

JOB TITLE: Associate Quality Engineer

DEPARTMENT: Quality Assurance
REPORTS TO: Director of Quality Assurance
FLSA: Exempt

SUMMARY:

Maintain quality systems in support of TL9000/ISO-9001/ISO14001/ ISO-27001 requirements. Uses strategic initiatives as guidance to improve quality systems and procedures company-wide. Maintain quality reports and monitor product line quality to identify trends and assist in failure analysis. Supports manufacturing in the resolution of quality related issues including supplier product quality issue resolution. Provides input to the New Product Introduction process to establish quality plans.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Manage customer communications for quality metrics and improvement plans with guidance from senior quality engineers and supervisor.
- Maintain Quality System process documentation working with process owners to assure processes are up to date and complete.
- Initiates and drives Supplier Corrective Actions and Internal Corrective Actions to correct product quality issues and documents corrective actions in company Corrective Action management system.
- Review on-line failure information and make recommendations on product and process quality improvements.
- Manage quality goals to promote continuous quality improvements.
- Manage the quality of suppliers and Contract Manufacturers.
- Drive Failure Analysis activities with support from UNICOM Engineering teams and with Suppliers to obtain root cause and corrective actions supported by effective reasoning skills.
- Review field failure information and coordinate resolution of customer quality issues.
- Manage quality issues and coordinate corrective actions.
- Support the TL9000/ISO 9001 Quality System, ISO14001 Environmental Certification and ISO-27001 Information Security Management System Programs and provide inputs for continuous improvement.
- Support TL9000/ISO-9000/ISO14001/ISO-27001 internal audits in accordance with audit schedules.
- Conduct Quality Audits of UNICOM products and processes here and at the suppliers as required to insure products and processes meet quality expectations.
- Learn about company's business as appropriate. Shows up to work on time and attends work as scheduled.
- All other duties as requested by supervisor or department head.

COMPETENCY QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. If an employee does not meet the required competency level in any area, a required development training plan will be implemented.

Job-Specific Competencies:

(Education and/or years of experience; technical and/or analytical; software or applications; department and/or position specific; internal or external certifications required)

- Working knowledge of ISO standards, including implementation/support practices and internal auditing procedures.
- Effective analytical skills and the ability to logically break down complex situations into tasks to drive corrective actions.
- Ability to lead successful teams and change management experiences.
- Analytical/statistical background with ability to perform quantitative/ qualitative analysis and work effectively in a matrixes environment.
- Ability to use word processing, spreadsheets and electronic office tools.
- Proficiency with standard Microsoft programs and statistical analysis tool sets is required. Familiarity with Great Plains, Agile and FactoryTalk is desired, or will be a required development training.
- Requires in depth knowledge about the companies products and services.
- Ability to follow all applicable Business Management System (BMS) processes.

Management Competencies:

(Management experience required)

- None

Core Competencies:

(Other core requirements including communication, presentation, language, math, and reasoning skills)

- BS degree in an Engineering or Computer Science Discipline, or
- AS degree in an Engineering or Computer Science Discipline required and minimum of 3 years of Quality Systems related experience.
- Effective communication and presentation skills to interact and communicate effectively with company executives as well as technical and support personnel.
- Ability to read, write and speak English.
- Ability to compose reports and provide effective correspondence.
- Excellent written and verbal communication skills.
- Knowledge of basic addition, subtraction, division and multiplication of numbers is required.
- Advanced mathematics skills that will enhance implementation of Statistical Process Control will be a required development training.
- Ability to define problems, collect data, establish facts and draw valid conclusions.
- Know and follow established company core values.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; to sit, stand, walk; and to talk and hear. Specific vision abilities required by this job include close vision and the ability to adjust focus.

- Lifting Requirement: 20 pounds
- Lifting Limitations: 50 pounds

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- The noise level in the work environment is usually above normal.