

TENSILITY

July 15, 2025

Director of Quality

Mission: to ensure products are designed, supported, produced, and shipped to the highest standards for customer satisfaction.

Summary

Tensility designs and sources cable assemblies and components to support customers from conception through production. Our focus is to connect customers to information and products through first class, efficient, customer-centric systems.

The Director of Quality leads the development and execution of proactive quality strategies across the full product lifecycle ensuring performance and compliance standards through scalable quality systems. The role works closely with Product Development, Sales, and Engineering to guide readiness during development and fit stages as well as problem solve quality issues found by customers.

Key Tasks

- Lead quality control initiatives across internal production, distribution, and sourced operations.
- Conduct site visits to evaluate and standardize quality processes, establish performance scorecards, and drive continuous improvement through training and engagement with factory partners and service providers.
- Stay up-to-date with industry regulations and ensure adherence in all product development and manufacturing processes.
- Use customer feedback to drive root cause analysis and implement proactive product improvements.
- Handle RMAs.
- Maintain reporting tools to track and communicate key quality metrics across production and distribution sites, ensuring cross-functional alignment.
- Work closely with new product development to prevent downstream effects on quality or performance.

Qualifications

- Bachelor's degree in a STEM-related concentration.
- A strong background in quality assurance within the electronics industry.

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- Extensive experience in factory production, quality systems, and continuous improvement. Strong problem-solver with a data-driven mindset and focus on product quality, process consistency, and efficiency.
- Experience in medical device compliance and manufacturing.
- The ability to excel in fast-paced environments. Skilled at turning insights into strategy with sharp attention to detail.
- Excellent communicator and presenter, effective with internal and external stakeholders. Collaborative and adaptable, with strong cross-functional relationship-building skills.
- Fluent in English. Spanish or Mandarin/Cantonese a plus.
- Travel to domestic and international sites to ensure consistent adherence to quality standards and support ongoing improvements.
- Experience in Six Sigma, Lean Manufacturing, or other process improvement methodologies.