

**1. Job Title: Director of Business Analysis**

**1.1 Reports to: Designated Manager or Supervisor**

**1.2 Is reported to by: All employees on Quality matters**

## **2. Job Description**

### **2.1 Summary of Position**

The Director of Business Analysis reports to the Chief Executive Officer and is responsible for the development and maintenance of the company business processes.

### **2.2 Responsibilities:**

The Director of Business Analysis is the Management Representative for business processes.

#### **The Director of Business Analysis:**

- Ensures that the business processes are established, implemented, maintained and confirmed during internal, external and supplier audits.
- Ensures that processes are efficient, and limit employee frustration and non-conformances (errors).
- Ensures that the changes are performed using the company's Change Management and Change Introduction processes.
- Chairs the Change Management committee including scheduling of monthly meetings, submission of change management reporting for the committees' review and consideration, and management of meeting minutes.
- Proactively drives change by primarily utilizing departments resources and secondarily coordinating support from other departments as required.
- Reports on the performance of the quality system to Management for review.
- Communicates with customers and with external agencies (including the ISO9001 Registrar) on matters relating to business processes.
- Maintains the Master List of business process documents.
- Ensures that appropriate training is provided to cover newly created or updated policies, procedures and instructions.
- Controls the corrective/preventive action process.

#### **All Managers:**

- Prepare input for quotations, including identification of training and resource needs.
- Prepare, review and approve purchase requisitions.
- Monitor the care and handling of customer-supplied products assigned to them.
- Document and control processes in their area.
- Respond to Corrective and Preventive Actions assigned to them.
- Determine training needs and provide training for their staff.
- Ensure that rework, and retest costs are properly separated as defined by the appropriate cost reporting structure for a project.

**All Employees:**

The Company requires each employee to govern his or her activities in accordance with the policies and procedures contained in the Quality System Manual. All personnel have the freedom, responsibility and authority to:

- Identify and record any product quality problem.
- Control further processing or delivery of nonconforming product until the deficiency or unsatisfactory condition has been corrected.
- Initiate action to prevent the occurrence of product nonconformity and to improve the product and processes.
- Verify the implementation of corrective action.
- Exercise care and prescribed precautions in the handling and storage of materials and products.
- Prepare adequate records for quality.
- Endeavour to improve the quality of Quester Tangent products and services.

**2.3 Authority:**

See Authority above.

**3. Pre-requisites**

**3.1 Qualifications required:**

Bachelor's degree, preferably in Engineering or Computer Science.

**3.2 Experience required:**

- At least 15 years' experience in Business Analyst roles.
- At least 5 years' experience in Management, preferably in a design and/or manufacturing environment.