



QA MANAGER



OVERVIEW

The QA Manager is responsible for leading and managing all quality assurance, quality control, and quality management system activities to ensure compliance with international standards and customer requirements. This role drives a culture of quality, continuous improvement, and operational excellence across the organization.



KEY RESPONSIBILITIES

1 QUALITY MANAGEMENT SYSTEM (QMS) & ENVIRONMENTAL MANAGEMENT SYSTEM (EMS)

- Lead the implementation, maintenance, and continuous improvement of the Quality Management System (QMS) and Environmental Management System (EMS).
- Ensure compliance with ISO 9001:2015, IATF 16949, ISO 13485, ISO 14001:2015, and other applicable regulatory requirements.
- Develop, review, and update quality policies, procedures, work instructions, and documentation.
- Monitor system effectiveness through audits, performance indicators, and management reviews.

2 QUALITY ASSURANCE & QUALITY CONTROL

- Oversee daily QA and QC operations to ensure product quality meets customer specifications and company standards.
- Establish and maintain effective quality control processes throughout manufacturing and operational activities.
- Analyze quality data, customer complaints, non-conformities, and corrective actions to drive continuous improvement.
- Lead root cause analysis and implement corrective and preventive actions (CAPA).

3 CUSTOMER & SUPPLIER QUALITY MANAGEMENT

- Act as the primary representative for customer quality matters, including audits, complaints, corrective actions, and quality improvement initiatives.
- Manage supplier quality performance, qualification, development, and corrective action programs.
- Coordinate customer audits and ensure timely closure of audit findings.

4 AUDITS & COMPLIANCE

- Plan, conduct, and oversee internal quality and environmental audits.
- Coordinate external audits by certification bodies, customers, and regulatory authorities.
- Ensure compliance with all applicable statutory, customer, and industry requirements.

5 LEADERSHIP & CONTINUOUS IMPROVEMENT

- Lead and develop the Quality team to achieve departmental objectives.
- Drive continuous improvement projects focusing on product quality, process capability, waste reduction, and customer satisfaction.
- Prepare, publish, and present quality performance reports to management.
- Promote a quality culture throughout the organization.

6 OTHER RESPONSIBILITIES

- Support new product development and process validation activities from a quality perspective.
- Undertake additional duties and special projects assigned by Management.



QUALIFICATIONS

- Bachelor's Degree in Engineering, Quality Management, Manufacturing, or a related field.
- Professional certification in Quality Management, Lead Auditor, or related disciplines is an added advantage.



EXPERIENCE

- Minimum 5 years of experience in Quality Management within a manufacturing environment.
- Minimum 3 years in a managerial or supervisory position.
- Experience in automotive, medical device, electronics, or plastic injection molding industries is an advantage.
- Hands-on experience with ISO 9001, IATF 16949, ISO 13485, and ISO 14001 systems.



KNOWLEDGE & SKILLS

- Strong understanding of quality tools such as 8D, FMEA, SPC, MSA, APQP, PPAP, CAPA, and Root Cause Analysis.
- Excellent leadership, communication, and problem-solving skills.
- Strong analytical and report-writing abilities.
- Proficient in Microsoft Office applications and quality management systems.

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classa@pgclassa.com.my



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THAT DRIVES VALUE,
QUALITY, AND GROWTH.