



AMO Quality Manager (f/m/x)

Location: London, Ontario, CAN

AT DIAMOND AIRCRAFT, WE COMBINE ATTENTION TO DETAIL WITH CUTTING-EDGE TECHNOLOGY AND PIONEERING INNOVATION. OUR DEDICATION TO THE QUALITY OF OUR ENGINEERING AND WORKMANSHIP MAKES OUR AIRCRAFT THE SAFEST IN THEIR CLASS.

Quality Manager would have the following direct reports:

- ◆ Administrative Staff (current – but may be subject to change with growth)
- ◆ Materials Processor Coordinator (X 2)
- ◆ AMO Customer Support Representative
- ◆ Technical Documents Coordinator
- ◆ Experimental Aircraft Team Lead

Roles and Responsibility:

General Requirements – Manager

- ◆ Accomplishes department objectives by managing staff; planning and evaluating department activities.
- ◆ Maintains staff by recruiting, selecting, orienting, and training employees.
- ◆ Ensures a safe, secure, and legal work environment.
- ◆ Develops personal growth opportunities.
- ◆ Accomplishes staff results by communicating job expectations, planning, monitoring, and appraising job results.
- ◆ Coaches, counsels, and disciplines employees.
- ◆ Develops, coordinates, and enforces systems, policies, procedures, and productivity standards.
- ◆ Establishes strategic goals by gathering pertinent business, financial, service, and operations information.
- ◆ Defines objectives, identifies, and evaluates trends and options, chooses a course of action, and evaluates outcomes.
- ◆ Accomplishes financial objectives by forecasting requirements, preparing an annual budget, scheduling expenditures, analyzing variances, and initiating corrective actions.
- ◆ Maintains quality service by enforcing quality and customer service standards, analyzing, and resolving quality and customer service problems, and recommending system improvements.
- ◆ Contributes to team effort by accomplishing related results as needed.
- ◆ Ensures Staff maintain work schedules as planned.
- ◆ As Manager, it is expected you lead by example, with a work schedule complimentary to the staff schedule to ensure you are available to lead and support the Team.
- ◆ Ensure the AMO Stores Inventory is managed (parts consumptions and internal transfers)
 - Ensure all documentation and records are completed in time to produce a Monthly report
 - Monthly reports due on the 3rd of every month

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Specific Requirements:

- ◆ AME License Preferred – considered an asset
- ◆ Clear Understanding of the Canadian Aviation Regulations (CAR's)
- ◆ Communicate all Quality Issues directly to the PRM, AMO production Manager and staff as required
- ◆ Assist with the development and implementation of the AMO SOP's
- ◆ Assist with the development and implementation of the MPM
- ◆ Ensure compliance of the work performed is within the requirements of the CAR's and the AMO MPM (as well as EASA and FAA) as applicable
- ◆ Ensure Staff complete Occurrence reports
- ◆ Ensure staff are communicated with routinely to ensure they are aware of their specific expectations, milestones with respect to their projects
- ◆ Maintain your ACA / SCA privileges
- ◆ Maintain your personal training record, stay up to date on "shop floor practices"
- ◆ Establishes and maintains inter-company / department communications with respect to issues, for example, but not limited to:
 - Engineering
 - Tech-Pubs
 - AMO
 - Production
 - Quality Assurance / Airworthiness
- ◆ Ensure that Monthly Managers Report is completed – dept 230 (Quality Portion)
- ◆ Ensure that all staffing issues with regards to Dayforce are addressed, with respect to payroll and attendance
- ◆ Ensure that Sales Force is utilized as intended – once approved Service Partner Portal is released
- ◆ Attend Managers Meetings as required

Specific Assignments:

- ◆ Perform the Quality functions as defined by the AMO MPM, and coordinate short- and long-term corrective actions with the AMO Production Manager and the PRM
 - Specific reference should be made to CAR 573.09
- ◆ Provides a detailed list of job expectations for each staff member
- ◆ Provides a forecast and list of potential new positions and hiring requirements
- ◆ Provides a summary of each staff members assignments
- ◆ Provides a summary of staff members duties / responsibilities and short falls to meet the current and forecast demands
- ◆ Coordinates interviews and required documents with HR

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- ◆ Develop Data Based KPI's and reporting
- ◆ Audit Staff Training Records
 - Schedule training as required
- ◆ Assist with the development and implementation of the AMO SOP's
- ◆ Assist with the development and implementation of the MPM
- ◆ Approve all Service Orders (Work Orders) prior to release to shop floor
 - Scope of work is defined by the PM, Service Order Approved by the QM
- ◆ Ensure compliance of the work performed is within the requirements of the CAR's and the AMO MPM (as well as EASA and FAA) as applicable
 - Verify the process via "in Process audits"
 - Assist as required, based on MPM Audit Procedure with Yearly Audit requirements
- ◆ Responsible for the Technical records (for example – but not limited to)
 - Log entry
 - FORM 337 / Major Mod Form
 - C of A / C of R applications

Qualifications:

- ◆ College / University graduate: - considered an asset
 - Aircraft Maintenance
- ◆ AME / M1 license – considered an Asset
- ◆ Previous Experience with a Quality System
- ◆ If not a Licensed AME, then a CAR's Interview May be required
- ◆ Pilots License considered and asset

We offer a market-standard salary based on your professional and personal suitability.

If you are interested in this challenging position, we are looking forward receiving your application!

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