

The Job/Role Descriptions in the functional area “Quality Management” specify the responsibilities, experiences and knowledge of Quality Managers, who can be offered and/or provided by Passt.

	QM	SQM
Job title	Quality Manager	Senior Quality Manager
Area of responsibility	<ul style="list-style-type: none"> Handles the Quality Management function for a department or project Participates in the regular <i>Project Reviews</i> and signs-off on Quality Gates on behalf of the QM Constant monitoring and improvement of the entire process and work-flow Prepares and updates process descriptions, work-flows and all necessary templates Performs training sessions for new process and/or work-flow descriptions Supports the management in achieving their goals through a structured Quality Management approach Ensures a high-quality level for the related organization; is authorized e.g. to stop shipments or project acceptances if the defined quality-levels are not met Measures organizational and/or project performance (using e.g. BSC) and targets the ‘learning organization’ by consequent actions Measures, analyzes and reports aggregated NCCs (non-conformance costs) and recommends corrective actions Performs organizational and/or project audits 	<ul style="list-style-type: none"> Handles the Quality Management function for a larger organization or program Performs departmental audits Performs organizational ISO or EFQM audits Sparring-partner of the senior management during business plan review and approval cycle
	<ul style="list-style-type: none"> Supports organizational ISO or EFQM audits 	
	<ul style="list-style-type: none"> Performs training sessions to increase the awareness for quality assurance within the whole organization 	

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Necessary experience	<ul style="list-style-type: none"> • E.g. Service, Engineering, Project Management, Technical Sales, Proposal Management, etc. • Experience in organizational and project audits • Quality Management experience: typically $\geq 4y$ 	<ul style="list-style-type: none"> • Extensive experience in organizational and project audits • Quality Management experience: typically $\geq 8y$
Requested knowledge	<ul style="list-style-type: none"> • Competent in using Microsoft Office products (Word, Excel, PowerPoint, Outlook) • General Project Management know-how • General know-how regarding the EFQM-methodology, Six Sigma, Kaizen or the like 	<ul style="list-style-type: none"> • Detailed know-how regarding the EFQM-methodology, plus practical experience in EFQM assessments and the resulting process improvements. General know-how regarding Six Sigma, Kaizen or the like