

## Position Description

**Position:** Head of Quality (Global)

**Department:** Operations

**Reports to:** Director of Operations

**Direct Reports:** Six (6)

**Location:** Christchurch, New Zealand

<p><b>Role Purpose</b></p>	<p>The Head of Quality (Global) is accountable for leading the implementation, governance, and continuous improvement of the global Quality Management System (QMS) and assurance framework that supports scalable growth, protects customers, and maintains regulatory and commercial integrity across all markets.</p> <p>This role leads the consistent application of global quality standards, governance, and operating disciplines across design, supplier assurance, manufacturing, customer quality, and field performance. It ensures consistent customer outcomes, robust supplier capability, and effective risk management as the business expands internationally (including a significant customer base in the United States).</p> <p>The role provides clear quality frameworks, escalation thresholds, and assurance processes to support sound decision-making, including authority to escalate and recommend containment or stop-ship/stop-release actions where customer or compliance risk exceeds agreed tolerances.</p> <p>Day-to-day site execution remains with operational leaders; this role owns the system, oversight, and improvement activity that ensure execution is controlled, auditable, and continuously improved.</p>
<p><b>Key Success Outcomes</b></p>	<ul style="list-style-type: none"> <li>• Implement and continuously improve the global quality framework and roadmap, aligned to business priorities, customer expectations, and regulatory requirements across all operating regions.</li> <li>• Own the enterprise QMS (policy, process architecture, document control governance, internal audit programme, management review cadence, CAPA effectiveness, training system governance), ensuring it is scalable and consistently applied.</li> <li>• Embed and maintain a global quality operating model, including roles, decision rights, escalation thresholds, and assurance mechanisms across global, regional, and site teams.</li> <li>• Provide expert leadership on product and system quality risk, translating technical issues into clear operational and commercial insight for senior leaders.</li> <li>• Lead global customer quality governance for advanced charging solutions, including complaint escalation, 8D discipline, systemic issue identification, and customer assurance reporting (including US customer expectations).</li> <li>• Lead field performance and product incident management, including containment, corrective action, communication governance, and readiness for product advisories or recalls where applicable.</li> </ul>

	<ul style="list-style-type: none"> <li>• Provide governance oversight of product compliance and certifications (e.g., ISO 9001, UL/CSA/CE and other market access requirements as applicable), ensuring consistent compliance while enabling regional execution.</li> <li>• Establish and maintain quality metrics and leading indicators (e.g., escape rate, COPQ, customer PPM, supplier PPM, audit outcomes, CAPA ageing/effectiveness), with strong trend analysis and decision-useful reporting.</li> <li>• Lead cross-functional quality improvement programmes that address systemic risk across product design, production, supply chain, and customer experience.</li> <li>• Partner with Engineering, Operations, Supply Chain, Sales, and Customer teams to ensure quality is embedded upstream in design, sourcing, and operational decisions, including new product introduction and change control governance.</li> <li>• Support product launches, customer requirements, and market expansion through effective quality planning, compliance readiness, and risk-based input.</li> <li>• Build and develop a high-calibre quality team and a culture of customer-focused accountability and continuous improvement across the organisation.</li> <li>• Any other tasks as required by the Employee’s manager that align with the scope and operational nature of the role.</li> </ul>
<b>Key Internal Relationships</b>	<ul style="list-style-type: none"> <li>• General Manager</li> <li>• Director of Operations</li> <li>• Enatel Senior Leadership Team</li> <li>• IDEAL Executive Leadership Team</li> <li>• Sales and Customer Experience Leaders</li> <li>• Regional and Site Leaders</li> <li>• Engineering and Production Leaders</li> <li>• Supply Chain Leadership</li> </ul>
<b>Key External Relationships</b>	<ul style="list-style-type: none"> <li>• Key Global Customers</li> <li>• Strategic Suppliers</li> <li>• Certification and Regulatory Bodies</li> <li>• External Auditors</li> <li>• Industry and Compliance Partners</li> </ul>

## Key Requirements

Accountability Area	Desired Outcome/Achievement Indicators
<b>Execution and delivery</b>	<ul style="list-style-type: none"> <li>• Global QMS implemented with clear ownership, decision rights, and escalation thresholds; management reviews conducted to schedule with actions closed on time.</li> </ul>

