

## **Job Specification for Quality Manager, who can handle ISO 17025, 17020, 9001, 14001, 18001**

### **Key Responsibilities:**

#### **1. Management System Implementation and Maintenance**

- Develop, implement, and maintain management systems compliant with **ISO 17025 , ISO 17020 , ISO 9001 , ISO 14001 , and ISO 45001 .**
- Ensure that policies, procedures, and workflows are documented, updated, and communicated effectively across the organization.
- Conduct regular reviews of management system performance to ensure continued compliance and identify areas for improvement.

#### **2. Internal and External Audits**

- Lead and coordinate internal audits to verify compliance with applicable standards.
- Prepare the organization for external audits (e.g., accreditation bodies, certification bodies).
- Address non-conformities, corrective actions, and opportunities for improvement identified during audits.

#### **3. Risk Management**

- Identify, assess, and manage risks and opportunities related to quality, environmental, health, and safety aspects.
- Implement risk mitigation strategies to reduce risks to acceptable levels and enhance operational resilience.

#### **4. Training and Competence Development**

- Provide training to employees on management system requirements, procedures, and best practices.
- Ensure staff competence through training programs, skill assessments, and ongoing professional development.

#### **5. Document Control**

- Oversee document control processes to ensure that all documents (e.g., policies, procedures, forms) are current, accessible, and properly version-controlled.
- Maintain a master list of documents and records as required by the standards.

#### **6. Customer and Stakeholder Engagement**

- Address customer complaints and feedback in accordance with the management system requirements.
- Act as the primary point of contact for accreditation and certification bodies, regulatory authorities, and other stakeholders.

#### **7. Continuous Improvement**

- Drive continuous improvement initiatives using tools such as root cause analysis, corrective/preventive actions, and performance metrics.
- Monitor key performance indicators (KPIs) to measure the effectiveness of management systems and report findings to senior management.

#### **8. Compliance and Legal Requirements**

- Ensure compliance with applicable legal, regulatory, and contractual requirements related to quality, environment, health, and safety.
- Stay updated on changes to standards and regulations and implement necessary updates to the management systems.

### **Qualifications and Experience:**

**Education:**

- Bachelor's degree in **Engineering , Science , Business Administration** , or a related field. A Master's degree is preferred.
- Relevant certifications such as:
  - **Lead Auditor Certification** for ISO 9001, ISO 14001, and ISO 45001.
  - **Accreditation Body Training** for ISO 17025 and ISO 17020.

**Experience:**

- Minimum of **5–7 years of experience** in quality management, preferably in a laboratory, inspection body, or manufacturing environment.
- Proven track record of implementing and maintaining multiple management systems (ISO 17025, ISO 17020, ISO 9001, ISO 14001, ISO 45001).
- Experience in leading internal and external audits and managing relationships with accreditation/certification bodies.

**Skills and Competencies:****Technical Skills:**

- In-depth knowledge of **ISO 17025 , ISO 17020 , ISO 9001 , ISO 14001 , and ISO 45001** requirements.
- Strong understanding of risk management principles and methodologies.
- Proficiency in document control systems and audit management tools.

**Soft Skills:**

- Excellent leadership and team management skills.
- Strong communication and interpersonal skills to engage with employees, auditors, and stakeholders.
- Analytical and problem-solving abilities to address non-conformities and drive improvements.
- Attention to detail and organizational skills to manage multiple standards and processes simultaneously.

**Key Performance Indicators (KPIs):**

- Successful completion of external audits with minimal non-conformities.
- Timely closure of corrective actions and continuous improvement initiatives.
- Employee training completion rates and competence levels.
- Reduction in customer complaints and improved customer satisfaction scores.
- Achievement of KPIs related to quality, environmental, health, and safety objectives.

**Working Conditions:**

- Office-based with occasional travel for audits, training, or meetings.
- May require working outside regular hours to meet audit deadlines or address urgent issues.

**Reporting Structure:**

- Reports to: **Senior Management** or **Operations Director**
- Supervises: **Quality Assurance Team , Document Controllers** , and other relevant personnel.

**Job Specification for Quality Supervisor, who can handle ISO 17025, 17020, 9001, 14001, 18001**

**Job Title: Quality Supervisor**

**Key Responsibilities:**

## **1. Implementation of Management System Standards**

- Assist in implementing and maintaining management systems compliant with **ISO 17025** , **ISO 17020** , **ISO 9001** , **ISO 14001** , and **ISO 45001** .
- Ensure that all processes, procedures, and workflows align with the applicable standards.
- Support the documentation and updating of policies, procedures, and forms as required.

