QUALITY ASSURANCE

Quality Assurance Manager

JD NUMBER	REVISION	FLSA STATUS
JD-GEN-10	**Rev 1 · 2026-06-21**	**Exempt**
REPORTS TO	**PAY GRADE**	**LOCATION**
Chief Operating Officer	**M1**	**Phoenix, AZ — occasional travel for external audits or assessments**
SUPERVISES		
Quality Assurance Specialist		

POSITION SUMMARY

The Quality Assurance Manager serves as FCI's designated Quality Manager under ISO/IEC 17025:2017 and maintains an independent reporting line to the COO to safeguard the impartiality of the quality function per Clause 5.6. This role owns FCI's entire Management System under Clause 8 — including the Quality Manual, internal audit program, Corrective Action Request (CAR) system, document and records control, proficiency testing program, and management review preparation. The QA Manager holds ultimate authority for document approval and non-conformance disposition within the QMS, and serves as FCI's primary contact for the IAS accreditation body on quality management matters.

ISO/IEC 17025:2017 Alignment	Clause 5.6 — Independence and impartiality of the quality function; Clause 7.10 — Nonconforming work identification, disposition, and customer notification; Clause 7.11 — Control of records (document retention schedule, archive integrity); Clause 7.12 — Complaints and appeals; Clause 8.2 — Quality Manual maintenance and distribution; Clause 8.3 — Document control (master document register, revision control, obsolete document withdrawal); Clause 8.4 — Control of records; Clause 8.5 — Actions to address risks and opportunities; Clause 8.6 — Improvement; Clause 8.7 — Corrective actions (CAR system ownership); Clause 8.8 — Internal audits (schedule, conduct, reporting); Clause 8.9 — Management reviews (coordination and minutes); Proficiency testing program per Clause 7.7.
FCI Quality Program	This role IS the QA program owner. Responsibilities include: maintaining the FCI Quality Manual and all Tier 1–3 controlled documents; owning the CAR system from initiation through effectiveness verification; planning and executing the annual internal audit schedule; coordinating proficiency testing participation and analyzing PT results; preparing management review input reports and tracking action item closure; reviewing all nonconforming work records; and approving all document revisions before release to the master document register.

ESSENTIAL DUTIES & RESPONSIBILITIES

- Maintain and control the FCI Quality Manual, quality procedures (Tier 2), and work instructions (Tier 3) in the FCI document control system; assign document numbers, manage revision history, distribute controlled copies, and withdraw obsolete versions.

- Own and administer the FCI Corrective Action Request (CAR) system — log incoming CARs, assign responsibility, monitor root-cause investigation progress, review corrective action adequacy, verify implementation effectiveness, and close verified CARs.
- Plan and execute FCI's annual internal audit schedule in accordance with ISO/IEC 17025:2017 Clause 8.8; author audit plans, conduct audits against checklist criteria, issue audit findings reports, and track finding closure to verified effectiveness.
- Coordinate FCI's proficiency testing (PT) and inter-laboratory comparison (ILC) program — identify applicable PT programs by accredited discipline, register FCI in approved schemes, submit results, receive and analyze statistical evaluation reports (z-scores, En numbers), and report findings to the Laboratory Manager and COO.
- Administer FCI's nonconforming work procedure — receive reports of OOT, OOS, and procedural non-conformances from the laboratory; assess severity and customer impact; authorize customer notifications and coordinate recall or re-calibration activities with the Laboratory Manager.
- Prepare management review input package — compile internal audit results, CAR trends, proficiency testing outcomes, customer feedback and complaint summaries, scope utilization data, and personnel training status reports; distribute agenda and inputs to participants in advance of the scheduled review.
- Review and approve all calibration procedures, uncertainty budget documents, and scope expansion technical packages before submission to IAS; ensure technical documentation complies with ISO/IEC 17025:2017 requirements and FCI QMS standards.
- Manage FCI's customer complaint and appeals process per Clause 7.12 — log complaints, conduct investigations, communicate resolution timelines to customers, and document closure actions.
- Maintain Decision Rule documentation per ILAC G8:09/2019 — ensure FCI's stated decision rules for pass/fail determinations are documented, communicated to customers in reports, and consistently applied by authorized signatories.
- Serve as FCI's primary management contact to IAS — coordinate assessment scheduling, prepare accreditation file updates, respond to assessment findings, and submit corrective action responses within required deadlines.
- Train laboratory and administrative staff on QMS procedures, ISO/IEC 17025:2017 requirements, and CAR system use; conduct QMS onboarding sessions for new employees.
- Maintain FCI's supplier qualification records in coordination with the AR/AP Technician — verify calibration certificates received from external calibration providers meet traceability requirements; update the approved supplier list annually.

