

Haifa-Nazareth Quality Manager

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Company: Alstom

Location: Haifa

Category: other-general

Req ID:[[451463]]

At Alstom, we understand transport networks and what moves people. From high-speed trains, metros, monorails, and trams, to turnkey systems, services, infrastructure, signalling and digital mobility, we offer our diverse customers the broadest portfolio in the industry. Every day, more than 80 000 colleagues lead the way to greener and smarter mobility worldwide, connecting cities as we reduce carbon and replace cars.

PURPOSE OF THE JOB

Represents Quality in the project team, driving for customer satisfaction through the project's Safety, Quality assurance by coordinating all quality and safety activities starting at tender stage and throughout the project until contract closure (SQCDP)

MAIN RESPONSABILITIES

Customer Quality

Be the independent voice of the customer in the project organization.

Act as interface with the Customer quality and safety teams

Attends to CSS interview (Customer Satisfaction Surveys) with Customer Director and PM , supports & monitors action plan

Project Quality

Establish, document, implement, maintain, and continuously improve the Project Quality Management Plan (PQMP) and ensure its proper application during contract execution in

accordance with contract requirements, and Alstom processes.

Contribute with structured techniques (, FMEA) to the criticality assessment of Alstom's solutions (system and sub-systems) and services to ensure the right level of safety and quality assurance as well as inspection activities for all identified CTQ (Critical to Quality).

Guide project teams in understanding Quality contributions to the project.

Be the interface in the Project Team for all Project Quality aspects (Engineering (EQ), Industrial (IQ) and Supplier (SQ))

Manage, coordinate, and synchronize the community of all quality métiers supporting the project execution (system and sub-systems, PUs)

Ensure project core team awareness of project quality plan and its deliverables, regularly reporting on progress and support achieving the required level on quality competencies.

Support project audits, reviews and approval of supplier quality systems and audits compliance (upon customer request)

Project execution controls

Support the project team and the PM to prepare DFQ gate reviews & follow up related action plans.

Report quality and safety alerts and manage Non-conformities and Safety issues.

Ensure quality of the technical modifications (Change Requests CR) made during the project ensuring compliance to the design change process and quality of implementation of the technical modifications and analyze financial implications (Cost of Non-Quality CoNQ)

Ensure that safety assessment is correctly implemented (safety review) and prepare safety authorization.

Control project processes and deliverables compliance through inspection and audits - to authorize presentation/ delivery to customer.

Ensure that Return of Experience (REX) of all functions has been considered in the risks & opportunities and closely monitor to prevent occurrence.

Owning the Supplier Part List (SPL), and ensure the list is properly created for the full scope of the project across all contributing sites.

Ensure with SQ Team and/or Procurement a good synchronization and follow-up of GO Production and FAI (First Article Inspection) activities, relative to the SPL, with special attention in case of supplier change/localization initiatives.

Collaborate with IQ, Industrial, SQ, EQ and Engineering to ensure a customer inspection acceptance criteria booklet is established and agreed with the customer.

Support customer inspections at Alstom, supplier, and customer sites (upon request)

Ensure the train/ product history book is prepared, updated, and handed over to the customer for each train/ product.

Support the Project Manager / Director (PM/PD) & Customer Director (CD) with the customer satisfaction survey, its analysis and associated action plan.

Ensure and improve the tender quality if assigned to support tender phase.

In the case of Transfer of Technology (ToT), act as a sparring partner to the PrTTM and, organize and prepare all quality activities/documentation needed in the frame of the transfer

Measure and improve project quality performance.

Facilitate problem solving during project execution phase to ensure timely management and reduce the costs of non-quality (8D, QRQC, REX)

Ensure that the relevant stakeholders are included in Customer issues solving process (if needed).

Implement an effective corrective and preventive action system.

Provide support for periodic progress reporting through quality indicators and identify improvement opportunities.

Depending on local organization, PrQSM could also oversee Industrial Quality, QMS and SQ activities.

Performance measurements (project related):

“On Time” Gate Reviews, Gates in “Backlog” and shared with PMO “DFQ Look Ahead.”

Number of remaining Safety or Customer Issues to fix after target time agreed.

Project Quality documentation delivered and approved on time.

Safety Authorizations prepared and approved on time.

FAI and FAR/FMR/SMR (First/Serial Assembly /Mounting Review) processes applied and implemented on time.

Railway safety issues reported on time.

Cost of Non-Quality analyzed and managed through PDCA.

Speed to solve non-conformities.

Customer Satisfaction Survey (CSS) process properly applied.

Project Performance Indicator Job Location / Mobility § Site/Region of the project team, with some travel and/or missions (internal and external)

MAIN REQUIRED COMPETENCES

Educational Requirements

Mandatory: Graduate or post-Graduate degree in engineering with management background depending on the size of the project.

Desirable: Qualification in Six Sigma valued.

Mandatory Experience

Awareness of Processes and Products delivered in the project.

Experience in managing Quality tools and problem-solving tools.

Experience in operational activities and in documentation management

Experience in teams/people management & ability to positively

influence in cross-functional/ geographically distributed teams.

Desirable Experience

Knowledge of railway industry (norms, certifications...) would be an asset.

Experience in Quality / audit are appreciated

Competencies & Skills

Process oriented and customer focused.

Data driven to make objective decisions based on facts ("Speaks with data.")

Rigor communication skills with Business Partners

Problem solving methodologies & Lean principles.

Collaboration and team workin

Fluent in English

You don't need to be a train enthusiast to thrive with us. We guarantee that when you step onto one of our trains with your friends or family, you'll be proud. If you're up for the challenge, we'd love to hear from you!

Important to note

As a global business, we're an equal-opportunity employer that celebrates diversity across the 63 countries we operate in. We're committed to creating an inclusive workplace for everyone.

Job Segment: Lean Six Sigma, Six Sigma, Quality Assurance, Procurement, Manager, Management, Technology, Operations

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