

Quality Management System Manager

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Company: Dangote Group

Location: Douala

Category: architecture-and-engineering

Job Summary

- The QMS Manager is responsible for the implementation and maintenance of the QMS. He provides oversight for the development and maintenance of quality programs, systems, processes, and procedures that ensure compliance with policies and that the performance and quality of products/services conform the established internal and external standards and guidelines.
- The QMS Manager is responsible for both preparation and execution of internal and external (surveillance and certification) audits.

Key Duties and Responsibilities

- Assist and advise the C/CEO for all activities related to the QMS within the processes.
- Ensure compliance of the company QMS with ISO 9001/2015 standard.
- Coordinate all QMS (ISO 9001v2015) related activities and assume the role of Management Representative in relation with Certification Boards.
- Design and implement the company's Quality system, evaluate its effectiveness, and develop it.
- Design and manage company standards (processes, procedures, etc.)
- Identify and analyse points of non-Quality (defects, non-compliance with deadlines, poor organization, etc.) and propose corrective and preventive actions.
- Write the internal quality manual.
- Lead problem-solving groups.
- Develop staff awareness actions.

- Organize and supervise internal quality diagnoses and audits.
- Conduct customer satisfaction measurement surveys.
- Documents all QMS quality objectives - Achieve frequent awareness/training on QMS related topics.

Requirements

Academic/Professional Qualifications

- Master management sciences specializing in quality management or its equivalent in a relevant discipline.
- Certified Lead Auditor/Implementer ISO 9001v 2015.

Work Experience

- Five (05) years 'experience for implementation and/or maintenance of a Quality Management System.

Skills and Competencies

- Mastery of ISO standards.
- Rigor, organization and analytical mind.
- Good communication skills.
- Good problem solving and analytical skills – Excellent people management and interpersonal skills.
- Good networking and teaming skills - Proficiency in the use of office productivity tools.
- Bilingual English and French.

Benefits

Private Health Insurance

Paid time off

Learning & Development

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