

Comprehensive Job Description

Head – Quality Assurance (QA)

Job Title: Head – Quality Assurance (QA)

Location: Based at Head Office; frequent visits to Units 1, 2, and 6

Reports To: Executive Director

Job Summary:

The QA Head will be responsible for establishing, managing, and monitoring the quality standards and processes across three major manufacturing units: Power Electronics (Unit 1), Solar Water Heaters & Stainless Steel Tanks (Unit 2), and Electric Autos (Unit 6).

Key Responsibilities:

- Lead QA teams across all three units and align them with organizational quality objectives.
- Implement ISO standards, process audits, and ensure regulatory compliance.
- Manage customer complaint resolution through RCA and CAPA processes.
- Coordinate with production, R&D, service, and SCM teams for integrated quality control.
- Develop and implement Poka-Yoke, 5S, and Kaizen initiatives across plants.
- Regularly audit vendor quality and material conformance.

Required Qualifications & Experience:

- B.Tech/B.E in Electronics Engineering OR Electrical Engineering
- Minimum 10 years of experience in Quality Assurance, with 3+ years in a leadership role.
- ISO 9001, Six Sigma certification preferred; IATF 16949 is an added advantage.

Required Skill Level:

- Leadership: Advanced
- Quality Tools & Systems: Advanced
- Cross-functional Communication: Intermediate to Advanced
- Analytical & Decision Making: Advanced
- Vendor & Customer Interaction: Intermediate

Daily Tasks

- Review and approve daily quality inspection reports from all three units | Estimated Time: 1 hour
- Conduct virtual/onsite review with QA team leaders from each unit | Estimated Time: 30 minutes
- Address any urgent product quality issues or line rejections | Estimated Time: 1 hour
- Verify CAPA status for major customer complaints | Estimated Time: 30 minutes
- Approve or hold finished goods for dispatch | Estimated Time: 45 minutes
- Random sampling and spot inspection of ongoing production batches (at least 1 unit/day) | Estimated Time: 1 hour
- Update internal QA dashboard (defects, rejections, compliance) | Estimated Time: 30 minutes
- Escalate critical issues to Operations or Production heads | Estimated Time: 15 minutes

Weekly Tasks

- Conduct weekly internal QA meeting with all unit QA teams | Estimated Time: 1 hour
- Review defect trends and analyze NCR (Non-Conformance Report) data | Estimated Time: 1 hour
- Visit at least one production unit physically | Estimated Time: Half day
- Conduct a vendor quality review meeting with SCM/Purchase team | Estimated Time: 1 hour
- Review & approve new incoming material test reports and supplier PDI data | Estimated Time: 1 hour
- Random check on calibration status of testing equipment | Estimated Time: 30 minutes
- Check status of QA team KRAs, training attendance, and pending CAPAs | Estimated Time: 1 hour
- Coordinate with Service team to review new complaints & service feedback | Estimated Time: 1 hour

Monthly Tasks

- Conduct quality performance review for all 3 units (defect %, rejections, downtime) | Estimated Time: Half day
- Present QA performance report to senior management | Estimated Time: 1 hour
- Conduct internal quality audit or review external audit findings | Estimated Time: 1 day
- Identify training needs and conduct one internal QA workshop | Estimated Time: 2 hours
- Finalize vendor quality scorecard and initiate action for low-scoring vendors | Estimated Time: 1 hour
- Review compliance with ISO / IATF / BIS standards | Estimated Time: 2 hours
- Plan and review implementation of mistake-proofing (Poka-Yoke) actions | Estimated Time: 2 hours
- Review and optimize QA checklists, SOPs, and inspection tools | Estimated Time: 2–3 hours
- Submit summary report on product reliability and failure mode analysis | Estimated Time: 1 hour