



## Job Description

Job Title: Corporate Quality Manager

Reports to: President/COO

Location: Hybrid (Montana Headquarters / Mexico Operations)

### Position Summary

The Corporate Quality Manager is responsible for developing, implementing, and maintaining a robust Quality Management System (QMS) across PDM's operations in Montana and Mexico. This role ensures product and process compliance with customer, industry, and regulatory requirements while driving continuous improvement, standardization, and operational excellence. The Corporate Quality Manager acts as the strategic link between customers, manufacturing, engineering, and leadership to ensure that PDM delivers world-class quality and reliability.

### Key Responsibilities

#### Leadership & Strategy

- Lead and develop the company-wide quality strategy aligned with corporate goals and customer expectations.
- Serve as the management representative for ISO 9001 and other applicable certifications.
- Develop, mentor, and standardize the Quality Management team across both facilities.
- Partner with Operations, Engineering, and Program Management to ensure launch readiness for new programs (APQP, PPAP).

#### Quality Management System

- Maintain and continuously improve the QMS, ensuring compliance with ISO, customer, and internal standards.
- Oversee document control, corrective actions (CAR/PAR), internal audits, and management reviews.
- Standardize and deploy best practices for control plans, FMEAs, and process validation (OQ/PQ/PPAP).
- Lead customer and third-party audits, ensuring timely closure of all findings.

#### Customer & Supplier Quality

- Act as the primary customer interface for all quality issues and performance metrics.
- Drive structured problem-solving (8D, 5 Whys, Ishikawa) to resolve internal and external quality issues.
- Develop supplier quality requirements and performance tracking systems to ensure incoming quality.
- Track and report customer scorecards, PPM performance, and warranty/return trends.

#### Operational Excellence

- Implement proactive quality systems that reduce scrap, rework, and customer complaints.
- Support process capability (Cp/Cpk) and statistical process control (SPC) across molding and assembly operations.
- Lead VA/VE and continuous improvement projects with measurable ROI.
- Standardize training and certification for inspectors, auditors, and technicians.



#### Metrics & Reporting

- Develop and publish monthly quality KPIs, including:
  - Customer PPM
  - Internal Scrap and Rework Cost
  - Audit Closure Timeliness
  - On-Time PPAP/FAI Submissions
  - Process Capability Indices
- Present quality performance in monthly and quarterly leadership reviews.

#### Qualifications

- Bachelor's Degree in Engineering, Quality, or related technical field (Master's preferred).
- Minimum 7–10 years of progressive experience in manufacturing quality, with at least 3 years in a leadership role.
- Experience in injection molding or related plastics manufacturing strongly preferred.
- Advanced knowledge of ISO 9001, IATF 16949, and APQP/PPAP methodologies.
- Certified Six Sigma Green or Black Belt preferred.
- Strong leadership, communication, and cross-functional collaboration skills.
- Bilingual (English/Spanish) a plus.

#### Core Competencies

- Strategic Thinking & Systems Orientation
- Leadership & Coaching
- Analytical and Data-Driven Problem Solving
- Customer-Centric Mindset
- Continuous Improvement & Lean Thinking
- Strong Communication and Conflict Resolution