

1. POSITION DETAILS

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| **Position title:** | **APAC Quality Manager**  |
| **Reports to:** | **APAC Chair**  |
| **Position term:** | **Three years** |

1. INTRODUCTION

The APAC Quality Manager is appointed by the Executive Committee. The initial term of appointment is three years., which may be renewed for a further period at the discretion of the APAC Executive Committee.

The APAC Quality Manager reports to the APAC Chair and shall work closely and cooperatively with the APAC Executive Committee in fulfilling his/her responsibilities. At the discretion of the APAC Chair, the APAC Quality Manager may attend APAC Executive Committee meetings, or parts thereof.

1. ROLES AND RESPONSIBILITIES

The APAC Quality Manager has responsibility for the following:

1. In conjunction with the APAC Executive Committee, ensure and verify that the quality system is established, implemented and maintained in accordance with the APAC Constitution and Management System Manual;

*Note 1: This will primarily involve (but not necessarily restricted to overseeing and being responsible for the overall operation and implementation of the management system, and ensuring the management system as set out in the APAC Management System Manual is:*

* *Designed to meet APAC objectives;*
* *Maintained up-to-date;*
* *Appropriately implemented.*

*Note 2: The establishment, maintenance and implementation of the management system to operate the APAC MRA (nominally as set out in the APAC MRA-series of documents) in accordance with IAF and ILAC requirements for recognised regional co-operations is the responsibility of the APAC MRA Council.*

1. In conjunction with the APAC Chair, coordinate the annual management review of the quality system, and ensure that it is conducted in accordance with the requirements of the APAC Management System Manual. The APAC Quality Manager will provide an annual report to the Executive Committee on the operation of the quality system which will form the basis of the management review;
2. Coordinate the management of complaints and appeals in accordance the requirements of the APAC Management System Manual. This will include correspondence with the complainant/appellant throughout the process;

*Note: Appeals to the APAC MRA Council against Council decisions relating to MRA signatory decisions are managed by the APAC MRA Council Chair*

1. Coordinate that appropriate actions are taken and recorded in order to improve the operation of the quality system, including Corrective Action Requests;
2. In conjunction with the APAC Secretariat, oversee the updating and maintenance of the APAC controlled documents and documented procedures in accordance with requirements of the APAC Management System Manual;
3. Manage the implementation of the APAC internal audit programme in accordance with requirements of the APAC Management System Manual. This will include:
* In conjunction with the APAC Executive Committee, establish the frequency and scope of internal audit programme;
* In conjunction with the APAC Secretariat, coordinate the logistics of the conduct of the internal audit by the Executive Committee appointed internal auditor(s);
* Review internal audit reports and propose actions to be taken on findings for consideration by the APAC Executive Committee;
* Oversee and record the closing of findings (Corrective Action Requests and other findings as appropriate) and report the same to the internal auditor and APAC Executive Committee;
1. On behalf of the APAC Executive Committee, report annually to the APAC General Assembly on the performance of the APAC management system.
2. KEY POSITION ACTIVITIES

| **Activity\*** | **Time Commitment**  | **Frequency**  |
| --- | --- | --- |
| Updates to Management System Manual and associated procedures | 4 hours each | Twice / year |
| Management review and follow up | 4 hours | Once / year |
| Complaints | 4 hours each | Four times / year |
| Updates to other documents, procedures, forms etc | 2 hours each | Twice / year |
| Internal audit and follow up | 5 days | Once / two years |
| Ad hoc requests from APAC Chair and APAC Secretariat | 1 hour each | As requested |
| Appeals | TBA | As requested |
| Updates to Management System Manual and associated procedures | 4 hours each | Twice / year |
| Management review and follow up | 4 hours | Once / year |
| Complaints | 4 hours each | Four times / year |

1. AMENDMENT TABLE

This table provides a summary of the changes to the document with this issue.

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| **Section(s)** | **Amendment(s)** |
| All | New issue on establishment of APAC. Document based upon APLAC SEC 063 Issue No 1 and PAC EXEC 005. |
| End |  |