**Scientific or Technical Quality Managers** are responsible for coordinating and implementing quality initiatives that are aligned with best practices of the relevant scientific community. They ensure standardization related to equipment, methodologies, and processes across the organization. They typically work in a laboratory or technical setting and oversee quality processes and workflow over a team.

**Example Positions**

*Quality Laboratory Manager, Technical Quality Manager, Technical Quality and Risk Lead, Manager - Quality Assurance, Quality Standards Manager, Associate Director of Quality Assurance*

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**Competencies**

**Process Management** – Scientific or Technical 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** – They 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 gather, consider, and evaluate all relevant information to make logical conclusions before being moved to action.

**Scientific Acumen** – They consistently and appropriately implement best practices in scientific inquiry and empirical reasoning to identify trends in data. They conduct all research, analyses, and interpretations in accordance with the guidelines set forth by the appropriate scientific community.

**Instructing** – They 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.

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**Representative Behaviors**

- Determines the necessary processes to accomplish goals
- Sets quality standards for employees or processes
- Drives the execution of business plans
- Monitors laws and regulations that impact the industry
- Applies lessons from experience to make effective decisions
- Checks the accuracy and validity of information used in reaching conclusions
- Positions self as a credible source of information
- Reviews documentation for accuracy and compliance with standards
### Scientific or Technical Quality Manager Job Model

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<tr>
<th>Leading</th>
<th>Active Communication</th>
<th>Interpersonal Dynamics</th>
<th>Making Decisions</th>
<th>Solving Problems</th>
<th>Managing Processes</th>
<th>Self-Management</th>
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<tr>
<td>Leadership Maturity</td>
<td>Influence and Persuasion</td>
<td>Interpersonal Sensitivity</td>
<td>Deliberative Decision Making</td>
<td>Creativity and Innovation</td>
<td>Quality Focus</td>
<td>Composure and Resiliency</td>
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<tr>
<td>Leadership Communication</td>
<td>Conflict Management</td>
<td>Helpfulness</td>
<td>Decisiveness</td>
<td>Analytical Thinking</td>
<td>Compliance</td>
<td>Generating and Expressing Enthusiasm</td>
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<tr>
<td>Driving Results</td>
<td>Negotiating</td>
<td>Service Focus</td>
<td>Strategic Thinking</td>
<td>Learning Agility</td>
<td>Response Orientation</td>
<td>Strength of Conviction</td>
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<tr>
<td>Leading Change</td>
<td>Active Listening</td>
<td>Relationship Building</td>
<td>Organizational Citizenship</td>
<td>Scientific Acumen</td>
<td>Safety Focus</td>
<td>Achievement Motivation and Perseverance</td>
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<tr>
<td>Managing Innovation</td>
<td>Communicating</td>
<td>Collaboration and Teamwork</td>
<td>Information Seeking</td>
<td>Business Acumen</td>
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<td>Self-Awareness</td>
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<tr>
<td>Managing Quality</td>
<td>Instructing</td>
<td>Organizational Savvy</td>
<td>Global Mindset</td>
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</tr>
</tbody>
</table>

- Team Building
- Coaching and Developing Others
- Delegating
- Fact-Based Management
- Strategic Talent Management
- Directing

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