



## EMPLOYMENT SUMMARY

Position Title: Director, Quality & Performance  
Location: Milwaukee  
Reports to: President & COO  
FLSA Status: Exempt  
Date Prepared: 3/8/2021

### OUR FOUNDATION

The Dohmen Company Foundation believes that a healthy life goes far beyond physical well-being. We are committed to healthy communities powered by healthy people. We see the importance of empowering all people with the tools they need to lead a healthy life, because healthy communities are powered by healthy people.

We've also stayed strong all those years because while we've been unafraid to change WHAT we do, we've never changed WHO we are and what we stand for. Our behavior is guided by five simple values –

- **Caring:** We're empathetic and respectful.
- **Committed:** We're dedicated and persistent.
- **Creative:** We're inventive and imaginative.
- **Collaborative:** We're cooperative and share our knowledge.
- **Courageous:** We're willing to risk failure over inaction.

Our values represent the spirit of our company. They keep us grounded as we work to find the future. They define who we are, how we act and how we do business. And as a foundation owned organization focused on achieving a social return on investment (SROI), they are the essence of what makes us unique and successful.

### THE POSITION:

The Director, Quality & Performance position is responsible for designing, implementing and maintaining the quality management system (QMS) across the organization; the identification, assessment, and execution of strategic initiatives, quarterly rocks, KPI performance and operational opportunities. This position will work with finance and operations to develop productivity improvement programs and strategies, capacity and resource planning, and identify service gaps in order to promote and sustain growth.

### POSITION SUCCESS FACTORS:

1. Timely and accurate tracking and reporting on progress of Key Initiative, Rocks, and KPI performance.
2. Successful delivery of solutions in an integrated approach
3. Establish and implement right-sized, easily executable quality / business systems, processes, and tools across the organization to achieve quality and performance expectations.

**ESSENTIAL FUNCTIONS:**

- Ensure capability and capacity of high quality systems, processes, and resources to achieve growth and expansion without sacrificing quality, compliance, or efficiency.
- Design and implement monitoring systems and metrics (KPI) to validate performance against internal and industry benchmarks
- Ownership / Program Management of organization Key Initiatives, Rocks and KPI performance
- Lead tactical reporting system for Key Initiatives completion progress, quarterly KPI performance and Rock completion.

**KEY RESPONSIBILITIES:**

- Assists executive management in prioritizing operational initiatives relative to overall company objectives
- Facilitates Mid/Short-term strategy planning and develop models for capacity and resource planning to promote and sustain growth
- Designs and implements operational initiatives to ensure proper QMS solutions are adopted for the company's present and future business needs
- Manages the development and execution of strategies to improve profitability and long-term sustainability for the organization, including processes and technology to drive greater cost efficiencies
- Prepares written progress reports both to communicate project status to executive management and to circulate departmental information throughout the company
- Develops deliverables for executive-level presentations to communicate and achieve buy-in for strategic recommendations
- Manages complex projects with multiple work streams and stakeholders; coordinates and facilitates strategy discussion with leaders
- Develops and implements QMS policies and procedures. Participates in developing and implementing general company policies and procedures
- Works with operations to analyze and evaluate quality assurance, productivity & financial performance and develop corrective actions to drive increased quality, productivity and profitability
- Ensures that all organizational activities and operations are carried out in compliance with local, state, and federal regulations and laws governing business operations
- Ensures high-quality, compliant delivery of services across the organization

**EXPECTED BEHAVIOR:**

- Represent Dohmen Company Foundation's vision, values and capability with passion and integrity
- Thrives in an entrepreneurial, philanthropic, fast-paced environment and easily adjusts to changing priorities.
- Exhibits an upbeat attitude, a genuine interest in others that energizes others and heightens morale.
- Transforms creative ideas into original solutions that positively impact the company's performance.



**PERSONAL SKILLS/ATTRIBUTES:**

- Bachelor’s degree, Masters degree preferred
- Minimum of 5 years of work experience required, prior experience in food manufacturing preferred
  - Quality Assurance and / or Regulatory Affairs
  - Experience with FDA and other regulatory Audits
  - Operations Management
  - Project management
  - QMS tool and techniques (i.e. – SPC, 6-sigma)
- Ability to establish credibility and be decisive
- Strong understanding of US GMP requirements
- Excellent written and verbal communication skills with the ability to develop and articulate ideas and information
- Excellent Microsoft Excel, Power Point and presentation skills
- Good issue identification, problem solving and prioritization skills
- Excellent project management skills.
- Must be able to think, plan, lead, do, innovate, and pivot.

**WORKING CONDITIONS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

The above statements describe the general nature and level of work only. They are not an exhaustive list of all required responsibilities, duties, and skills. Other duties may be added, or this summary amended at any time.

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Employee Name – Print

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Manager Name – Print

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Signature

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Date

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