MediCeram Sdn Bhd (524292-D)

JOB DESCRIPTION

Department / Section	Management
Job Title	Senior Manager QA
Reporting Superior	Deputy General Manager
Qualification	Diploma / Degree in any related field
Experience	> 5 years
Skill / Attributes	Excellent Organizational, Strong Interpersonal and Management Skills
Responsibilities	• Develop and implement quality assurance policies and procedures to ensure compliance with regulatory requirements and industry standards. • Lead a team of quality assurance professionals, providing guidance, coaching, and mentoring to ensure high performance and employee development. • Establish quality metrics and KPIs to measure the effectiveness of quality assurance processes and drive continuous improvement efforts. • Collaborate with cross-functional teams, including product development, manufacturing, and customer support, to identify quality issues and implement corrective actions. • Conduct regular audits and inspections of production processes, documentation, and facilities to ensure adherence to quality standards. • Manage the investigation and resolution of customer complaints and quality-related issues, including root cause analysis and corrective/preventive actions. • Stay current with industry trends, best practices, and regulatory requirements related to quality assurance, social, environment and governance and incorporate them into the company's quality management system. • Drive a culture of quality and continuous improvement throughout the organization, fostering collaboration and accountability among team members.

The information contained in this job description is a true and accurate reflection of the job as agreed.

Signature of Employee	Signature of Managing Director