QualiRBB
Job Description

Job Title: **Quality Assurance Group Leader**
Department: **Quality**
Reports To: **Operations Manager**
FLSA Status: **Exempt**
Prepared By: **Jeff Schartiger**
Revisions: **5/5/2026**

SUMMARY:

The Quality Assurance Group Leader leads the team responsible for carrying out the Quality Assurance functions at RBB. This position also manages the RBB Quality Management System and acts as ISO and AS9100 Coordinator for internal; customer; and third party audits.

ESSENTIAL FUNCTIONS AND DUTIES:

This list describes the general task expectations. Other duties may be assigned.

- The #1 job of the Quality Assurance Group Leader is to measure, monitor and report incoming and outgoing quality levels and internal process compliance.
- Monitor and update CAR/PAR/Action Item mechanisms and logs and report on quality improvement throughout the company.
- Be the point of contact for customers for quality-related questions or problems.
- Direct the analysis of internal & external failures & other process-related problems to develop corrective action on; returned products (warranty), customer complaints of a product or technical nature, corrective action/ preventative action program.
- Manage the identification and control of non-conforming materials.
- Manage and facilitate the RBB internal audit program and lead RBB with all customer/agency audits.
- Function as official ISO/AS9100 designated contact person.
- Monitor the ESD program and conduct routine quality assurance inspections.
- Establish & report key quality performance measures to track progress.
- ISO/AS9100 compliance.
- The Quality Assurance Group Leader takes authority over quality matters throughout the company and is expected to intervene directly with issues that affect the quality of products.
- Manage incoming quality inspection/test activities at defined intervals in accordance with related drawings, specifications, workmanship standards, and documented procedures.
- Assist Manufacturing and Engineering with production support activities.
- Be a driver for continual improvement.

SUPERVISORY RESPONSIBILITIES:

Include but are not limited to the following list: Quality Group Personnel

ACCOUNTABILITIES AND BASIS FOR EVALUATION:

- ISO/AS9100 Coordination

- Quality Performance
- QMS Management
- ESD Compliance and Management
- CAR/PAR Management
- Calibration Program Management
- Support Non-Conforming Material Management

JOB SPECIFICATIONS AND QUALIFICATIONS:
To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Knowledge, Skills and Abilities:
- Must have the ability to interact in a positive manner with others at all levels of the Company and with customers.
- Provide written and oral communications internally and with customers.
- Must be thorough and well-organized with the ability to meet deadlines.
- Knowledge of quality systems standards and tools (ISO 9001:2015, ASQ, Six Sigma, Lean) is strongly preferred.
- Must be willing to make decisions in a timely manner.
- Must be able to make and keep commitments reliably.
- Able to thrive under pressure.
- Familiar with IPC-A-610 Workmanship Acceptability.
- Familiar with IPC-JSTD-001 Workmanship Acceptability.
- Familiar with IPC-7711/7721 Rework and Repair.
- Familiar with FAI, PPAP, AQL and other Quality Improvement Methodology.

Education and Experience:
- 2 years hands on experience in Quality Engineering Management
- Knowledge of quality systems standards (ISO 9001, AS9100, ASQ, IPC) is strongly preferred.
- Technical experience; electronic field related
- Electronics degree preferred but not required.

Physical requirements and or work conditions:
The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.
- Ability to reliably transport self to a wide variety of meeting places and settings.
- Field support work at customer sites is expected.
- Ability to adjust work hours to meet peak demand and project deadlines.