REQUIRED QUALIFICATIONS

- Bachelor's degree in Quality Management, Metrology, Physics, Engineering, or a related technical or scientific field; or equivalent combination of education and 8+ years of quality management experience in a calibration or testing laboratory.
- Minimum 5 years of quality management experience in an ISO/IEC 17025-accredited calibration or testing laboratory, including direct ownership of the internal audit program and CAR system.
- Demonstrated expertise in ISO/IEC 17025:2017 across all clauses, with specific competency in Clause 7.10, 7.12, 8.3, 8.7, 8.8, and 8.9.
- Experience coordinating proficiency testing programs and interpreting PT statistical results (z-scores, En numbers, UKAS/ILAC statistical methods).
- Proficiency with document control systems and quality records management in a laboratory environment.
- Strong technical writing and communication skills; ability to prepare audit reports, CAR investigations, and accreditation body response letters independently.

- Experience interfacing with IAS, A2LA, or equivalent ILAC-MRA accreditation body assessors during on-site assessments.

PREFERRED QUALIFICATIONS

- U.S. military quality-assurance experience in a PMEL or TMDE environment — strongly preferred.
- ASQ Certified Quality Manager/Organizational Excellence (CQM/OE) or ASQ Certified Quality Auditor (CQA).
- ASQ Certified Calibration Technician (CCT) or equivalent technical metrology credential.
- Experience managing accreditation transitions or scope expansions with an ILAC-member accreditation body.
- Familiarity with ILAC P14:01/2013, ILAC G8:09/2019, ILAC G43, and ILAC G17 as they apply to calibration laboratory reporting and decision rules.
- Experience with MET/TEAM, Qualtrax, or equivalent LIMS/QMS software platforms.

PHYSICAL DEMANDS & WORK ENVIRONMENT

Physical demands	Primarily sedentary office and desk work with regular walkthroughs of calibration laboratory areas for audit and inspection purposes. Ability to stand and walk through laboratory environments. Occasional lifting of document binders and audit materials (up to 25 lb).
Work environment	Climate-controlled office environment collocated with the FCI calibration laboratory. Regular access to calibration bays required for audit and nonconforming work inspection activities; ESD wrist straps and safety glasses required in active calibration areas. Occasional travel for proficiency testing coordination, supplier audits, or accreditation body meetings.

SCOPE OF DUTIES

This position description is not exhaustive. The employee is expected to perform other duties and responsibilities as required to support Field Calibrations, Inc.'s operations, its accreditation, and its customers. Responsibilities and duties will evolve based on acquired skills, completed training, business needs, and opportunities identified by leadership. This position offers growth opportunities within Field Calibrations, Inc. for employees who demonstrate initiative, reliability, and continued professional development. Management retains the right to add, remove, or modify duties and responsibilities at any time to support the operational, quality, and strategic goals of Field Calibrations, Inc.

EQUAL EMPLOYMENT OPPORTUNITY

Field Calibrations, Inc. is an equal opportunity employer. We do not discriminate on the basis of race, color, religion, national origin, sex, age, disability, veteran status, sexual orientation, gender identity, or any other protected status.

VETERAN HIRING PREFERENCE

Field Calibrations, Inc. observes a veteran hiring preference across all positions. Qualified veterans and transitioning service members are strongly encouraged to apply and will receive preferential consideration consistent with applicable state and federal law and FCI hiring policy.

APPLICANT ACKNOWLEDGMENT

By signing below, I confirm that I have read this job description and understand the duties, qualifications, and working conditions of this position.

Signature	**Date**
Printed name	