



Quality Focal Point Support

Banner Quality Management Inc. (BQMI) is searching for a **Quality Focal Point Support (QFP)** to support the Naval Surface Warfare Center, Crane division (NSWC Crane) in Crane, Indiana. The QFP support person will be a member of the Code 10 quality team, be integrated into their supporting organization(s), and participate in the overall Crane quality management community supporting the Crane ISO 9000 efforts. This person will perform tasks that do not require government personnel performance.

BQMI is a small woman own business with headquarters in Friendswood, Texas. Our core values of Inspiration, Innovation, Excellence, Integrity and Trust assist us in aligning our tactical goals and objectives with our corporate strategy. We continue to surround ourselves with a network of people that also believe in these values and have the knowledge, experience, and ethics to push us to be the best possible team for our customers. Join our team of employees that are located all over the United States working on NASA and Department of Defense contracts.

Performance Areas are as Follows:

1. **Organizational Learning/Integration** – The QFPS will be assigned to various organizational/functional areas and their integration and connectedness with those entities is critical. The goal is to have the quality support personnel as familiar as possible with the areas and functions they are supporting, and to become familiar with the Corporate Operations Department in general.
2. **Communications and Meetings** – One of the key components of the QFPS role is communications across a wide range of mediums and personnel including quality leadership, management at various levels, stakeholders, and employees. Meetings will be a primary forum for collecting and disseminating information, and for executing many of the quality efforts, actions, and reviews. The QFPS will be involved in many corporate quality forums, efforts, and initiatives to increase knowledge and provide support.
3. **Document Management** – A major tenet of the ISO standard is the requirement for documentation and documentation control. This area is guided by several policies, tends to be a key area of findings in audits, and is the primary reason many quality programs struggle. The QFPS is responsible to develop, improve, manage, and control a variety of quality documents.
4. **Records Management Interface** – Records are considered documents/information that must be identified, dispositioned, tracked, retained, and/or disposed of during their life cycle. Records Management is a federal government requirement, independent of quality programs, however these disciplines need to be aligned and integrated if both are present. The QFPS will either perform as a supporting element of the records program, or in some cases will be appointed as a formal records entity. The quality systems “Master Control List” is coordinated with the records management “Records File Plan” to ensure both documents reflect/achieve management and control of official/formal documents.
5. **Quality Plan Development/Revision** – One of the critical documents in the quality program is the Quality Plan. This document establishes and guides the quality program for the organization, and addresses how all of the elements of the ISO 9001 will be

implemented. The development and ongoing improvement of this document and related content and processes, will be a key focus of the QFPS.

6. **Process Development/Documentation** – The identification, definition, documentation, use, and updates of functional and organizational processes and procedures are what sets quality organizations apart from others. This tends to be the area that takes up a significant amount of time, and most organizations have many processes/procedures that require ongoing management. Additionally, SOPs for quality functions such as document control, customer satisfaction, metrics, risk management, etc. have to be generated and maintained.
7. **Metrics** – The ISO standard requires organizations to establish performance objectives and continually measure them to assess performance. The key areas identified by Crane are Customer Satisfaction, First Pass Yield, and On Time Delivery. Each organization has a defined and documented process for collecting, measuring, and improving adherence to the established metrics.
8. **Customer Satisfaction** – As a business organization, Corporate Operations provides many customer services and support, which are measured to assess and continually improve customer satisfaction. The QFPS personnel will be involved in many aspects of the customer satisfaction program, from SOP development and improvement, to customer interface and feedback collection, and to metrics development and reporting. Corporate Operations maintains a Service Level Metrics effort/initiative as well as being a part of the Crane corporate health of process metrics program.
9. **Assessments and Reviews** – ISO 9001 certified organizations are required to perform internally focused evaluations to determine/evaluate adherence to the Standard, as well as performing management level reviews of the overall quality management system. The Self-Assessment process is an approach/tool that allows the QFP/QFPS to evaluate the organizations compliance with the ISO standard and self-report areas that need attention. Additionally, another annual evaluation is the Management Review designed to assess the level of compliance and ability to perform to ISO standards. These two assessments require time to prepare, conduct, document, and in some cases require significant follow-up actions. The QFPS is highly involved in the preparation and execution of these efforts.
10. **Evaluations and Audits** – Efforts consist of preparation, participation and follow-up; and depending upon the outcome, possible significant work to remedy findings. Along with the work to document and remedy issues, is the requirement to use the Crane Action Management System (CAMS), a tool used to track quality efforts/actions.
11. **Continuous Improvement** – Support continuous improvement (CI) events/initiatives either as a team member or in some cases as a lead for CI efforts.
12. **Risk Management** – The ISO standard requires organizations to perform risk based thinking including the identification and acceptance of risk, or the mitigation of hazards that may impede the successful execution of the delivery of products or services. The QFPS will support all risk management efforts associated with the performance of the



Corporate Operations quality efficiency initiative. In some cases the QFPS may be required to lead or oversee some of all aspects of a sub-organizations risk management program.

Experience/Education:

- The candidate should have an Associate Degree.
- 5-11 years of work experience

Personality or self-management skills:

- Ability to interface with high-level customers in a respectful and professional manner.
- Detail-oriented with the ability to follow specific direction.
- Ability to manage multiple projects at once.
- Willingness to learn new tools, technologies and systems.
- Self-motivated, self-starter
- Collaborative
- Strong analytical, planning, organizational and time management skills

To apply please submit a current resume and cover letter to:

Banner Quality Management Inc.
Human Resources
careers@bqmi.com

BQMI is an equal opportunity employer. All applicants will be considered for employment without attention to race, color, religion, sex, sexual orientation, gender identity, national origin, veteran or disability status.

Due to contract requirements, U.S. citizenship is required to obtain access to government facilities and systems. Proof of compliance with Federal Executive Order 14042 requiring Covid-19 vaccination is required.