

## **Job Description**

### **THE OPPORTUNITY**

Structurlam Mass Timber US, Inc. is looking for a Quality Manager at our new Conway Arkansas plant. Plant operations will be up, and running come June of 2021 – and we are building the lead team now! Reporting to the Plant General Manager, the Quality Manager is responsible for establishing and maintaining the quality system that deliver our superior products to market. Working closely with the plant management team and production, the Manager, Quality is responsible for the organization following standards and quality controls to meet and exceed our customers expectations.

Lumber manufacturing has evolved significantly over the last several decades and includes complex processes and technology. The main driving forces behind this evolution are an increased effort to achieve sustainable use of forest resources, implementation of automated processes and computerized controls to achieve higher levels of utilization, and a movement towards mass timber building solutions and market. This role has a specific emphasis on aspects that have a more direct impact on the processes and technology employed in mass timber CLT panel construction and the industry regulatory environment and product certification.

### **What You Will Do**

Establish and maintain the quality standards of operation for Structurlam's US based plant operation workforce by collaborating with the operations, maintenance, and sales teams to train and audit our process to deliver high quality mass timber products for the Conway, Arkansas plant location.

- Implement and management of a Quality Control program in the context of a sawmill plant, tools and strategies employed to support Quality Control initiatives, data collection and assessment methods applied to specific production processes.

### **How You Will Do It**

Be knowledgeable in Structurlam's Best Business Practices and incorporate in programs.

- Design, build and deliver a quality system for our Conway facility.

- Educate, motivate and train personnel in good housekeeping practices, best practices for testing, inspection and grading of lumber.
- Engage the entire work force both salary and hourly to drive a 'culture of excellence' in order to accomplish quality objectives and targets.
- Perform quality audits and analysis creating action plans to improve product quality.
- Perform investigations process, with the focus on root cause, corrective and preventive actions and verification.
- Work as a liaison between operations and the APA for product quality review.
- Collaborate with Safety and Operations to review planned changes and new equipment prior to receipt through a Management of Change (MOC) process to ensure product quality.
- Develop and implement effective test programs for the identification, prevention and control of quality defects.
- Accompany visiting inspectors and report findings.
- Review all testing and support ongoing quality assurances. Establishing quality performance metrics, both leading and lagging indicators.
- Develop and implement audit programs to review and assure compliance with applicable industry quality standards.
- Build and maintain the Quality Management System (QMS) database and report on; nonconformance, work observations, compliance obligations, root cause analysis, training management, audit management and incident management.
- Management and leadership style to support positive associate relations.
- Perform other duties as assigned.

### **What we look for**

- Bachelor's degree required. Preferably in Wood Science
- 3-5 years of experience in a manufacturing/test or construction environment with a minimum of 2 years of experience in a supervisory/management role.

- The understanding wood structure, the mechanical/chemical relationship between wood and water, drying characteristics, production machinery, operator roles and responsibilities and what is expected as a final product.
- Experience with administering QMS program, including managing and leading an audit team.
- Previous experience with APA, ANSI regulations and compliance.
- Previous experience in sawmill or heavy industrial environment highly preferred.

Highly effective and professional interpersonal skills

- Experience preparing and presenting Quality trainings and recordkeeping.
- Strong organizational skills.
- Ability to be proactive, follow up and follow through to ensure quality compliance for regular activities as well as future projects.
- Be able to use good judgement and build rapport with diverse internal and external clientele.

### **Benefits and Compensation**

We value our employees and offer a comprehensive total rewards package, which includes competitive compensation with a pay-for-performance philosophy, benefits, and other programs designed to support our associates and meet their needs. If you invest your time and talents in our company, we will invest in you.

### **Career Advancement**

We strive to support our people in reaching their full potential. We provide a variety of on-the-job training and continuing education in many areas at Structurlam to ensure you have the skills you need to succeed. Our promote-from-within culture recognizes high performance, and we offer diverse career paths across the organization for those with the talent and will to advance.

### **Job**

Quality Manager

### **Primary Location**

Conway, Arkansas

**Industry**

Mass Timber, Forest Products & Building Solutions

**Employment Type**

Full-time

**Overtime Status**

Exempt

**Job Functions**

Management

Manufacturing

**Job Type**

Full-Time