



JOB DESCRIPTION
Quality Manager

Under the lead and with the support of the Warehouse Supervisor, the general and specific responsibilities of Employee shall include, but not be limited to, the following:

1. General Responsibilities:

- a. Provide scrupulously honest and ethical, management-level direction and leadership to Employer and all of the European, Middle Eastern, African, Caribbean and Asia Pacific business units and subsidiaries of Timeline or Group companies and shareholders, including Timeline GM B.V.
- b. Staff all positions reporting to you with excellent professionals who are fully proficient and effective in their roles;
- c. When authorised to do so, Represent Employer and EMEA AP in its dealings with customers, prospects, vendors, employees, candidates for employment and representatives of government agencies; to a level as authorised to do so.
- d. Demonstrate behaviour and require the same of all employees reporting to you that at all times comports with all of the provisions of Employers Code of Business Conduct and Ethics.
- e. Ensure that every employee reporting to you is fully aware of his/her responsibilities under the EU Foreign Corrupt Practices Act (the "Act") and that all EMEA AP business activity comports fully with the requirements of the Act;
- f. Interact effectively with Timeline employees and agents outside of EMEA AP; and grow EMEA AP's business in a profitable and fully sustainable fashion.
- g. Be an active, positive team member that contributes to the overall team performance.

2. Specific Performance Requirements:

- a. Develop ISO 9001-2008 and Quality Management Systems in Eindhoven to ensure and maintain constant improvements in Timeline`s internal and external processes.
- b. Pass for ISO 9001-2008 audit Q1 2014.
- c. Manage Ex- and Internal complaints (Quality Requests) reports and meetings.
- d. Corporate with Management team to achieve the forecasted KPI`s.
- e. Work closely with Line Managers to maintain and improve the quality targets and meetings.
- f. Ensure sales and procurement perform customer and suppliers appraisals.