



Commercial Vehicle Group, Inc. (CVGI) is a diversified industrial company that provides seating systems, electro-mechanical assemblies, wire harnesses, plastic parts, engineered structures, panel assemblies, and warehouse automation subsystems for many markets including ecommerce, e-tailing, trucking, last-mile delivery, electric vehicles, military equipment, warehouse equipment, buses, construction equipment, agricultural vehicles, specialty transportation vehicles, mining, industrial equipment and off-road recreational markets.

We are currently seeking an experienced **Quality Manager** at our Michigan City, IN facility.

**Responsibilities:**

- Lead, design, implement and continually improve the quality management system in conformance with IATF16949, ISO1400, customer specific requirements and the attainment of world-class quality standards.
- Manage Quality process with customers in line with Quality Management System (including IATF16949, ISO14001), Production Part Approval Process (PPAP), Advanced Product Quality Planning (APQP), Control Plans, Failure Mode and Effect Analysis (FMRA) and Supplier Quality Assurance (SQA) processes and oversee continued compliance and embedding across the business.
- Lead the team to achieve quality targets for customers and business goals.
- Contribute to the creation and implementation of best practice quality vision, strategy, policies, processes and procedures to aid and improve operational performance.
- Manage, coach & develop a high performing Quality Operations team that meets agreed objectives and which delivers best practice results, added value and continuous improvement.
- Respond to customer complaints putting in containment actions, full analysis, error proofing, and implementing short-term and long-term countermeasures.
- Act as a point of contact for warranty issues.
- Train others in all aspects of the quality system and application of procedures.
- Undertake internal and process audits of the Quality Management System.
- Report on achievement of targets and identify any actions required.
- Lead regular inspection meetings with representatives from appropriate departments to establish an action plan for improving build quality.
- Perform root cause analysis and resolve problems.
- Maintain internal controls to assure defect avoidance instead of defect identification.
- Coordinate practices required by customers including problem resolutions, obtainment of temporary deviations, and establishment of acceptance criteria.
- Manages MRB disposition of non-conforming product.
- Adherence to established safety policies, procedures and practices.
- Supports the organization's efforts toward continuous improvement.
- Supports the organization's goals and values.
- Demonstrates teamwork by collaborating with others to improve overall standards of performance and service.
- Provides good customer service to all customers, both internal and external.
- Other duties as assigned.

**Requirements:**

- Bachelor's Degree and 5 years direct experience in overseeing the design, development and implementation of quality assurance standards and managing all aspects of a QA team in a manufacturing environment. Significant experience in a low volume/high mix assembly environment preferred. Combination of experience/education considered.
- Experience in ISO 14001 and IATF 16949.
- Proven data analysis, data verification, and problem-solving abilities.



- Excellent written and verbal communication skills as well as the ability to communicate ideas in both technical and user-friendly language.
- Excellent coaching, listening, presentation and interpersonal skills.
- Ability to prioritize and execute tasks in a high-pressure environment.
- Keen attention to detail.
- Experience working in a team-oriented, collaborative environment.
- Proficiency in all quality application tools including SPC, APQP, PPAP (process flow, FMEA, Control plans, Gage R&R, Capability analysis).
- Fluent with MS Office 2016/365 with advanced Excel.
- Ability to work autonomously in a fast-paced environment.
- Desire to be part of a growth business and operate in an ever-changing environment.

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.

Email:  
[HR@cvgrp.com](mailto:HR@cvgrp.com)

Fax:  
614-289-0377

Mail:  
CVG, Inc.,  
Attn: Human Resources  
7800 Walton Parkway  
New Albany, OH 43054

CVG is an Equal Opportunity Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity or expression, genetic information, national origin, age, military or veteran status, disability, marital status, pregnancy, or any other status protected by law.