	<ul style="list-style-type: none"> <li>• Internal and external audit programme operating effectively (risk-based plan, repeat findings reduced, corrective actions verified for effectiveness).</li> <li>• Quality KPIs established and routinely reviewed with senior operational leaders; leading indicators used to prevent escapes and reduce COPQ.</li> </ul>
<b>Training and development</b>	<ul style="list-style-type: none"> <li>• Quality leadership team has clear accountabilities and development plans; capability is built to support global customers and time zones.</li> <li>• Coaching and governance routines established with site/regional leaders to drive consistent application of standards without centralising all execution.</li> <li>• Quality training framework defined (role-based competency matrices, onboarding, refresher cadence) for design, production, supply chain, and customer teams.</li> <li>• Training records and effectiveness checks embedded within the QMS; audit findings relating to training reduced and sustained.</li> <li>• Critical quality skills uplifted (e.g., 8D, root cause analysis, PFMEA/DFMEA literacy, control plans, internal auditing).</li> </ul>
<b>Process improvement</b>	<ul style="list-style-type: none"> <li>• Sustained reduction in cost of poor quality (COPQ) and customer escapes through systemic corrective/preventive action and control plan discipline.</li> <li>• Standard problem-solving methods embedded (8D, root cause analysis, verification of effectiveness); repeat issues reduced and CAPA ageing controlled.</li> <li>• Risk tools integrated into product and process lifecycle (DFMEA/PFMEA, control plans, change control) to prevent defects, not just detect them.</li> </ul>
<b>Alignment and integration</b>	<ul style="list-style-type: none"> <li>• Quality embedded into design and product lifecycle (design reviews, requirements management, validation/verification governance, NPI readiness, and robust change control).</li> <li>• Supplier quality, engineering, and operations operate to shared standards and data definitions; clear hand-offs and decision rights reduce rework and late surprises.</li> <li>• Governance model supports consistent execution across global operations, including new sites, partners, outsourced processes, and regional customer support, without loss of control or consistency.</li> </ul>
<b>Customer focus</b>	<ul style="list-style-type: none"> <li>• Customer quality governance operating across key markets (with particular focus on the United States): audit readiness, customer scorecards, and executive escalation pathways.</li> <li>• Complaint handling and corrective action meet customer expectations (timeliness, transparency, evidence-based root cause, verified effectiveness) and are supported by robust data/traceability.</li> <li>• Field performance feedback loops drive design and supplier improvements; repeat customer issues and high-severity incidents are reduced and controlled.</li> </ul>

#### Other duties:

- Upholds the company values through visible leadership, accountability, and sound judgement.
- Provides quality input to operational decision-making and business improvement initiatives.
- Acts as a steward of risk-based thinking, disciplined governance, and continuous improvement.

- Builds a culture of accountability, transparency, and follow-through across the quality function.

## Health & Safety:

- Provides governance oversight to ensure quality processes and changes consider Health & Safety risk (e.g., safe product, safe processes) and that relevant controls are embedded in the QMS.

## Environmental:

- Ensures the QMS and product/change governance appropriately consider environmental compliance obligations and customer requirements and supports consistent evidence for audits and market access where applicable.

## Person Specification

<p><b>Competencies</b></p>	<ul style="list-style-type: none"> <li>• <b>Operational Leadership</b> – Translates business priorities into clear quality routines, controls, and delivery expectations across sites.</li> <li>• <b>Quality Systems Leadership</b> – Builds, governs, and improves practical quality systems that are scalable, auditable, and consistently applied.</li> <li>• <b>Decision Quality</b> – Makes sound, timely decisions with incomplete data; understands operational trade-offs and consequences.</li> <li>• <b>Influence</b> – Drives alignment across functions and locations through credibility, judgement, and follow-through.</li> <li>• <b>Customer and Regulatory Focus</b> – Maintains strong attention on customer outcomes, compliance obligations, and risk control.</li> <li>• <b>Integrity and Trust</b> – Operates with transparency, consistency, and professional courage.</li> </ul>
<p><b>Skills, Experience &amp; Knowledge</b></p>	<ul style="list-style-type: none"> <li>• Demonstrated experience leading quality and assurance functions across multi-site manufacturing environments involving engineered or electrical products.</li> <li>• Proven ownership of an ISO 9001 (or equivalent) QMS, including audit programmes, CAPA governance, management review, and measurable system effectiveness.</li> <li>• Experience with product compliance and certification governance for global market access (e.g., UL/CSA/CE and other relevant requirements), including management of external auditors and certification bodies.</li> <li>• Deep understanding of customer quality governance (complaints, 8D, containment, field issues) and the ability to translate customer expectations into practical internal controls and routines.</li> <li>• Experience operating global customer requirements and audit expectations in a global export context.</li> <li>• Proven ability to influence senior cross-functional leaders and balance risk, cost, schedule, and customer outcomes in an operational environment.</li> <li>• Commercial understanding of how quality supports sustainable growth, margin protection, customer confidence, and operational performance.</li> <li>• Experience in power electronics, battery charging systems, or safety-critical electrical equipment for industrial or off-highway applications.</li> <li>• Experience embedding consistent quality governance, site standards, and quality routines across multiple locations during growth or operational change.</li> </ul>

	<ul style="list-style-type: none"><li>• Lean Six Sigma or equivalent continuous improvement leadership experience.</li></ul>
<b>Qualification / Licenses</b>	<ul style="list-style-type: none"><li>• Relevant tertiary qualification in Quality, Engineering, Operations, or related discipline.</li><li>• Post-graduate qualification in quality, engineering, operations, or a related discipline is an advantage.</li><li>• Qualified ISO 9001 Lead Auditor (or equivalent) and/or recognised quality certification (e.g., ASQ) is an advantage.</li></ul>