

Role Name	SECTION HEAD - PROCESS QUALITY		
Role Description			
Role purpose	To manage smooth & efficient functioning of quality Dept.		
Document created by			
Responsibilities Heads	KRA (Key Result Areas)	KPI (Key Performance Indicators)	
Quality management	Monitoring & analysis of Product audit of laminated & tempered as per	Product Audit Score	
	To review the QACR created against product Audit / Inprocess defect & timely reply of QACR from the concern deptt.	No. of QACR QACR reply time	
	To verify & analyse the countermeasure given by Production deptt. on monthly basis	CAPA verification sheet	
	To Monitor new model during initial control period to ensure the quality / delivery of the product.	Performance monitoring result Fitment trial result	
	To verify if the final inspection is done only by Certified inspectors to ensure the product quality.	Daily process Audit score	
	Updation of PQCT & FMEA against action taken/countermeasure to avoid the repetition of problems.	FMEA & PQCT	
	To validate the packing procedures & pallet quality to avoid customer rejection	Empty pallet Inspection trend FG pallet inspection trend No. of breakage of customer and	
	Implementation, review & monitoring of TQM, TS:16949, QMS as per company guidelines.	TQM Audit score / TQM Review meetings. No. of NCR's in internal / external audits	
	To analysis of monthly inprocess rejection and communicate concern persons and take action with all CFT.	Inprocess rejection analysis sheet.	
	To ensure that all the product testing are done as per the desired plan . (sample size and frequency) , also Make new testing procedures and plan according to customer standard.	Product test plan. Vs actual	
Resolve process issue related to new model in production preparation meeting .	Meeting M.O.M		
Manpower Development	To plan and develop the skill matrix in department members as per roles and responsibility	Competency mapping score Training plan vs actual	
	Implementation of quality circle as per plan	Monitoring Meeting attendance Verification of action implementation	
	Total employees involvement	Number of QC circles	
	Certification of final inspectors is done as per plan	Inspectors Certification as per plan.	
Cost reduction	To review & reduce the consumables consumption in the process.	Consumption patterns of key	
	Monitoring & evaluate packing quantity increased in pallet	Inspection std as per ECN	
Budgeting	Preparation of annual , monthly production budget for consumables for	Budget plan vs actual	
Safety - of Manpower	To monitor & implement SOP's for safety so as to build safe working environment by ensuring adherence to safety norms.	Continuous Training on Safety Norms.	
		Safety audit score/calender	
REQUIREMENTS			
Knowledge	Knowledge of Glass Manufacturing process., Excellent in Problem solving techniques , FMEA, PQCT, PPAP ,MSA, SPC .	Experience (Number of years)	6- 8 yrs.
Skills	Managerial, Communication, Leadership and motivation.	Qualification	Graduate in Technical stream
INTERACTION			
Internal		Customers	Other External
NMD, Production., Marketing , PPC , Dispatch , Marketing,		MSIL, HMSI, TOYOTA, HUNDAI MOTORS, FORD, G.M , ALL	All raw glass
DECISION MAKING AUTHORITIES			
1) To take decision on hold material.			
2) To stop production in case of any abnormality produced.			
3) To take decisions in resolving the quality issues at inprocess			