



In-Process 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.

Reasonable accommodations may be made to enable individuals with disabilities.

Position Summary

The In-Process Quality Supervisor is responsible for overseeing Quality Control and Assurance across formulated lab, mechanical, shipping, and manufacturing environments. This role ensures inspections, testing, audits, and quality system implementation are applied consistently to meet production and customer requirements. A critical focus is on stabilizing processes, establishing fundamentals, and building a strong laboratory function that supports product quality and continuous improvement.

Supervisory Responsibility

- Manage and develop the performance of in-process quality staff in the lab and mechanical departments.
- Set department objectives, oversee scheduling, and conduct employee performance reviews.
- Hands-on supervisor who enjoys training, developing, and mentoring reports on the fundamentals of quality and ceramics.

Key Responsibilities

- Quality Lab & Process Stabilization: Establish and maintain a fully functional quality lab, develop/validate test methods, calibrate equipment, and train staff. Define baseline process parameters, standardize data collection, and implement training to ensure process stability across shifts.

- Inspections & Specifications: Ensure Critical-to-Quality (CTQ) specifications are applied using proper test methods and equipment during in-process inspections.
- Discrepancy Resolution: Take ownership of in-process issues identified by Supplier Quality, lead investigations and corrective actions, and partner with production for sustainable fixes.
- Quality System Implementation: Drive rollout of Amaco and Brent Quality System, create and implement standardized test protocols (TWI), create training matrices, ensure consistency and adherence to test procedures while making data-driven recommendations.
- Continuous Improvement & Audits: Perform audits, lead Kaizen/A3 activities, and report findings during Gemba walks and virtual reviews.
- Team & Operational Leadership: Resolve employee issues, oversee scrap/inventory accuracy, conduct safety audits, and facilitate cross-department communication on production and quality goals.

Key Performance Indicators (KPIs)

- Reduction in in-process defects, scrap, and related customer complaints.
- Effective application of CTQ specifications and timely resolution of discrepancies.
- Measurable improvement in process stability and consistency across shifts.

Competencies

- Strong knowledge of test methods and equipment in lab and production environments.
- Experience applying ISO 9001 systems, SPC, and problem-solving tools (DMAIC, A3, 5Why).
- Proven ability to strictly uphold quality standards while making data-driven decisions that protect customer trust and support profitable operations
- Ability to stabilize processes and standardize practices across teams.
- Leadership skills with a collaborative, hands-on approach.
- Excellent communication and documentation ability.

Requirements

- Bachelor's in Ceramics, Engineering, Material Science, Industrial Technology, or equivalent (Associate's degree plus significant experience considered).
- 5–7+ years of supervisory experience in quality roles, preferably in a lab.
- Experience in creating and developing a Quality System.
- Significant experience in creating, developing, and documenting quality standards.
- Experience in converting attribute standards into numeric standards.
- Knowledge of ceramic chemistry, materials testing, and mechanical processes.
- Experience setting up and stabilizing a quality lab.

- Familiarity with Lean and Six Sigma (Green Belt preferred), SPC, and Minitab.
- ERP/QMS knowledge (NAV, Business Central or SAP).

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 20% 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.