

Job Identification

Job Title: Operations & Quality Control Coordinator
Division: Bailey Metal Products Limited – Montreal
Department: Operations
Reports to: Corporate Quality Manager

Job Purpose Summary

The incumbent will perform duties to facilitate the manufacturing of Bailey Metal Products to specification. The incumbent will be working within a team environment to ensure all aspects of production are completed on time and meet the necessary quality and safety standards. The incumbent is also responsible for troubleshooting machine set-up problems, health and safety issues, planning production schedules and overseeing manufacturing and warehouse activities in pursuance of business goals and as determined by the annual plan of operations. The incumbent will develop policies and procedures designed to increase productivity, assure quality and mitigate production problems as well as improve processes with the objective of reducing overall costs and enhancing customer satisfaction.

Responsibilities and Accountabilities

The responsibilities and accountabilities of the position include but are not limited to the following:

Initial Duties

- Document control: keep all hard copy and electronic forms up to date and dated accurately.
- Record control: filing all completed documents in an organized manner both hard copies as well as electronically.
- Creation and Engineering Change Control of Product Specifications (could include product part sheets).

Quality:

- Responsible for the control and maintenance of all inspection, measuring and test equipment.
- Maintain calibration of all test equipment on an ongoing basis.
- Creation and disposition of Internal & External Non Conformance Reports/ Return Material Authorization (RMA)
- Support to Customer Claims and Vendor Debits
- Support of all quality-related processes (i.e. inspections and product testing).
- Working with certification bodies such as UL/ULC, CSA, CSSBI, etc.
- Monitor coil inventory levels and rejected coils and report to purchasing department accordingly.
- Corrective / Preventive Actions.
- Training production/plant employees on new or improved quality processes, both one on one and in a group setting.
- Analyze and report findings and make recommendations.
- Ensure that systems/equipment operate safely, efficiently and effectively.

- Creation and control of intranet documents, ensuring all completed documents are stored electronically.
- Maintenance of the intranet, including updating records and forms.
- Provide leadership for developing and directing plant initiatives for all company products.
- Continuous improvement activities.

Materials Planning:

- Schedule inbound raw materials and ensure adequate stock levels for production requirements.
- Assist in training line workers in problem-solving techniques and on-the-spot production troubleshooting.
- Support for scheduling of production work orders.
- Understand, and develop the release and scheduling of raw materials utilizing the existing MRP system.
- Monitor inventory levels and reconcile physical inventories.
- Create and maintain production and warehouse documentation.
- Coordinate all raw materials, manufacturing equipment and supplies.
- Perform daily cycle count and do root cause analysis.
- Communicate all delays or variances in inbound/outbound freight to the appropriate parties.
- Report inventory levels in order to meet internal and external demand of product.
- Conduct regular spot-checks or inventory levels, supplies or equipment.
- Coordinate necessary action plans with affected departments.
- Manages STO's from other divisions.
- Support finance in month/year end activities.

On-going Duties

- Communicate and liaise with all departments.
- Monitoring/Auditing of the following:
 - incoming inspection and establishing traceability
 - in-process inspection (packaging, labelling, adherence to product specification)
 - final inspection
- Conduct and document daily workplace walks; inspect product quality; observe for unsafe acts and unsafe conditions; and resolve workers and safety concerns and problems.
- Develop and/or enforce corporate policies regarding security and safety in order to maintain a safe working environment.
- Maintain appropriate and complete documentation regarding regulated products and/or hazardous materials.
- Participate in accident investigation program, operator start-up inspections and hazard identification programs.
- Monitor accident frequency, history and analysis of injury data to target areas of improvement.
- Perform regular workplace inspections, both scheduled and unscheduled.
- Ensure all Occupational Health and Safety legislative requirements are being met.
- Conduct safety talks on the shop floor and in crew meetings.
- Develop and implement communication programs that foster team spirit and an atmosphere of participative management.
- Ensure ongoing compliance with local, national, and international standards and legislation.

Other:

- Complete all other work as assigned and provide all other assistance as required by management.
- Maintain a high standard of professional knowledge, ethics and practices when dealing with customers, suppliers, peers, subordinates, supervisors and other key stakeholders of the company.
- Understand, support and adhere to the company's health and safety policies, programs and procedures by communicating and promoting health and safety awareness.
- Other responsibilities and accountabilities as assigned.

Qualifications

- Provide leadership for developing and directing plant initiatives for all company products.
- Support new product development.
- Able to organize and prioritize work while meeting tight deadlines.
- Understanding of quality processes and procedures
- Proficient with SAP MRP and Microsoft Office specifically Excel.
- Ability to critically analyze data.
- Perform basic technical analysis/troubleshooting.
- Exceptional organizational & time management skills and ability to work with a high degree of accuracy.
- Exceptional written and verbal communication skills with fluency in English.
- Exceptional attention to detail.

Working Conditions

- Some travel may be required
- Office & plant environment.
- Overtime as required.