## **2. Internal Audits**

- Conduct internal audits to verify compliance with the applicable standards.
- Prepare audit plans, checklists, and reports.
- Identify non-conformities and work with relevant teams to implement corrective actions.

## **3. Risk Management**

- Assist in identifying, assessing, and mitigating risks related to quality, environment, health, and safety.
- Monitor risk registers and ensure that mitigation strategies are implemented effectively.

## **4. Training and Competence Development**

- Deliver training sessions to employees on management system requirements, procedures, and best practices.
- Support the Quality Manager in assessing staff competence through skill evaluations and training programs.

## **5. Document Control**

- Oversee the document control process to ensure that all documents are current, accessible, and properly version-controlled.
- Maintain records of document approvals, revisions, and distributions.

## **6. Monitoring Compliance**

- Conduct regular inspections and checks to ensure compliance with documented procedures and legal/regulatory requirements.
- Address deviations or non-conformities promptly and escalate issues to the Quality Manager when necessary.

## **7. Customer and Stakeholder Engagement**

- Assist in addressing customer complaints and feedback in accordance with the management system requirements.
- Support interactions with accreditation and certification bodies during external audits.

## **8. Continuous Improvement**

- Support continuous improvement initiatives by analyzing data, identifying trends, and recommending corrective/preventive actions.
- Participate in root cause analysis and problem-solving activities.

## **9. Reporting**

- Prepare reports on quality performance, audit findings, and corrective actions for review by the Quality Manager.
- Track key performance indicators (KPIs) related to quality, environment, health, and safety.

**Job Summary:**

The Quality Supervisor will support the implementation, maintenance, and continuous improvement of multiple management systems in compliance with **ISO 17025** , **ISO 17020** , **ISO 9001** , **ISO 14001** , and **ISO 45001** . The role involves ensuring adherence to documented procedures, conducting internal audits, managing risks, and supporting the Quality Manager in achieving organizational goals.

**Qualifications and Experience:**

**Education:**

- Diploma or Bachelor’s degree in **Engineering** , **Science** , **Business Administration** , or a related field.
- Relevant certifications such as:
  - **Internal Auditor Certification** for ISO 9001, ISO 14001, and ISO 45001.
  - Training in **ISO 17025** and **ISO 17020** from accredited bodies.

**Experience:**

- Minimum of **3–5 years of experience** in quality assurance or quality control roles, preferably in a laboratory, inspection body, or manufacturing environment.
- Proven experience in supporting the implementation and maintenance of management systems (ISO 17025, ISO 17020, ISO 9001, ISO 14001, ISO 45001).
- Experience in conducting internal audits and preparing for external audits.

**Skills and Competencies:**

**Technical Skills:**

- Strong understanding of **ISO 17025** , **ISO 17020** , **ISO 9001** , **ISO 14001** , and **ISO 45001** requirements.
- Knowledge of risk management principles and methodologies.
- Proficiency in document control systems and basic audit management tools.

**Soft Skills:**

- Excellent communication and interpersonal skills to engage with employees and stakeholders.
- Analytical and problem-solving abilities to address non-conformities and drive improvements.
- Attention to detail and organizational skills to manage multiple tasks and deadlines.
- Ability to work independently and as part of a team.

**Key Performance Indicators (KPIs):**

- Timely completion of internal audits and closure of identified non-conformities.
- Effective support during external audits with minimal non-conformities.
- Employee training participation rates and competence levels.
- Reduction in deviations and improved compliance with documented procedures.
- Achievement of KPIs related to quality, environmental, health, and safety objectives.

**Working Conditions:**

- Office-based with occasional travel for audits, training, or meetings.
- May require working outside regular hours to meet audit deadlines or address urgent issues.

**Reporting Structure:**

- Reports to: **Quality Manager**
- Supervises: **Quality Technicians** , **Document Controllers** , or other junior personnel (if applicable).

**Conclusion:**

This **Quality Supervisor** role requires a hands-on professional with a solid understanding of multiple management system standards and practical experience in quality assurance. The ideal candidate will have strong technical knowledge, attention to detail, and the ability to support the organization in achieving compliance, risk management, and continuous improvement goals.