

CAREERS IN CORRUGATED: QUALITY ASSURANCE DIRECTOR

Executive summary:

Quality Assurance Directors are responsible for coordinating, facilitating and implementing quality assurance standards and systems for the company.

Quality Assurance Director responsibilities:

- Develop and oversee all plant quality programs
- Conduct company-wide quality training programs
- Coordinate communication between plants (if applicable) regarding quality-related issues
- Resolve quality issues with vendors, customers and company personnel
- Review standards, policies and procedures to evaluate effectiveness of quality programs

“It definitely is competitive – it definitely is fast-paced. It’s everything you could want in a job, if you’re up for a challenge.”

Deborah Garcia, Quality Manager, San Leandro, CA box plant

Quality Assurance Director skill sets:

- Excellent communication skills; able to speak effectively to employees, managers, customers; ability to lead meetings competently and respond to questions
- Ability to calculate and apply discounts, interest, costs, proportions, percentages, volumes and commissions
- Outstanding organizational skills
- Ability to solve practical problems; ability to interpret verbal, written or graphical instructions
- Multitasking; ability to work with various challenges and deal with a variety of situations
- Ability to read, comprehend and interpret operating instructions, training and procedure manuals, business periodicals, professional journals and government regulations
- Ability to write reports and correspondence clearly and effectively

Quality Assurance Manager education/ experience:

- High school graduate or equivalent with related college degree and/ or technical courses or associate (two-year) college degree
- Minimum of three years of experience in a related field (TQM, SPC, ISO 9000)
- Computer literacy

Preferred candidates have:

- Engineering background
- Prior work experience in the corrugated industry

“What we’re trying to do here is build that quality of work environment using the lean manufacturing method.”

Frank Martin, Quality Assurance Manager, Pico Rivera, CA box plant

Leadership skills required:

- Knowledge of industry-related quality issues
- Understanding of underlying cost issues
- Understanding of quality standards and their importance
- Knowledge of regulatory requirements
- Superior time management
- Excellent listening skills; ability to provide positive and corrective feedback
- Teaching skills; ability to help others learn quickly and efficiently