


**From:** Dawson, Ellis (CTR) Ellis.Dawson.CTR@akima.com   
**Subject:** New Position posting for the ASQ0511 Position Postings page  
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**To:** placements20@asq0511.org  
**Cc:** webmaster20@asq0511.org

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## Senior Director, Quality Management- \$10,000 Referral Bonus(

Job Number:

AKI04570)

### Description



**Akima** is a global enterprise with more than 8,000 employees, delivering agile solutions to the federal government in the core areas of facilities, maintenance, and repair; information technology; logistics; protective services; systems engineering; mission support; furniture, fixtures & equipment (FF&E); and construction. As a subsidiary of NANA, an Alaska Native Corporation owned by more than 14,000 Iñupiat shareholders, Akima's core mission is to enable superior outcomes for our customers' missions while simultaneously creating a long-lived asset for NANA consistent with our Iñupiat values. In 2021, Akima ranked #28 on Washington Technology's Top 100 List and #63 on Bloomberg Government's BGOV200 List of top federal contractors. To learn more about Akima, visit [www.akima.com](http://www.akima.com).

The Senior Director of Quality Assurance is a key contributor to Akima's operational excellence and process improvement initiatives. Reporting to Akima's Chief Administration Officer, you will be responsible for the development and oversight of enterprise-wide process improvement initiatives across all our operating companies and within Akima's shared services center. our service/consolidation centers. You will work with each operating company's President/General Manager and his/her leadership teams to ensure Akima's quality and operational excellence standards are constantly maintained and refined.

This position will lead planning and execution of quality management practices. This includes but is not limited to the implementation of Quality policies, practices, procedures, standards, and systems necessary to ensure the compliance of operations to customer and contract-specific requirements. Working with Program and Project Managers, and Operations Directors across the enterprise, you will be a champion for quality principles and compliance.

Duties include:

- Lead, direct, influence and champion corporate-wide quality initiatives.
- Support customer and contract requirement in all aspects of documentation quality, technical writing, quality audits and training
- Plan, manage, and direct quality assurance policies, programs, audits and other activities.
- Provide technical direction and guidance to others regarding processes, tools and technology related to quality including ISO, CMMI and PMP.
- Drive ownership and accountability to quality throughout the organization.
- Implement and maintain the Quality Management program compliant with industry standards
- Maintain and expand ISO and CMMI accreditation in-line with business objectives.
- Proactively lead preparation for 3rd party audits, serve as the POC during the audit and drive resolution of open items after the audit.
- Design and implement quality training for all employees including organizational best practices

Design and implement quality training for all employees including organizational best practices and continuous improvement.

- Work closely with the delivery and functional organizations to ensure customer expectations are met or exceeded.
- Maintain best practices including our quality management toolset.
- Lead periodic internal audits and maintain quality records.
- Maintain certification and compliance with ISO, CMMI consistent with PMP and provide leadership for continuous improvement activities.
- Drive continuous value-based improvement of our quality program including fostering our culture of quality.

## **Qualifications**

### **Minimum Qualifications:**

- 7 or more years of Quality leadership experience
- 10 or more years of experience as a Quality professional
- Proven track record of successful ISO certifications and CMMI appraisals
- Must possess CMMI and/or ISO audit experience.
- Must be a hands-on leader willing to take responsibility for creating and implementing the Quality vision, identifying and resolving challenges and ensuring successful tactical execution to deliver results.
- Proven track record of developing and maintaining strong collaborative relationships with customers, employees and government agencies at all levels.
- Must have outstanding business acumen, using relevant enterprise, industry and market data to understand and improve business results.
- Must have exceptional decision-making skills, identifying and understanding risks and issues, developing an appropriate course of action and taking action.
- Strong planning and organization skills with the ability to establish courses of action for self and others to ensure that work is completed efficiently is required.
- Must have excellent verbal and written communication skills and effective presentation skills, clearly conveying information and ideas through a variety of media to individuals or groups in a manner that engages the audience and helps them understand and retain the message.
- Ability to facilitate change effectively, encouraging others to seek opportunities for different and innovative approaches to addressing problems and opportunities; and facilitating the implementation and acceptance of change within the workplace.
- Ability to ensure that the customer perspective is a driving force behind business decisions and activities; crafting and implementing service practices that customer and organization needs.
- Must be able to originate action to improve existing conditions and processes, identifying improvement opportunities, generating innovative ideas, and implementing solutions.

### **Education:**

Position requires a 4 year Degree

### **Desired Qualifications:**

- Program/project management: ITIL, PMP preferred
- Process improvement: Six Sigma preferred

The duties and responsibilities listed in this job description generally cover the nature and level of work being performed by individuals assigned to this position. This is not intended to be a complete list of all duties, responsibilities, and skills required. Subject to the terms of an applicable collective bargaining agreement, the company management reserves the right to modify, add, or remove duties and to assign other duties as may be necessary. We wish to thank all applicants for their interest and effort in applying for the position; however, only candidates selected for interviews will be contacted.

*We are an equal opportunity employer. All applicants will receive consideration for employment, without regard to race, color, religion, creed, national origin, gender or gender-identity, age, marital status, sexual orientation, veteran status, disability, pregnancy or parental status, or any other basis prohibited by law.*

We are committed to Equal Employment Opportunity and providing reasonable accommodations to applicants with physical and/or mental disabilities. If you have a physical and/or mental disability and are interested in applying for employment and need special accommodations to use our website to apply for a position please contact, Recruiting Services at [job-assist@akima.com](mailto:job-assist@akima.com) or 571-353-7053. Reasonable accommodation requests are considered on a case-by-case basis.

The dedicated email and telephonic options above are reserved only for individuals with disabilities needing accessibility assistance to apply to an open position using our website.

Please do not use the dedicated email or phone number above to inquire on the status of your job application.

*In order for our company to stay compliant with government regulations, please apply on line. Please DO NOT email resumes or call in lieu of applying online unless you have a physical and/or mental disability and need assistance with the online application.*

**Shift**

: Day Job

**Primary Location**

: US-VA-Herndon

**Organization**

: Akima, LLC Shared Services

**Job**

: Quality

**Closing Date (Period for Applying) - External**

: Ongoing

**Travel**

: Yes, 25 % of the Time

**Clearance Level:** Not Applicable



Ellis C Dawson | Senior Recruiting Sourcer, CTR (CTR is Contractor)  
Akima, LLC | 2553 Dulles View Drive, Herndon, VA 20171  
Cell: 757.560.9473 | [Ellis.Dawson.CTR@Akima.com](mailto:Ellis.Dawson.CTR@Akima.com)

