



Senior quality manager

Job type: full-time

Quality is key to manufacturing; whether we're making 100,000 units of a consumer product or 10 units of a highly customised, specialist engineering equipment, planning and effective control is critical to success. We are based in Shatin, building up a work-class manufacturing and supply operation to satisfy challenging engineering manufacturing customer projects. Our competitive advantage is always to be "the guys who do things properly" - as such, we can build stable long-term partnerships with industry-leaders in medical, automotive, instrumentation and security markets.

We are looking to hire a technically astute and resourceful Manager to join us at the start of this new chapter in our expansion. We are looking for your help to build up and lead our quality team, to work closely with our teams in Hong Kong, Shenzhen and London and to assure that we lead the market in dependability and accountability.

What we do and what you will be doing at PMD

We are a small team: On one hand, this means that we are open, flexible, focused and continuously improving; on the other hand, this means that we are all hands-on and covering everything needed to deliver on your promises and get things done.

We don't chase high-volume / low-margin mass-manufacturing: Our projects are for customers who demand world-class technical dependability and trust, especially for small quantities. PMD is freshly certified to ISO 9001 in Hong Kong, you will be pursuing this and other certifications such as ISO 13485 to achieve "always audit-ready" level of conformity.

Engineering: risk, planning and investigation

- Determining and planning appropriate product controls by assessing risk, critical specs and specifications
- Establish best practices e.g PPAP to match product quality standards to suit application needs
- Lead the engineering investigation and make decisions for corrective actions on product / process nonconformity

- Take ownership of the engineering risk register - manage risk review and mitigation activities
- Investigate and isolate potential failure modes and root causes to customer issues and RMAs

Documentation, training and continuous improvement

- Build and train a fully capable quality team to ensure repeatable and dependable services
- Develop, document and maintain the Quality system for compliance with ISO 9001, ISO 13485 and others to achieve "always audit-ready" level of conformity;
- Lead continuous improvement by control of corrective actions and prevention
- Actively champion and train teams to support the generation of records and evidence as a culture across the company

Supplier audit & customer reporting

- Represent PMD quality team for customer audits and meetings to showcase our dependability & accountability
- Carry out and improve supplier audit and review processes to support Vendor Management
- Support our after sales team to effectively communicate findings and reports for customer issues
- Preparing and progressing reports - NCR, RMA, SCAR to communicate issues with customers

What we are looking for:

For us, quality is an improvement. We are looking for someone who takes this to heart and wants to lead by example to "always be learning" and "always be improving". Our customers depend on our world-class engineering and manufacturing competence and we are looking to you to be able to confidently showcase ourselves when they come and visit "any time". A defect is a chance to learn and improve; a risk is a chance for us to plan.

We prefer you to have:

- Minimum academic qualification of an accredited Bachelor degree in Engineering from a recognised university
- Minimum 5 years of industrial quality engineering experience; experience in high value engineering is preferred
- Full fluency in English is critical for your formal communication and to work alongside our engineers in HK and overseas

- Practical experience with investigative lab equipment, testing and statistical process control is expected
- Experience and confidence interfacing with external parties; such as SQE or Customer QE, or Quality Assurance is expected
- Expertise with Quality Management Systems
 - ISO 9001; experience as (Lead) Auditor preferred
 - ISO 13485 ; (Lead) Auditor preferred
 - 6-sigma black / master black belt preferred
- Solid fundamental computer skills as it's essential to everything we communicate
- Hong Kong citizen/resident or other immigration status with no restrictions for work in HK preferred, but visa sponsorship may be considered on merit

As an international business, we rely on diversity of culture and thought to deliver on our goals. To ensure we can do that, we are an Equal Opportunity Employer seeking talented, qualified employees regardless of race, colour, sex/gender, national origin, religion, sexual orientation, disability, age, marital status, citizen status or any other background. We recruit, hire, and work purely on the basis of qualification and merit.

Employment details and benefits:

- Full time, permanent, 5 day working week (Monday - Friday)
- Initial probationary period of 3 months
- 9:00am ~ 6:00pm day with 1 hr lunch
- Based in Shatin, Hong Kong, with ad-hoc limited travel to PRC (typically 1-2 days per month)
- 14 days paid holiday, plus HK public holidays*, plus birthday off (*public holidays which fall on Sat are not rolled forward)
- Stocked refreshments in our kitchenette
- Group medical insurance benefit
- Flexible working hours (+/- 1 hr flexitime)
- Monthly company-wide incentive scheme

If this sounds like an ideal job for you, then please [email us to apply](#).