Scientific or Technical Quality Managers are responsible for coordinating and implementing quality initiatives that are aligned with best practices of the relevant scientific community. They ensure standardization related to equipment, methodologies, and processes across the organization. They typically work in a laboratory or technical setting and oversee quality processes and workflow over a team.

Example positions

Quality Laboratory Manager, Technical Quality Manager, Technical Quality and Risk Lead, Manager – Quality Assurance, Quality Standards Manager, Associate Director of Quality Assurance

COMPETENCIES

Process management – Scientific or Technical Quality Managers take a systematic approach to making the company's workflow more effective, efficient, and capable of adapting to an ever-changing environment.

Managing quality – Individuals who exhibit this competency excel at tracking and measuring work quality of other employees. They manage the efficiency, accuracy, and completeness of outputs produced by teams and systems in the organization.

Driving results – They motivate individuals to achieve and exceed goals by establishing accountabilities, clarifying performance expectations, agreeing to high standards and measures, monitoring and reviewing performance, and providing timely and relevant feedback.

Compliance – They work to ensure that they, team members, other employees, contractors, strategic partners, and other relevant stakeholders act in accordance with all pertinent rules, regulations, policies, and best practices, and that behavior in the organization meets the company's standards of conduct.

Deliberative decision making – They gather, consider, and evaluate all relevant information to make logical conclusions before being moved to action.

Scientific acumen – They consistently and appropriately implement best practices in scientific inquiry and empirical reasoning to identify trends in data. They conduct all research, analyses, and interpretations in accordance with the guidelines set forth by the appropriate scientific community.

Instructing – They demonstrate confidence in their area of expertise, display the patience to thoroughly explain concepts or information to others, and work with their audience to ensure understanding.

Organizing and documenting information – Individuals who exhibit this competency produce thorough and well-organized documentation that meets government or organizational standards. They assess data quality and organize it coherently, and they document the required information accurately.

Representative behaviors

- Determines the necessary processes to accomplish goals
- Sets quality standards for employees or processes
- Drives the execution of business plans
- Monitors laws and regulations that impact the industry
- Applies lessons from experience to make effective decisions
- Checks the accuracy and validity of information used in reaching conclusions
- Positions self as a credible source of information
- Reviews documentation for accuracy and compliance with standards

JOB MODEL

Leading	Active Communication	Interpersonal Dynamics	Decisions	Solving Problems	Managing Processes	Self-Management
Leadership Maturity	Influence and Persuasion	Interpersonal Sensitivity	**Deliberate Decision Making**	Creativity and Innovation	Quality Focus	Composure and Resiliency
Leadership Communication	Conflict Management	Helpfulness	Decisiveness	Analytical Thinking	**Compliance**	Generating and Expressing Enthusiasm
Driving Results	Negotiating	Service Focus	Strategic Thinking	Learning Agility	Response Orientation	Strength of Conviction
Leading Change	Active Listening	Relationship Building	Organizational Citizenship	**Scientific Acumen**	Safety Focus	Achievement Motivation and Perseverance
Managing Innovation	Communicating	Collaboration and Teamwork	Information Seeking	Business Acumen	**Process Management**	Self-Awareness
Managing Quality	**Instructing**	Organizational Savvy			Time Management	Adaptability
Team Building		Global Mindset			Planning and Priority Setting	Initiating Action
Coaching and Developing Others					**Organizing and Documenting Information**	Accountability
Delegating					Applying Standard Practices	Professionalism
Fact-Based Management						Continuous Learning
Strategic Talent Management						Extended Task Focus
Directing						Comfort with Ambiguity