training), Inspection and Testing, Equipment calibration, Prevention and Corrective Action, and Internal/External Auditing.
- Responsible for the disposition of non-conforming product, including deviation inspection, to ensure customer satisfaction, while maximizing yield. Leads the handling of customer complaints in a manner that best serves the customer and Nichols Aluminum.
- Develops and maintains customer relationships in order to better understand and communicate customer requirements.
- Establishes procedures to monitor product conformance to requirements.
- Manages quality functions through subordinates. Assures quality sampling and measurements are maintained and improved. Monitoring the final product to insure it meets customer specifications.
- Maintains exceptional, advanced knowledge of Quality Systems, Quality Assurance, and Lean Six Sigma philosophies, procedures, techniques, and methods to meet customer requirements and specifications.
- Controls cost and capital and expense budgets for department.
- Ensure a high level of internal and external customer service. Investigate (and correct) customer issues and complaints relating to quality.
- Supervise workers engaged in inspection and testing activities to ensure high productivity and high technical integrity.
- Coordinate objectives with production procedures in cooperation with Nichols staff and plant managers to maximize product reliability and minimize costs.
- Insuring that organizational systems and training is in place.
- Ensuring that documentation and design controls are appropriate for the organization.

## Job Title

### **NATURE AND SCOPE**

Nichols Aluminum produces aluminum sheet for Nichols Aluminum and reroll customers. Process involves shredding, delacquering and blending of aluminum scrap which is then cast and hot rolled for shipment to Nichols Aluminum (Lincolnshire, Davenport, and Alabama) and trade customers in an expanding mix of gauge, width and alloys.

Responsible for leading the implementation and management of a formal Quality System to ensure process outputs which consistently meet or exceed customers' requirements. Develops and maintains close working relationship with production plants to enhance process consistency, capability, productivity, and profitability. Directs departmental resources as required to support overall company in maximizing the effectiveness of the Quality System.

The incumbent also directs the creation of and provides for process documentation such as: Process Mapping, Failure Mode Effect Analysis, Control Charts, Standard Work Process Steps, etc. Directs the use quality tools for gaining and monitoring process control on key variables including chemistry, sheet and oil system.

Selects and implements controls and measurements for determining in control and out of control situations for correction and prevention. Accountable for assuring that production processes are monitored to insure conformance with standards to assure a highly predictable level of conformation with customer satisfaction.

Develops and maintains Customer relationship in order to better understand and communicate customers' requirements and Customer satisfaction. Evaluates and resolves customer complaints in a manner which best serves the customer and Nichols Aluminum.

Incumbent must be a champion of the Quality Improvement Process to continuously increase process stability, capability, efficiency, and profitability. Must possess the leadership ability to involve and empower all employees at all levels in the improvement process. Is a critical resource for the overall company in the use of proven problem solving techniques.

Incumbent must be challenge oriented, assertive and decisive, yet collaborative. Must be multi-tasking and posses exceptional management skills in order to effectively complete critical and long term projects. Must be a team player with outstanding people, facilitation, and training skills. Projects are numerous, complex, and often involve leading negotiations between Production, Purchasing and Materials. Incumbent must possess excellent administrative and organizations skills along with superior skills in conflict resolution, negotiations, and team building. The incumbent will interact with, teach, and coach people at all levels. Exceptional oral and written communication skills are required to report, disseminate, and present ideas in a logical and persuasive manner both internal and external to the organization. Proven knowledge of Quality Systems, statistical analysis, problem solving and production experience is essential.

### **Education/Experience**

- Bachelor's degree required, engineering preferred
- Prior experience in a manufacturing environment required.
- Five plus years as a leader of a quality group.
- Strong oral and written communication skills.
- Familiar with lean concepts.