

## QUALITY COORDINATOR

### COMPANY DESCRIPTION

Established in Montreal since 1989, Argon 18 has earned a great reputation in the world of cycling. Led by Olympian and triple Canadian Champion Gervais Rioux, one of the most distinguished North American cyclists of his generation, the manufacturing of all Argon 18 bikes is based on extensive expertise. Their stylish and innovative design is based on maneuverability and aerodynamics, at the heart of human performance, in complete harmony with the morphology of each cyclist. All Argon 18 bikes are manufactured with state-of-the-art technology and designed in Canada. The Argon 18 bike brand is now present in more than 70 countries around the world.

Our team is composed of dynamic and passionate professionals who are always ready to face new challenges.

### JOB DESCRIPTION

The Quality Coordinator first and foremost ensures the correct execution of the manufactured products and the quality of the production process with the subcontractors. Reporting to the Quality and Supply Chain Director, the candidate participates in the definition of the quality management policy, optimizes and improves it by putting in place methods and procedures. The candidate is a link between different actors: management, staff, customers and suppliers.

### SPECIFIC RESPONSIBILITIES

- Create Quality Control (QC) grid reports for incoming and outgoing goods in accordance with criteria and sampling;
- Create a Scorecard tool to measure and manage supplier performance;
- Design tools to improve quality/reliability and increase access to information (e.g.: "8D" form, factory sample-test document, quality waiver form);
- Develop and maintain relationships with suppliers to ensure a high level of quality;
- Participate in the development of performance-related objectives and indicators related to quality, review of results and gap analysis;
- Lead the non-conformity analysis process: investigate the origins and causes of defects, identify corrective actions, ensure *prompt processing* and follow-up with suppliers;
- Create non-conformity files;
- Monitor and improve the quality of the documentation system;
- Assist in the planning of activities related to audits;
- Respect the process for incoming/outgoing goods inspections and contribute to its monitoring;
- Respect the process in relation to quarantined products and contribute to its monitoring;
- Lead and manage the "Return Management Authorization" module in the ERP system and take customer feedback into account according to the policy and established response times;
- Possibility of managing the Quality Inspector;
- Work in collaboration with the Operations and R&D departments;

- Participate in the development of a culture of quality based on customer satisfaction and continuous improvement;
- Raise staff awareness of quality concepts and requirements (e.g.: procedures to be applied and those to come);
- Suggest improvement plans and ensure their implementation;
- Ensure a normative and regulatory watch;

#### **REQUIRED QUALIFICATIONS**

- College or University degree or equivalent training;
- 3-4 years of relevant experience;
- Knowledge of quality/experience in supplier quality management;
- Experience in a manufacturing environment;
- Relevant technical (engineering and manufacturing) skills;
- Knowledge of the bike industry (asset);
- Mathematical capabilities; interpretation of figures and statistics;
- Bilingualism: French and English, spoken and written;
- Proficient computer skills (Excel, Word, PowerPoint, Visio);
- Able to travel occasionally to suppliers in Asia;

#### **REQUIRED SKILLS**

- Analysis/synthesis and problem-solving skills;
- Leadership, autonomy and proactivity;
- Quick learner and multitasker;
- Organizational and planning skills;
- Excellent ability to manage priorities;
- Relationship and communication skills;
- Customer-focused and team oriented;
- Adaptability to change;

#### **APPLICATION PROCEDURE**

Anyone wishing to apply should send his or her resume by e-mail to [christina@argon18bike.com](mailto:christina@argon18bike.com):

Christina Gubenschek  
Quality and Supply Chain Director, Argon 18 Inc.

Only selected candidates will be contacted.