

QUALITY DIRECTOR

COMPANY DESCRIPTION

Established in Montreal since 1989, Argon 18 has earned a great reputation in the world of cycling. Led by Olympian and triple Canadian Champion Gervais Rioux, one of the most distinguished North American cyclists of his generation, the manufacturing of all Argon 18 bikes is based on extensive expertise. Their stylish and innovative design is based on maneuverability and aerodynamics, at the heart of human performance, in complete harmony with the morphology of each cyclist. All Argon 18 bikes are manufactured with state-of-the-art technology and designed in Canada. The Argon 18 bike brand is now present in more than 70 countries around the world.

Our team is composed of dynamic and passionate professionals who are always ready to face new challenges.

JOB DESCRIPTION

The Quality Director first and foremost ensures the correct execution of the manufactured products and the quality of the production process with the subcontractors. Reporting to the Director of Operations, his mandate is to define the quality management policy and optimize it by introducing procedures and implementing improvement projects. He is a link between different actors: management, staff, customers and suppliers.

SPECIFIC RESPONSIBILITIES

- Develop and maintain relationships with suppliers to ensure a high level of quality;
- Design tools/plans to improve quality/reliability and increase access to information (e.g.: "8D" form, factory sample-test document, quality waiver form, scorecard);
- Manage the development of performance-related objectives and indicators related to quality, review of results and gap analysis;
- Write reports for management;
- Lead the non-conformity analysis process: investigate the origins and causes of defects, identify corrective actions, ensure *prompt processing* and follow-up with suppliers;
- Monitor and improve the quality of the documentation system;
- Determine processes (audits and indicators) and plan interventions;
- Manage the schedule of inspections of outgoing goods at the factories and communicate it to the different parties (e.g.: quality agency);
- Refine the structure for inbound / outbound goods inspections and follow up;
- Develop and monitor a system related to quarantined products;
- Supervise the "Return Management Authorization" module in the ERP system and take customer feedback into account according to the policy and established response times;
- Lead the internal structure and tools related to the management of warranties, to better empower customer service, gain access to information and increase overall efficiency;
- Submit warranty reports to respective suppliers;
- Work in collaboration with Sales and R&D departments;

- Develop a quality culture based on customer satisfaction and continuous improvement;
- Raise staff awareness of quality concepts and requirements (e.g.: procedures to be applied and those to come);
- Pilot problem solving;
- Ensure a normative and regulatory watch.

REQUIRED QUALIFICATIONS

- University degree or equivalent training;
- Minimum of 3-4 years of relevant experience in quality;
- Supplier management experience (Asian suppliers considered an asset);
- Experience in a manufacturing environment;
- Relevant technical (engineering and manufacturing) skills;
- Knowledge of the bike industry (asset);
- Mathematical capabilities; interpretation of figures and statistics;
- Bilingualism: French and English, spoken and written;
- Proficient computer skills (Excel, Word, PowerPoint, Visio);
- Able to travel occasionally to suppliers in Asia.

REQUIRED SKILLS

- Analysis/synthesis and problem-solving skills;
- Leadership, autonomy and proactivity;
- Quick learner and multitasker;
- Organizational and planning skills;
- Excellent ability to manage priorities;
- Relationship and communication skills;
- Customer-focused and team oriented;
- Adaptability to change.

APPLICATION PROCEDURE

Anyone wishing to apply should send his or her resume by e-mail to snormandeau@groupemillesime.com:

Only selected candidates will be contacted.