



# Supplier Quality Supervisor

**Classification:** Exempt

**Reports to:** Director of Operations

American Art Clay Company (AMACO) was founded in 1919 by Ted O. Philpott. AMACO is known for being the first to commercially manufacture ceramic and non-ceramic clays, lead-free glazes, electric kilns and potter's wheels. AMACO is a founding member of the Arts and Creative Materials Institute, which established safety standards for children's art materials in 1936. Today AMACO continues to manufacture ceramic supplies with the highest standards of quality and safety.

AMACO is a fourth-generation 100-year family-owned and operated company with a strong belief that art and creating art fosters well-being for the individual while enriching society as a whole. Making art facilitates tactile learning, encourages self-expression, develops craft skills and cultivates creativity. AMACO promotes a culture of continuous improvement and change; and a working environment that embraces innovation at all levels, from the factory floor to the executive offices. Everyone is empowered to improve their role, and their collaborative processes, and to participate in the common goals of safety, quality, customer care, teamwork, respect, and learning and development. We are looking for a Quality Manager that will be a part of the continuous improvement of AMACO.

Reasonable accommodations may be made to enable individuals with disabilities.

## Position Summary

The Supplier Quality Supervisor is responsible for developing and managing a supplier quality program that ensures purchased components and raw materials consistently meet Amaco and Brent's standards. This role designs the supplier quality framework, leads incoming inspections, and ensures suppliers adhere to quality, delivery, and compliance requirements. The supervisor partners closely with production, procurement, and engineering to resolve supplier-related issues promptly and sustainably, while fostering strong external supplier relationships to drive continuous improvement.

## Supervisory Responsibility

- Manage the performance of the supplier quality staff.
- Set departmental objectives, oversee scheduling, and conduct performance reviews.
- Hands-on supervisor who enjoys training, developing, and mentoring reports on the fundamentals of quality and ceramics.

## Key Responsibilities

- Supplier Quality Program & Development: Design and implement supplier quality systems, including qualification, auditing, monitoring, scorecards, and agreements. Define incoming inspection methods, ensure CTQ specifications are met, and train staff and suppliers on correct test methods.

- Discrepancy Resolution: Serve as the first point of contact for discrepancies. Investigate supplier-related quality issues, lead root cause analyses, implement corrective actions, and escalate process issues to the In-Process Quality Supervisor when necessary.
- Collaboration & Supplier Partnership: Work with production teams to address supplier issues on the line and partner with procurement and engineering to select and develop suppliers. Establish rapid-response processes to prevent production disruptions.
- System Implementation & Improvement: Roll out AMACO and Brent Quality System standards to suppliers, implement corrective action systems, and lead supplier-focused Kaizen and A3 activities to improve performance.

#### **Key Performance Indicators (KPIs)**

- Reduction in supplier-related defects and incoming inspection failures.
- Reduced production downtime from supplier quality issues.
- Improved supplier scorecard ratings (defect rates, delivery, compliance).
- Timeliness and effectiveness of supplier corrective actions.

#### **Competencies**

- Strong knowledge of test methods, auditing practices, and supplier quality systems.
- Experience applying CTQ specifications, PPAP, FMEA, and root cause analysis (8D).
- Collaborative and influential leadership style with strong supplier negotiation skills.
- Ability to balance quality, cost, and delivery in supplier management.
- Results-driven with strong project planning, organization, and communication skills.

#### **Requirements**

- Bachelor's degree in Ceramics, Engineering, Material Science, Industrial Technology, or related field (Associate's degree plus significant experience considered).
- 5–7+ years of supplier quality or quality engineering experience in manufacturing.
- Experience in creating and developing a Supplier Quality System.
- Proficiency with ISO 9001; familiarity with IATF 16949, AS9100, or ISO 13485 is a plus.
- Skilled in SPC and statistical tools (Minitab preferred).
- Significant experience in creating, developing, and documenting quality standards.
- Experience in converting attribute standards into numeric standards.
- Certifications such as ASQ CSQP, CQE, CQA, or Lean Six Sigma Green Belt are strongly preferred.
- Demonstrated success in supplier audits, corrective action management, and supplier development.

**Work Environment:**

This job may require you to stand for an extended period of time as well as lifting/heavy lifting is required. Must be able to work in hot and cold environments

**Physical Demands:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to stand; walk; use hands to finger, handle or feel; and reach with hands and arms. The employee is occasionally required to sit; climb or balance; and stoop, kneel, crouch or crawl. The employee must frequently lift and/or move up to 50+ pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

**Position Type/Expected Hours of Work:**

This is a full-time position. Hours of work are Monday through Friday, 40+ hours per week. Occasional evening and weekend work may be required as job duties demand.

**Travel:**

Up to 30% travel.

**EEO Statement:**

AMACO is an Equal Opportunity Employer and Prohibits Discrimination and Harassment of Any Kind: AMACO is committed to the principle of equal employment opportunity for all employees and to providing employees with a work environment free of discrimination and harassment. All employment decisions at AMACO are based on business needs, job requirements and individual qualifications, without regard to race, color, religion or belief, national, social or ethnic origin, sex (including pregnancy), age, physical, mental or sensory disability, HIV Status, sexual orientation, gender identity and/or expression, marital, civil union or domestic partnership status, past or present military service, family medical history or genetic information, family or parental status, or any other status protected by the laws or regulations in the location where we operate. AMACO will not tolerate discrimination or harassment based on any of these characteristics.

**Other Duties:**

*Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.*