

Role Name	Department Head-QA Roorkee Float		Department & Location		Level	
Role Summary	Responsible for Implementing the QMS/EMS & TQM practices. Delivering the good quality product to customer & Knowledge management.					
Reporting to	Unit Head-QA, Plant Head					
Role Purpose	Responsible for Implementing the QMS / TQM practices for the plant. Delivering the good quality product to customer.					
Document Create by (Superior)	Praveen Saini					
Responsibilities Heads	KRA (Key Result Areas)			KPI (Key Performance Indicators)		
Safety	To monitor and implementation of safety norms to minimize the accident QA department			No of accidents(reportable,restricted& No of man days loss)		
Quality of Raw Materials	To ensure the receipt & operating material & Raw Materials as per the specification. To develop foolproof checking method to arrest the flow of defective Raw Materials /operating materials in to the process			Number of times Silo report deviated from the standard		
	To assist Manufacturing & Material Department in developing new Suppliers by way of developing proper system to ensure quality and consistency .			No of times glass quality becomes abnormal due to Raw Material quality		
	To get the Calibration of Instrument in order to ensure the validation of testing results			Variations of result with that of standard samples.		
Raw Materials/fuel quality results	To generate & circulate all testing report & give feedback to the concerned Dept. , if found any abnormality in the Raw Material.			Timeliness.		
Vendor Development	To coordinate with procurement Department in order to develop/regulate Suppliers base			Number of new Suppliers in one Year		
				No of CFT meeting conducted in a month		
	To conduct Mines visits in coordination with Production and Materials Department for the development of Suppliers			Trend of Rejection%		
Customer satisfaction	To Increase the customer satisfaction by reduce the customer complain through proper analysis and monitor corrective / preventive actions on in-process through (PDCA) by process owner , .Addressing the customer concerns to enhance the			CIR -rejection (%)		
	Review of customer complaints & periodically discussion with zonal marketing person regarding customer concern. Conduct VOC (voice of customer)			Implementation of Countermeasure on time (Customer Audit) Nos of days of closing CIR		
Assurance of System (QMS, EMS, OHSAS, EnMS)	To implement & maintenance of quality assurance system in existing and new processes / product / activity. (Roorkee Plant)			Certification from external agency (ISO certification or rectification.) No of NCR's		
	To Coordination with external agency for the certification of the employee for QMS, EHS, EnMS internal audit .			Nos of employee		
	To analyzed Internal Quality Audit (IQA) results & support to Implement the action plan,			IQA (% as per plan) & closing the NCR .		
	To guide others department with defining and implementing the counter measure towards Closing NCR in ISO audit & monitoring the effectiveness in the Roorkee plant.			as per Plan (% completion) repetition of same NCR		
	To implement & maintenance of EMS/ OHSAS system in existing and new processes / product / activity. (Roorkee Plant)			Certification from external agency (EMS/ OHSAS) certification or rectification.) No of NCR's		
	To Coordination with external agency for the certification of the employee for EMS/OHSAS internal audit .			Nos of employee		
	To analyzed Internal Quality Audit (IQA) results for EMS/ OHSAS & support to Implement the action plan,			IQA- EMS & OHSAS (% as per plan) & closing the NCR .		
	To guide others department with defining and implementing the counter measure towards Closing NCR in EMS & OHSAS audit & monitoring the effectiveness in the Roorkee plant.			as per Plan (% completion) repetition of same NCR		
	To implement & maintenance of EnMS system in existing and new processes / product / activity. (Roorkee Plant)			Certification from external agency (EnMS) certification or rectification.) No of NCR's		
	To Coordination with external agency for the certification of the employee for EnMS internal audit .			Nos of employee		
	To analyzed Internal Quality Audit (IQA) results for EnMS & support to Implement the action plan,			IQA- EnMS (% as per plan) & closing the NCR .		
	To guide others department with defining and implementing the counter measure towards Closing NCR in EnMS audit & monitoring the effectiveness in the Roorkee plant.			as per Plan (% completion) repetition of same NCR		
TQM	To establish & implement of TQM practices in the department & support to other functions .			Implementation of standard as per plan . (Plan Vs Actual)		
	To Establish the QC circle in the deptt. maximize the Involvement of more no of employee in TQM activities even Non management .			%of employee involve Nos of QCC theme		

Process & product Assurance	To review & modify test & inspection system for in-process and outgoing materials & monitoring the test results & adherence to testing frequency defined in control plan initiate action ,in case of abnormality .	CIR -rejection (%) on time implementation of corrective and preventive actions (plan v/s actual) Internal rejection because of testing failure (%) Review of the check sheets/ standard through periodical system audit/ nos of NC's in audit
	To analyze the Product audit results & implementation of countermeasure.	Product audit result
	To Establish the test for New product and support the manufacturing team to develop the new product in Roorkee plant	Development (testing mainly) of New product as per company guideline and timing
	Market intelligence through competitor analysis	Reduce the gap to improve the quality
	To analysis the Process audit results & support the other department to take counter measure for strengthen the process control towards over all improvement of process	IQA (% as per plan) & closing the NCR .
Budgeting & Budget Control	To Preparation of annual , monthly QA budget for consumables, overheads and Capital Expenditure & Rejection in Roorkee plant	Timeliness of budgets submission
	To Review and monitoring of budgets	Timeliness for Review and Variance .
Cost	To review & conduct CFT activity to reduce cost (mainly rej related).	Cost savings plan vs. actual
Manpower Development	Total employees involvement	Number of QC circles Number of PDCA's
	Developing people skills specially communication	Nos of person
	Implementation of Performance Management & Deployment Management system.	Annual review plan vs actual.

Job Discription			
Knowledge	QMS, EMS ,TQM practices ,Glass manufacturing & Processing, 7 QC tools ,PPAP ,TPM ,DOE ,Basic of six sigma ,SPC ,Cpk ,MSA ,FMEA ,OEE, APQP, Control Plan, VA/VE, 5S & Deep analysis etc	Experience	11-12 yrs.
		(Number of years) Expected background	
Skills:- Analytical problem solving, QMS/TS, TQM, Glass concept, Suppliers devolpment etc			
Technical		Behavioral (Soft Skills)	
Critical Success Factors :			
Internal		Customers	
All deptt.		Technical adviser (Glaverbel, AGC), Isra Vision (German), Felspar (mirror Lab). Certification agencies .Testing	
Working Condition:			
Approval/Signature			
Approve by line manager:		Date:	Signature:
Reviewed By:		Date:	Signature: