



Corporate Quality Managers represent the company regarding all matters of quality. These managers formulate and enforce policies related to quality control, and they manage the process for quality assurance programs across the organization. They ensure that others are compliant with quality standards and provide instruction around quality practices when needed.

Example Positions

Associate Director, QA, Director of Quality, Lab Manager, Laboratory Manager, QA Manager, Quality Assurance Manager, Quality Control, Quality Control Manager, Quality Control Supervisor, Quality Manager

Competencies

Process Management – Corporate Quality Managers take a systematic approach to making the company’s workflow more effective, efficient, and capable of adapting to an ever-changing environment.

Managing Quality – Individuals who exhibit this competency excel at tracking and measuring work quality of other employees. They manage the efficiency, accuracy, and completeness of outputs produced by teams and systems in the organization.

Driving Results – They motivate individuals to achieve and exceed goals by establishing accountabilities, clarifying performance expectations, agreeing to high standards and measures, monitoring and reviewing performance, and providing timely and relevant feedback.

Compliance – Corporate Quality Managers work to ensure that they, team members, other employees, contractors, strategic partners, and other relevant stakeholders act in accordance with all pertinent rules, regulations, policies, and best practices, and that behavior in the organization meets the company’s standards of conduct.

Deliberative Decision Making – They tend to gather, consider, and evaluate all relevant information to make logical conclusions before being moved to action.

Instructing – Corporate Quality Managers demonstrate confidence in their area of expertise, display the patience to thoroughly explain concepts or information to others, and work with their audience to ensure understanding.

Organizing and Documenting Information – Individuals who exhibit this competency produce thorough and well-organized documentation that meets government or organizational standards. They assess data quality and organize it coherently, and they document the required information accurately.

Representative Behaviors

- Determines the necessary processes to accomplish goals
- Determines quality standards for employees or processes
- Fosters an environment of continued performance improvement
- Monitors laws and regulations that impact the industry
- Evaluates short- and long-range implications of decisions
- Positions self as a credible source of information
- Assesses quality and relevance of information sources



Corporate Quality Manager Job Model

Leading	Active Communication	Interpersonal Dynamics	Making Decisions	Solving Problems	Managing Processes	Self-Management
Leadership Maturity	Influence and Persuasion	Interpersonal Sensitivity	Deliberative Decision Making	Creativity and Innovation	Quality Focus	Composure and Resiliency
Leadership Communication	Conflict Management	Helpfulness	Decisiveness	Analytical Thinking	Compliance	Generating and Expressing Enthusiasm
Driving Results	Negotiating	Service Focus	Strategic Thinking	Learning Agility	Response Orientation	Strength of Conviction
Leading Change	Active Listening	Relationship Building	Organizational Citizenship	Scientific Acumen	Safety Focus	Achievement Motivation and Perseverance
Managing Innovation	Communicating	Collaboration and Teamwork	Information Seeking	Business Acumen	Process Management	Self-Awareness
Managing Quality	Instructing	Organizational Savvy			Time Management	Adaptability
Team Building		Global Mindset			Planning and Priority Setting	Initiating Action
Coaching and Developing Others					Organizing and Documenting Information	Accountability
Delegating					Applying Standard Practices	Professionalism
Fact-Based Management						Continuous Learning
Strategic Talent Management						Extended Task Focus
Directing						Comfort with Ambiguity

For more information on Caliper Competencies,
please call us at 609.524.1200 or visit www.calipercorp.com.