

Role Name	Deptt. Head Q.A	
Role purpose	To manage smooth & efficient functioning of quality Dept.	
Responsibilities Heads	KRA (Key Result Areas)	KPI (Key Performance Indicators)
Quality management	Review test & inspection system for incoming, in-process and outgoing materials.	Review sheet
	Ensuring implementation & maintenance of Environment management system.	External audit results
	Product certification as per required National / International Standard	Third part audit result for product certification
	Ensuring implementation & maintenance of quality assurance system in existing and new processes / product / activity.	Review of QMS audit results
	To establish calibration system & measurement system analysis as per control plans.	Plan vs actual
Product and Process quality assurance	PPAP approval of BOM items, along with CFT	Nos. of PPAP approved
	To identify and review the relevant acceptance criteria for incoming, in process and final stage.	Periodical review of limit samples
	Inspection of material activities at incoming / intermediate / final stage.	Inhouse rejection in %
	To identify, record and decide on disposition of non-conforming product.	Lot out rejection
Customer satisfaction	Ensuring customer satisfaction	Customer audit score
	Initiate, analyze and monitor corrective / preventive actions on in-process, customer product / quality system concerns & feedback of CSA.	Repeation of customer claims lin nos. QC PPM Transportation bkg. PPM
	To stop any activity having deviation in laid down Quality Assurance System / Standards.	No. of deviation
	To understand and approve quality trend data.	Quality trend approval sheet
	To approve process flow diagrams, control plans & FMEA's.	Review sheet
Budgeting	Preparation of annual & then monthly quality budget for consumables, overheads and Capital Expenditure.	Timeliness of budgets submission
Budget Control	Review and monitoring of budgets	Timeliness for Review and reporting Variance reporting budget 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.	Safety performance index
		Continuous Training on Safety Norms.
		Safety audit score
Manpower Development	To plan and develop the skill set in department members as per roles and responsibility	Competency mapping score Training hours plan vs actual
	Total employees involvement	Number of QC circles Number of PDCA's
	Implementation of Performance Management & Deployment Management system.	PMD Reviews plan vs.actuals. Annual review plan vs actual.
	To build up and maintain high morale and motivation in department members	Iteration rate in the department
	Monitoring of training schedule of all Q.A staff . Raw material, final product standard, Inspection & Testing, Customer specific Quality Requirements.	Training plan vs actual

REQUIREMENTS

Knowledge	Knowledge of Glass Manufacturing process.,Folat process Excellent in Problem solving techniques , FMEA, PQCT, PPAP ,MSA, SPC . Quality system Knowledge , EMS ,OHSAS	Experience '(Number of years)	13~ 18 yrs.
Skills	Managerial, Communication, Leadership and motivation.	Qualification	Graduate in Technical stream
INTERACTION			
Internal	Customers	Other External parties/Vendors	
NMD, Production.,Marketing , PPC , Dispatch , Marketing, Pallet section, H.R , Supply chain etc. all sections	MSIL, HMSI, TOYOTA, HUNDAI MOTORS, FORD, G.M etc & ALL WAREHOUSES	All raw glass suppliers All child part suppliers.	