



QUALITY ASSURANCE AND CONTINUOUS IMPROVEMENT DIRECTOR

INNOTEX INC. specializes in Fire and Rescue protective equipment. Our team is driven by core values of commitment, innovation, and teamwork. As a recognized leader in the firefighting equipment industry, we are proud to be the trusted partner of thousands of fire departments worldwide. With operations in Canada (Quebec) and the United States (Alabama), our organization employs approximately 300 people.

If you're passionate about working in a field that contributes to the safety and protection of communities, we have the ideal opportunity for you. As we continue to grow, we are currently seeking a **Director of Quality Assurance and Continuous Improvement**. This position is either based in Montreal or at our Head Office in Richmond, Quebec.

Overview:

As the Director of Quality Assurance and Continuous Improvement, you will be responsible for effectively managing the organization's quality assurance system and fostering a strong culture of continuous improvement throughout the organization to optimize the cost/quality performance of INNOTEX products. This role extends well beyond the production floor. You will be instrumental in driving cross-functional collaboration and implementing processes and best practices that elevate the performance and effectiveness of the entire organization—from manufacturing to support functions.

You will lead teams in identifying opportunities for improvement, and work to structure and standardize processes across departments, with an initial focus on Manufacturing Operations. You will ensure that quality systems and standards are effectively embedded at all organizational levels. Your ability to **lead by inspiration**, create engagement, and build trust will be essential in mobilizing people toward meaningful change. You will also work closely with the Vice President of Operations to support the execution of the company's quality and continuous improvement strategy.

What you'll do:

- Lead the development and deployment of quality systems and standards to ensure products and processes meet or exceed customer expectations and regulatory requirements.
- Manage and support the Quality team across multiple sites, in Canada and the U.S., ensuring alignment with the Operational Plan and Corporate Dashboard objectives.
- Drive continuous improvement initiatives across both manufacturing and support functions using Lean principles, Kaizen methodologies, and structured problem-solving tools.



- Collaborate with cross-functional teams to design and implement efficient, scalable processes that enhance workflow, communication, and organizational performance.
- Foster engagement and accountability by influencing teams, without relying on authority – building trust, buy-in, and a culture of continuous learning.
- Analyze quality and operational data to identify trends, uncover root causes, and prioritize high impact improvement projects.
- Coach and empower teams to adopt new practices, strengthen problem-solving skills, and sustain process improvements.
- Act as a change agent, guiding the organization through transformation while keeping people at the center of every initiative.

What you'll need:

- Minimum of 8 years of experience in a quality assurance or related role within a manufacturing environment
- Bachelor's degree in operations management, industrial engineering or a related field
- Solid understanding of Lean, Six Sigma, ISO 9001 standards, and change management principles
- Proficiency with Microsoft Office tools, especially Excel and Visio
- Bilingual (French and English) both spoken and written, with the ability to communicate effectively with our English- and French-speaking internal teams and partners
- Willingness and ability to travel regularly to our factories in Richmond, Warwick and Montreal (Quebec) as well as Alabama (U.S.)

Key competencies:

- Excellent interpersonal and influencing skills
- Strong collaboration and team orientation
- High level of change agility and an entrepreneurial mindset
- Process- and solution-oriented approach
- Strong problem-solving and organizational abilities
- Advanced analytical and research skills



- Demonstrated commitment to continuous improvement
- Excellent communication skills, with the ability to convey complex ideas clearly and effectively

What we offer:

- Dedicated and passionate team
- Flexible work schedule and work-life balance
- Competitive salary with bonus
- Group insurance with telemedicine services and a pension fund
- Access to an employee assistance program
- Free parking or public transportation for our Montreal plant
- Possibility of hybrid remote work
- Ongoing training
- Referral program

If this role aligns with your skills and career aspirations, please send your application to our Human Resources department at RH@innotexprotection.com.