

# Careers in the Supply Chain

## **QUALITY ASSURANCE MANAGER**

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**National Occupational Classification Code – 0114**

**Alternative Titles:**

- inventory control manager
- records administrator



### **Industry Description**

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Quality Assurance Managers plan, organize, direct, control and evaluate departments responsible for corporate governance and regulatory compliance, records management, security services, admissions and other administrative services not elsewhere classified. Managers in this unit group are employed throughout the public and private sector.

### **General Job Description**

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Quality Assurance Managers are responsible for communicating, implementing, and ensuring compliance with Quality Assurance (QA) programs, policies and procedures.

### **Job Functions**

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Quality Assurance Managers perform some or all of the following duties:

- Ensure the maintenance and accuracy of inventory levels within the distribution centre through the implementation of inventory control procedures, including cycle counts and random audits. Ensure the preparation of accurate inventory reports.
- Implement and maintain standard operating procedures (SOPs) and a process for ensuring compliance to those procedures.
- Develop, implement and maintain an operational audit process. Ensure operational audits are conducted on a weekly basis; analyze audit reports/data, prepare findings and report results to operations management.
- Ensure the accurate collection, analysis and reporting of operational performance indicators to management on a daily basis.
- Hire, train and evaluate Quality Assurance (QA) team members, providing coaching and development in all functional service areas.
- Audit the integrity of current inventory layout, methods and equipment; evaluate and recommend permanent or temporary changes to layout, methods or equipment to support operational needs.

## Physical Demands Analysis

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- Quality Assurance Managers require confidentiality in dealing with client information, operational performance information and specific business objectives and financial information of the company.
- There is constant pressure to ensure the accuracy of audits and inventory counts, and the timeliness of reporting to both the corporation and the client. Often required to work with competing deadlines, and to respond to departmental requests for information (reports).
- Communications are mostly non-routine and non-controversial, involving professional discussions and meetings among key stakeholders.
- Frequent requirement for attention to detail; prolonged use of computer terminal equipment.
- Work in a typical office environment with frequent exposure to the warehouse-operating environment, temperature variations, under conditions of minor risk of injury and low physical effort.

## Position Expectations

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| Essential Skills    |   |
|---------------------|---|
| Reading Text        | 2 |
| Document Use        | 2 |
| Computation         | 2 |
| Writing             | 2 |
| Oral Communication  | 2 |
| Thinking Skills     | 2 |
| Working with Others | 2 |
| Computers           | 2 |
| Continuous Learning | 3 |

Scale: 0 = n/a, 1 = minimal, 2 = moderate, 3 = high

## Salary Range

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Visit Working in Canada, at <http://workingincanada.gc.ca/welcome.do?lang=en>, to get current information about this position, including salary information.

## Pre-employment Skills

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- A bachelor's degree or college diploma in business administration or a related administrative services field is usually required.
- Several years of experience at a professional level in business administration, finance or administrative services are usually required.
- An Associate of the Institute of the Chartered Secretaries and Administrators (ACIS), Fellow of the Institute of Chartered Secretaries and Administrators (FCIS) or a Professional Administrator (P Adm) designation may be required for some occupations in this group.

Find information about supply chain-related educational offerings across Canada in the CSCSC's education compendium, at <http://www.supplychaincanada.org/en/education-information>.

## **Career Levels/Years of Experience**

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| <b>Career Levels</b> | <b>Position</b> | <b>Average Experience</b> |           |
|----------------------|-----------------|---------------------------|-----------|
|                      |                 | <b>From</b>               | <b>To</b> |
| 3                    | Vice President  | 7 years                   | 10 years+ |
| 2                    | Director        | 5 years +                 | 6 years   |
| 1                    | Manager         | 4 years +                 | 5 years+  |

## **References**

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- NOC (National Occupational Classification Codes), Government of Canada – <http://www5.hrsdc.gc.ca/NOC/English/NOC/2011/Welcome.aspx>
- Essential Skills – <http://www.hrsdc.gc.ca/eng/workplaceskills/LES/index.shtml>