

## Manager Quality Assurance

As Manager Quality Assurance (MQA) you will head up the EMEA Quality Team (4p) and lead them in the next era where we expand our activities into the Smart Home domain – Create Smarter Living.

In this role, you have to proactively lead and coach the team and support them in the day-to-day activities as well as making them fit for the future. UEI is expanding its product range as well as in geographical areas like North America. These developments have a major impact on the QA team. To stay compliant we continuously have to adapt and learn.

In this role, you will work from the office in Enschede, the Netherlands and report to the QA Director located in our US headquarters.

### Responsibilities

- Ensure product quality compliance to all business and governmental regulations in EMEA and the Americas.
- Set and align the QA strategy in EMEA with the global QA strategy.
- Lead the team to achieve the goals and objectives.
- Manage, motivate and train team to improve knowledge and skills.
- Liaise with peers in procurement, product, supply, sales etc.
- Engage with Tier 1 accounts.
- Monitor, analyze and improve results.
- Represents Quality in the EMEA middle management team.

### Main tasks and activities:

- Implement new and improve existing processes and procedures.
- Create KPI goals, objectives and reporting structure. Monitor and analyze results.
- Monitor and improve supplier Quality Assurance System.
- Oversee the responses to and tracking of customer issues and communicate them with appropriate parties.
- Provide leadership in the creation of 8D report to ensure that customer issues are dealt with accordingly.
- Track and report on project tasks and departmental loading.
- Lead failure analysis, problem solving, continuous improvement, and communication strategies.
- Assure new products in development meet customer and company requirements, and objectives as stated in the project's planning documentation.
- Oversee and complete on time all QA NPI (new product introduction) responsibilities. Oversee DFMEAs in the infant stages of NPI.
  - Ensure that we properly complete DFMEAs, PFMEAs, PPAPs, and BSAs on time.
- Implement DFMA (Design for Manufacturing and Assembly)

- Perform Root Cause analysis on field issues, processes, and project activities.
- Gather and report on factory and product monthly metrics for retail and SBR (subscription broadcasting) businesses.

## Role requirements

- Bachelor / master degree in Engineering (ex. electrical, electronics, industrial, mechanical, manufacturing)
- 3-5 years of leadership experience.
- Experience in a similar role within a high volume-manufacturing environment.
- Technical background with experience in working on product design, engineering, layout, software validation and/or PCB and system manufacturing
- Understanding of the software development process, best practices, types of software testing, software quality metrics etc.
- Knowledge and experience on the product development life cycle for technically challenging projects with QA deliverables that contain extensive analysis and test results.
- Understanding of material properties, hardware and electrical component design and manufacture, quality standards and methodologies
- Experience with manufacturing, product development, process, and quality assurance is required.
- Customer facing experience on Tier 1 level.
- Knowledge of EU and US compliance rules and regulations.
- Demonstrate use and ability to apply critical thinking to problem solving.
- Proven ability to effectively prioritize, escalate, and drive solutions to customer issues.
- Proven ability to lead difficult problem solving meetings with all functions, levels, and customer representatives, clearly articulating information.
- Proven peer-to-peer influence, leadership and collaboration skills.
- Ability to travel to Americas, APAC, and EMEA up to 30% of your time.
- Experience with the Lean Six Sigma.

## Competences:

- Open minded, analytic, problem solving, advising skills, flexible and willing to travel.
- Energetic and encouraging leader in multi-cultural environment.
- Excellent communication and interpersonal skills with the ability to influence others.
- Participative management style with the expectation of high performance.
- Ability to be flexible in a dynamic work environment while implementing improvements, and maintaining current systems, process, procedures, and metrics.
- Ability to create solutions to a wide array of issues, while prioritizing conflicting demands with limited resources.

## **Our offer**

The opportunity to join a company at a moment it expands into new markets with new product range - a learning and development curve. As Manager Quality Assurance - you are part of a global organization – a team that has a true passion for innovation and technology. Those passions resonate worldwide throughout all of UEI's locations with talented innovators and engineers. The opportunity to develop yourself and grow throughout the global organization.

## **Contact details**

For more information about UEI and the role offered, please contact Rianne Schutte – HR Manager EMEA - +31 534888000. Please send your questions and/or application to [careers@uei.com](mailto:careers@uei.com).

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