

Three Questions for hiring

Get the right quality manager

Communication

How confident are they to work with people at all levels of the organisation?

Working with a range of stakeholders from the whole organisation is important. Can they interpret data, generate reports and communicate across all levels of the business, from the Board to individual customers?

Knowledge

Do they have a deep knowledge of the standards and legislation your organisation needs to meet?

Can they provide expertise to guide teams in the implementation of those standards?

Being a content expert supports buy in.

Leadership

Are they comfortable with delegation or do they prefer to get it done themselves?

A sustainable quality system needs to involve everyone, it's tempting to do everything yourself as it feels more efficient, but they must be comfortable taking people on the journey with them.