



**Title: QUALITY ASSURANCE MANAGER**  
**Reports to: DIRECTOR OF OPERATIONS PEI**  
**Company: 3 POINTS AVIATION – CHARLOTTETOWN FACILITY**

**3 Points Aviation** is an industry leader in Aircraft component sales, manufacturing and repair and overhaul. Headquartered in the West Royalty Business Park in Charlottetown, we have worked tirelessly to earn a reputation that consistently exceeds our client's expectations. Our company, through focused customer service, has become a leader in the supply and distribution of new and re-conditioned aircraft parts.

**JOB DESCRIPTION:**

The Quality Manager reports to the Person Responsible for Maintenance at 3PA and has the duty and authority for the identification and evaluation of product and process problems that could adversely impact quality, as well as the initiation or recommendation, of appropriate solutions, resolving issues related to the quality of products and services, along with the following responsibilities:

**Your primary role will be the Quality System Oversight (CAR 561 and CAR 573)**

- Maintaining the quality program;
- Formulating and approving policies and procedures which will ensure proper management and efficient operation within the maintenance and manufacturing departments;
- Responsible for the control, distribution and preservation of records relating to the maintenance and manufacturing functions carried out by the organization;
- Ensuring internal audits are carried out on this AMO, manufacturing department, and any external agency providing services to the organization;
- Ensuring quality of maintenance workmanship by compliance with the manufacturers recommendations and/or industry standards;
- Ensuring quality of aircraft product manufacturing workmanship by compliance with the manufacturer's recommendations and/or industry standards;
- Ensuring organization personnel comply with the procedures contained in the maintenance policy manual and the manufacturing manual;
- Retaining the design data documents on file for as long as the aeronautical is being manufactured and is in service;
- Ensuring that corrective action is carried out to rectify any deficiencies identified by the quality assurance program;
- Monitoring inspections, repair and modification, and manufacturing processes, including quality of shop, and/or work performed by external agencies;
- Ensuring regulatory and technical reference publications are up to date and amended in a timely manner;
- Establishing a maintenance personnel training program;
- Maintaining a record of maintenance and manufacturing personnel for training, ratings and qualifications;
- Ensuring manufacturing personnel are competent regarding manufacturing methods to be employed in the performance of work;

- Issue maintenance and manufacturing personnel, qualified to perform certification, certifying authority;
- Ensuring calibration of precision tools and equipment are current prior to use;
- Ensuring Service Difficulty Reports are submitted to Transport Canada within the required time constraints and that a filing and follow-up program is established;
- Ensuring current technical publications are available to, and used by, maintenance and manufacturing personnel performing work on aircraft components;
- Retention of records associated to the quality program;
- Provide leadership for all quality related activities associated with product manufacturing operations and maintenance activities.
- Prepare monthly and quarterly reports/metrics of quality cost, scrap/rework, non-conformance trends and other quality performance measures for management review.
- Drive overall root cause analysis and corrective actions within the business and measure the same effectively.
- Supervise visual and physical inspection, sampling, testing and control of parts, products and materials to conform to established standards of quality, either in the raw state or after various stages of manufacturing.
- Review quality control requirements with customer representatives, assuring compliance with requirements; work with customer quality control representatives to coordinate inspection and acceptance activities.
- Demonstrate a personal commitment to Occupational Health, Safety and Environment policies. Continually focusing on individual safety and the safety of others who may be affected by your work and to fully comply with all Legislation.
- Lead the development and implementation of a Quality Control system that ensures assembly operations comply with the highest standards of customer expectations and regulatory requirements.
- Develop standard work to continually improve the definition of QC inspection standards;
- Lead and conduct root cause corrective action (RCCA) investigations as part of Quality Assurance and Continuous Improvement processes;
- Conversant with the Canadian Aviation Regulations, and experience working in a Transport Canada Civil Aviation regulated environment and;
- Communicating all findings and results from the quality program to the VP of Maintenance and the Accountable Executive.

#### **RESPONSIBILITIES:**

- Person Responsible for the QA system as approved by Transport Canada
- Manage CMM Lab Personnel and processes
- Facility HS&E Leader
- Perform other related duties as required

#### **TASKS/DUTIES:**

- Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret technical instructions.

#### **SKILLS REQUIRED:**

- Previous experience within an ISO9000, or preferably, AS9100 approved organization etc.
- Background in mechanical assembly with stringent fit and finish requirements, SQA, Six Sigma, AQP and metrology desired

#### **EXPERIENCE REQUIRED:**

- Experience related to mechanical, electro-mechanical, or electronic devices.
- 5 to 10 years plus experience in all things "quality" for machining and aerospace.

**EDUCATION REQUIRED:**

- Bachelor's degree (BA/BS) from university / four-year college or; or minimum five years related experience and/or training in Aerospace Quality management.

**CERTIFICATES REQUIRED:**

- Certificate in Quality Auditing Techniques and or training in Quality Management.
- Preference will be given to applicants with an AME - M1 certification

Please email your resume to: [hr@3pointsaviation.com](mailto:hr@3pointsaviation.com)