



JOB OFFER

Position : Quality Manager

Department:	Quality Assurance
Work location :	Boucherville, Québec
Job status :	Permanent, Full time

The Quality Manager is primarily responsible for assessing product risks and driving vendor corrective/preventive actions. These tasks will be accomplished by utilizing and interfacing with Lowe's Quality Assurance, vendors, cross-functional departments, nationally recognized testing laboratories, and industry groups. The Quality Manager will manage a team of individual contributors who are responsible for product and process quality improvements. They will insure proper reporting obligations and actions are taken for potential product safety issues.

Responsibilities:

- Analyzes Voice of the Customer data and metrics to identify key opportunities for product and process quality improvements;
- Leads projects to improve customer satisfaction with Lowe's Canada/Rona products;
- Drives corrective and preventive actions with vendors to insure customer satisfaction;
- Analyzes metrics and provides reporting to Merchandising and Vendors;
- Provides product testing support through 3rd party labs or Lowe's QA lab;
- Decides when stop sales are needed;
- Determines if reporting to Health Canada is required and executes as needed;
- Leads a team of Quality Engineers and sets priorities for their projects and investigations.

Requirements:

- Bachelor's degree (or equivalent) in engineering or other technical sciences;
- Bilingual in English and French (spoken and written);
- 8+ years of experience as a Quality Engineer, Supervisor, or Manager;
- 5+ years of experience in manufacturing;
- 3+ years in a decision making role with direct reports;
- Strong understanding and demonstrated use of Quality tools (APQP, FMEA's, Control Plans, DMAIC methodology, Root Cause Analysis);
- Manufacturing quality systems knowledge (ISO 9001 or TS16949);
- Advanced skills in Excel, Word, Powerpoint, database applications;
- Technical report writing;
- Effective oral presentations;
- Ability to analyze data with appropriate statistical tools;
- Demonstrated experience leading and/or facilitating projects;
- ASQ Certified Quality Engineer, Quality Auditor, or Manager of Quality / Organizational Excellence preferred;
- Certified Lean/Six Sigma Green Belt or Black Belt preferred.

Working at LOWE'S / RONA, you will benefit many advantages:

- Gym and childhood Center on site;
- Cafeteria;
- Employee discounts
- Flexible hours;
- Benefits and pension plan.

To apply, please visit our website: <https://carriere.rona.ca/offers-emplois>