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|  | REPUBLIC OF THE PHILIPPINES CLARK INTERNATIONAL AIRPORT CORPORATION ISO 9001:2008 CERTIFIED Certificate No. 01 100 096505 |  | Management System ISO 9001:2008 www.tuv.com ID 310516001 |  | Doc. Code: HRD-F-033 |
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QUALITY OFFICE

POSITION TITLE: MANAGER

Job Level: 11




IMMEDIATE SUPERVISOR: ASSISTANT VICE PRESIDENT FOR STRATEGIC DEVELOPMENT & CORPORATE MANAGEMENT

POSITION SUMMARY:

The Quality Office Manager shall supervise the daily operations of the Quality Office and shall work closely with the Quality Management Representative & the Assistant Vice President for Strategic Development & Corporate Management in ensuring that quality standards are instituted, maintained and implemented within the corporation.

TASKS AND DUTIES:

1. Promotes quality awareness, performance and improvement throughout CIAC.
2. Assists the Quality Management Representative and top management in the development and implementation of the corporation's quality goals, objectives, policies, procedures and systems pertaining to the quality management systems.
3. Ensures compliance with national and international standards, statutes, policies and regulations.
5. Develops, implements, communicates and maintains a quality plan to bring the corporation's Quality Systems, Policies and Processes into compliance with quality system requirements.
6. Assists CIAC departments and offices in the formulation of relevant quality procedures in conjunction with their respective internal operations.
7. Effectively interacts with all departments, offices and partners of CIAC in ensuring quality service and customer satisfaction.
8. Monitors performance by gathering relevant data and producing statistical reports.
9. Collates and analyzes performance data and charts against defined parameters.
10. Ensures that periodic Internal Quality Audits are undertaken by duly appointed internal auditors.
11. Prepares the conduct of External Audits by the certification body
12. Sets up and maintains procedures for controlling quality documents and records.
13. Ensures the execution of corrections, corrective actions and risk treatment plans on non-conformities and observations raised during internal and external audits.
14. Identifies and implements, in cooperation with the Human Resources Department, relevant quality-related training needs and delivers training.
15. Supervises the Quality Office and its staff in carrying out the mandate and responsibilities of the office.
16. Ensures the conduct of monthly Passenger Feedback Surveys and Anti-Red Tape Act –related activities.
16. Writes technical and management systems reports.

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Performs other tasks that may be assigned from time to time.

QUALIFICATION STANDARDS:

- Must be a graduate of a four-year course; preferably with a Masters Degree in Business Administration or Management
- Must be familiar with quality management system standards such as ISO 9001:2015, including its elements
- Must possess at least two (2) years experience as a Quality Officer
- Must be a certified Internal Quality Auditor by a reputable quality management training center or institute
- Must possess managerial skills; including the ability to conceptualize a plan and to direct employees towards its accomplishment
- Must have good communication skills, both verbal and written
- Must possess good inter-personal skills
- Must have analytical skills and can interpret statistical data
- Must be proficient in Microsoft Office application

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