



## **Quality Director – Job Description**

Oilfield Service Professionals (OSP)

Department: Quality

Location: Broussard, LA

FLSA Status: Exempt

### **Position Summary**

The Quality Director serves as the senior leader responsible for establishing, governing, and continuously improving OSP's Quality Management System (QMS) across all districts, product lines, engineering functions, rental tool services, and downhole field operations. This role ensures organizational excellence through full compliance with API Q2, ISO standards, regulatory requirements, and customer expectations. The Quality Director drives operational consistency, service quality, and a culture of continuous improvement throughout the enterprise.

### **Key Responsibilities**

#### **1. Leadership & Strategic Direction**

- Develop and execute OSP's enterprise-wide quality strategy aligned with corporate and operational objectives.
- Provide leadership and oversight to the Quality organization, including Project Quality Managers, Quality Engineers, Inspectors, and Document Control.
- Serve as OSP's primary authority for API Q2 certification, audit readiness, corrective action governance, and regulatory compliance.
- Promote a culture of quality, accountability, and integrity across all teams, districts, and service lines.



## **2. Quality Management System (QMS) Governance**

- Lead the development, implementation, and continual improvement of the QMS to meet API Q2, ISO 9001, and customer-specific requirements.
- Ensure all operational processes—including design, engineering, assembly, manufacturing, service delivery, and field operations—are documented, controlled, and compliant.
- Oversee management of procedures, work instructions, inspection standards, quality forms, and controlled records.
- Ensure organizational alignment to quality standards across all locations and functions.

## **3. Audit, Compliance & Certification**

- Lead all internal and external audits, customer audits, supplier audits, and third-party assessments.
- Develop the annual audit plan and ensure timely execution across districts and departments.
- Serve as OSP's subject matter expert during customer quality reviews and API audits.
- Ensure corrective and preventive actions (CAPA) are effectively implemented, verified, and closed.

## **4. Project Quality & Field Execution Support**

- Support project kickoff activities by establishing quality plans, inspection points, documentation requirements, and equipment verification criteria.
- Oversee quality oversight for critical equipment such as packers, rental tools, deepwater completion tools, and well intervention systems.
- Ensure FAT/SIT testing, verification records, and quality dossiers are accurate, complete, and delivered on schedule.
- Provide field quality support to ensure consistent, reliable service performance.



## 5. Nonconformance & RCA Leadership

- Lead the company's nonconformance and incident management process.
- Oversee root cause investigations using structured methodologies (5-Whys, Fishbone, FMEA, Fault Tree).
- Drive enterprise-level continuous improvement initiatives focused on reliability, tool performance, procedural adherence, and operational consistency.
- Partner closely with Engineering on design-for-quality improvements and elimination of recurring field failures.

## 6. Supplier & Material Quality Oversight

- Lead supplier qualification, performance monitoring, and requalification activities.
- Ensure incoming materials, critical components, and outsourced services meet specifications and certification requirements.
- Collaborate with Supply Chain to establish vendor standards, inspection criteria, and BOM/material verification processes.

## 7. Customer Interface & Issue Resolution

- Act as the primary liaison for customer quality representatives.
- Address service quality concerns, facilitate structured investigations, and communicate formal response packages.
- Ensure OSP maintains consistent, high-quality customer experience in every district and service line.



## Required Knowledge & Skills

- Strong understanding of oilfield service tools and downhole operational requirements (e.g., packers, plugs, cement heads, intervention tools).
- Expert-level knowledge of API Q2, ISO 9001, and related quality and reliability standards.
- Experience in service quality, equipment quality, field reliability engineering, or operational excellence.
- Skilled in RCA methodologies, auditing techniques, and continuous improvement frameworks.
- Strong leadership, communication, and organizational skills.
- Proficiency with data analytics, quality metrics, and dashboard reporting.

## Qualifications

- Bachelor's degree in engineering, Quality, or related technical field.
- Minimum 10 years of progressive quality leadership experience in oilfield services or related industries.
- API Q2 Lead Auditor or ISO Lead Auditor certification preferred.
- Experience supporting multi-district operations strongly preferred.

## Working Conditions

- Split between office environment and field/shop environments (approx. 50/50).
- Travel to OSP districts, suppliers, and customer locations as required.