



The Commercial Vehicle Group, Inc. (CVGI) is a global leader in commercial vehicle system solutions for the heavy-duty truck, construction, agricultural, industrial, marine, and specialty industries. We take pride in building products the same way that we've built our company – with commitment, strength and focused direction.

We're successful because we are committed to continuous improvement. We aren't afraid to take chances with modern processes that may improve the tried and true. We are immersed in technology in every market we serve. We're growing, penetrating emerging markets, and constantly in pursuit of innovation that will improve, shape, and define the future of the global commercial vehicle industry.

We are currently seeking an experienced **Quality Manager** at our Vonore, Tennessee Facility.

In this role, the incumbent will:

- Supervise all Quality processes and associates relative to Document Control, Calibrations, PPAP's, Environmental Systems activities, and QA/QC activities.
- Manage and maintain all ISO-14001 Environmental Systems and IATF-16949 Quality Systems certifications and all related supporting activities (i.e., internal audits, management reviews, etc.), including any future CVG or customer mandated certification requirements.
- Monitor and formally report quality performance measures and trend analysis on a monthly basis associated with internal manufacturing processes, external customer concerns, and quality/environmental systems.
- Proactively participate in Management Team activities, new product development, APQP, and any cross functional team meetings with the goal of improving current and/or future product, processes, and systems.
- Prepare and conduct presentations and communications in a highly professional manner while developing the same skills in other departmental associates.
- Develop relationships with associate company's relevant functions and actively share ideas.
- Proactively support proper documented and validated change management.
- Actively drive continuous improvements in product, processes, and procedures.
- Implement and effectively communicate the Corporate Quality and environmental Policies at all levels of the facility.
- Act as the "conscience" of the corporation.
- Develop and implement an annual Quality Improvement Plan.
- Quality Assurance (customer)
 - Deal with OEM customer complaints by directing requests and allocating resources.
 - Oversee collection of quality database information (for trend and analysis that drive improvement plans).
 - Oversee the resolution of quality issues through negotiation with customers and the application of formal problem solving methods.
 - Periodically meet with customers at their facilities to build relationships and understand expectations.
 - Assure Advance Product Quality Planning (APQP) for all new customers and new product introductions.
 - Direct PPAP activities to ensure customer acceptance prior to start of production.
- Quality Control (internal)
 - Direct efforts of all Quality associates.
 - Direct the functions of the Quality Department staff in all areas of responsibility.



- Quality Control (suppliers)
 - Drive supplier improvements and acceptance to standards and expectations with assistance from Purchasing & Engineering departments.
 - Oversee plant level supplier quality activities.
- Quality Planning
 - Proactively support the program launch functions for major new business or facility/process changes.
 - Participate in design and process reviews, DFMEA and PFMEA generation.
 - Develop and approve process quality control plans through cross function teams that include responsible QE's and PE's.
 - Fulfill the requirements of the Management Representative.
- Quality Administration
 - Publish and administer QC Policies and Departmental rules.
 - Oversee QC department personnel and accounting.
 - Specify, justify, and manage QC capital appropriations requests.
 - Administer subordinate performance appraisal reviews and corrective actions.
- Quality Communication
 - Promote quality awareness for ALL employees.
 - Promote the professional development and advancement of Quality Department personnel.
- Quality / Environmental Systems
 - Conduct periodic management reviews.
 - Direct completion of periodic internal audits of quality system to established schedules and assure the completion of corrective actions.
 - Assign responsibilities for root cause corrective actions of problems identified during internal audits.
 - Maintain open issues form for all activities directed by self to ensure timely completion of actions and regular controlled follow-up until completion.
- Supervisory Responsibilities:
 - Directly manages multiple Quality Engineers, a Quality Systems Coordinator, QA data entry clerk, multiple QA lab techs, a QC team lead, night shift and off site warehouse QC inspectors (auditors). Indirectly manages multiple QC inspectors (auditors) through the QC team lead on day shift.
 - Is responsible for the overall direction, coordination, and evaluation of these associates and their activities. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.
- Other duties may be assigned as required.

Requirements:

- Bachelor's degree in Quality, Engineering, or a relative technical field; or 5 years Quality Management experience; or a combination of 7 years equivalent education and applicable work experience.
- ASQ Quality Management / Quality Assurance certification is preferred but not required.
- Be proficient with precision measuring tools and have a strong knowledge of calibration processes.



- Able to identify and resolve problems in a timely manner.
- Develop alternative solutions.
- Keep emotions under control while under stressful situations.
- Speak clearly and persuasively in positive or negative situations.
- Present numerical data effectively and accurately.
- Show respect and sensitivity for cultural differences.
- Promote a harassment-free environment.
- Work with integrity and ethically.
- Be consistently at work and on time.
- Ensure work responsibilities are covered when absent.
- Arrive at meetings and appointments on time.
- Ask for and offer help when needed.
- Follow the Company's policies and procedures.
- Prioritize and plan work activities.
- Use time efficiently.
- Approach others in a tactful manner.
- Accept responsibility for own actions.
- Deal with frequent change, delays, and unexpected events.

Sponsorship is not available for this position at this time.

Our eligible associates enjoy competitive wages and benefit package including comprehensive medical, dental, vision, 401(k) plan, company paid life insurance, paid holiday and vacation time off.

Resumes may be submitted as directed below. Include the job title in all submissions.

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Commercial Vehicle Group, Inc. is an equal opportunity employer and makes employment decisions without regard to race, gender, disability or protected veteran status.