

Job title: Quality Supervisor
Department: Administration Department
Reporting to:
Date written:
Approved by:
Approval date:
Date reviewed:
Employment status:
Written by:

SUMMARY JOB DESCRIPTION

Is responsible for applying the quality system procedures adopted by the dealership.

Plans, coordinates and runs quality control activities for all departments, ensuring that the procedures adopted by the dealership are properly followed.

The MAJOR TASKS are listed below, but the incumbent may be assigned to other duties.

- Formulates and maintains quality control objectives, and applies them, along with the general manager and all the managers and employees.
- Keeps quality system procedures up-to-date and ensures that individuals concerned are using the updated version.
- Analyzes statistics derived from surveys to ensure customer satisfaction.
- Examines complaints about quality with the managers concerned and ensures that corrective action is taken.
- Ensures that the technicians, and all dealership employees, are appropriately trained, so that they can perform their tasks adequately.
- Plans, promotes and organizes training activities related to quality and reliability.
- Ensures that all employees know and apply the dealership's quality policy, as well as all the resulting procedures.
- Organizes reviews by management and issues the reports concerned.
- Organizes purchasing committee meetings and ensures that the list of approved suppliers is up-to-date.
- Organizes and conducts internal audits and rectifies situations of non-compliance identified by the auditors, to ensure that the quality system is in compliance before the external audit.
- Plans the annual external audit and ensures total compliance before this event is held.
- Regularly meets with the managers of the various departments to determine whether there are any recurrent problems to be solved.
- Takes part in management meetings, if invited.

- Maintains a professional appearance.
- Performs other duties, based on management requirements and instructions.

SECONDARY TASKS

Description of one or more secondary tasks to be added, according to your needs.

JOB REQUIREMENTS

Language skills
Knowledge and skills
Responsibilities

Effort
Work conditions
Other requirements

Uses his/her software efficiently to obtain more details about the requirements of the job. This software has the advantage that it incorporates the sixteen job evaluation factors developed by the CCAQ to facilitate the achievement of pay equity within the business. With this software, each job evaluation criterion for the jobs related to a job can be indicated below each job description.

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N.B.: In this publication, the use of the masculine to refer to people does not imply any discrimination.

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