

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



