

New York State Department of Civil Service
DIVISION OF CLASSIFICATION & COMPENSATION

Classification Standard

Occ. Code 7918500

Quality Control Supervisor, Grade 18 7918500
Industrial Quality Control Analyst, Grade 23 7918800

Brief Description of Class Series

Positions in this series manage quality control programs at the Correctional Industries facilities to ensure that all quality issues are identified, isolated, and corrected with minimal disruption to the manufacturing process.

Positions are classified only at the Department of Corrections and Community Supervision, in the Correctional Industries Division (Corcraft).

Distinguishing Characteristics

Quality Control Supervisor: in conjunction with the Industrial Superintendent, or equivalent, is responsible for all aspects of quality control at a facility's industrial plant; develops a quality control master plan for the facility; inspects raw materials, sub-assemblies, and finished products using quality control testing and sampling procedures; and instructs incarcerated individuals in methods of quality control and prepares them to become quality control inspectors.

Industrial Quality Control Analyst: non-competitive; single position class; establishes and manages the Quality Control Program at Correctional Industries facilities; plans new product lines; review and resolves product failures or complaints; prepares bid specifications; and oversees Quality Control Supervisors.

Related Classes

Industrial Superintendents plans and directs an extensive industries program at a State correctional facility.

Illustrative Duties

Quality Control Supervisor

In conjunction with the Industrial Superintendent, assists the Quality Control Analyst in developing a comprehensive quality control master plan for a facility's industrial plant.

- Develops proper specifications for the raw materials used in an industrial production unit and for final manufactured products, incorporating recommendations from the Quality Control Analyst.
- Determines where essential checkpoint systems will be used in the production process.
- Determines the frequency with which product inspection and costing techniques are used during the production process.
- Develops and performs physical tests and may perform chemical analyses and other quality evaluations of the materials and products of the industrial plant.

As the Quality Control Supervisor of an industrial facility, directly supervises all functions pertaining to the Quality Control Program of the plant.

- Directs the activities of incarcerated individual inspectors assigned to the Quality Control Program.
- Inspects items deemed defective by incarcerated individual inspectors and determines whether the cause of the defect is human error or faulty machinery.
- Rejects finished products for failure to meet quality control standards and initiates corrective actions to prevent repetition of problem.
- Stops the production line if a product is consistently defective.
- Recommends solutions for faulty production techniques to the Industrial Superintendent.
- Informs the Quality Control Analyst of the status of the facility's Quality Control program through periodic reports detailing activities, production problems, and actions taken to solve problems.
- Maintains records of quality control proceedings, test results, and other quality control data.

Sends samples of raw materials, subassemblies, contracted parts, and finished products to the Quality Control Analyst for quality control testing that cannot be performed at the facility.

- Reviews the quality control report from the Quality Control Analyst and takes appropriate action, which may include continuing production at the present quality level or recommending to the Industrial Superintendent that the materials be returned to the vendor.
- Suggests to the Industrial Superintendent that vendors be changed if they regularly ship raw materials of inferior quality.
- Proposes to the Industrial Superintendent that raw materials of inferior quality be used for other industrial contracts requiring less stringent material specifications.
- Produces reports based on events at the facility documenting particular issues, as well as, preparing monthly reports as directed by the Quality Control Analyst.

Develops a curriculum for instructing incarcerated individuals engaged in the Quality Control Program.

- Instructs incarcerated individuals in the theory of quality control systems that pertain to the industrial products manufactured at the facility.
- Trains incarcerated individuals in the most common inspection systems of a production line.
- Teaches background theory and the practical application of the physical tests, chemical analyses, and other quality control evaluations performed at the facility.

Industrial Quality Control Analyst

Manages the Quality Control Program at Correctional Industries facilities and the Quality Control Laboratory.

- Researches and develops quality control procedures to be used at the Correctional Industries facilities.
- Manages the Quality Control Laboratory at the Coxsackie Correctional Facility and develops testing procedures to ensure quality by product line and testing of materials is consistent and/or coordinates the testing of materials with outside entities as necessary.
- Develops a quality control manual specifying quality control procedures applicable to individual product lines and outlining procedures to build quality into products.

- Establishes and enforces compliance with a system of product identification by date, lot number, and batch number; and maintains accurate records for reference and to trace problems related to such products.
- Develops techniques for the control of product quality and cost as applied to current and forecasted production.
- Promotes and establishes safety and health; and takes actions to promptly remove hazards in the workplace.
- Assists the Purchasing Unit in ensuring that proper test methods are referenced in all bid solicitations.
- Reviews all industry contracts for accurate, up-to-date, and detailed specifications and standards for the Purchasing Unit.
- Performs weekly quality audits in the warehouse of inbound stock.
- Visits manufacturing facilities to determine efficiency of the quality control systems.

Plans new product lines and manufacturing methods to improve product quality and decrease costs.

- Collaborates with other Corcraft manufacturing staff to plan new product lines and manufacturing operations.
- Exercises control over budgets and appropriations within area of operations.
- Collaborates with the Manufacturing Engineer to plan methods improvements and cost reduction initiatives projects.
- Works with Purchasing and Manufacturing Units to plan the purchase and use of less expensive materials without lessening product quality.

Monitors customer complaints to detect trends and anticipate quality problems; and implements corrective action. Ensures continuous customer satisfaction.

Compiles various reports for management regarding quality control problems encountered and their disposition.

Prepares reports for Executive review as required.

Plans the work of subordinates; sets performance expectations; and trains and evaluates their performance.

Minimum Qualifications

Quality Control Supervisor

Promotion: one year of permanent service as an Industrial Training Supervisor 2 or 3 (any parenthetic).

Industrial Quality Control Analyst

Non-competitive: one year of permanent service as a Production Control Supervisor, Quality Control Supervisor, General Industrial Training Supervisor (various parenthetics), or Assistant Industrial Superintendent.

Note: Classification Standards illustrate the nature, extent and scope of duties and responsibilities of the classes they describe. Standards cannot and do not include all the work that might be appropriately performed by a class. The minimum qualifications above are those required for appointment at the time the Classification Standard was written. Please contact the Division of Staffing Services for current information on minimum qualification requirements for appointment or examination.

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