

**JOB TITLE: Quality Engineer**

---

**Quality Engineer**  
**Plano, TX**  
**Report to: John Gauthier**

**Requisition #20030**  
**Job Grade: 13**

---

**SUMMARY:**

Maintain quality systems in support of TL9000/ISO-9001/ISO14001/ ISO-27001 requirements. Provides input on strategic initiatives to improve quality systems and procedures company-wide. Develop and maintain quality reports and monitor supplier and production quality to identify trends, support improvement plans, and recommend corrective action. 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 and identify release criteria to approve product acceptance to manufacturing. Able to adequately communicate with customers and functional managers to maintain regular reporting, identify areas, and drive ideas for improvement activity. Ability to present quality results, resolution status, and overviews.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- 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 supplier, production and field data collection system and make recommendations on reporting formats and overall quality metrics.
- Manage quality goals and promote continuous quality improvements in production and to customer experience.
- Manage the quality monitoring system of Contract Manufacturers and third party service providers.
- Drive Failure Analysis activities within UNICOM Engineering and with Suppliers to obtain root cause and deploy corrective actions supported by effective reasoning skills.
- Review field failure information and coordinate resolution of customer quality issues.
- Manage key quality issues and coordinate corrective actions by deploying good cross functional team interpersonal skills.
- Support the TL9000/ISO 9001 Quality System, ISO14001 Environmental Certification and ISO-27001 Information Security Management System Programs and manage and drive continuous improvement of UNICOM processes.
- Support internal TL9000/ISO-9000/ISO14001/ISO-27001 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)*

- BS degree in an Engineering or Computer Science Discipline, or
- AS degree in an Engineering or Computer Science Discipline required with minimum of 7 years of Quality Systems related experience.
- Working knowledge of Quality Tools and application in the manufacturing and services environment.
- Strong analytical skills and the ability to logically break down complex situations into tasks, or to formulate fault trees for risk analysis.
- Must have excellent communication and presentation skills to interact and communicate effectively with company executives as well as technical and support personnel.
- Proven analytical/statistical background with ability to perform quantitative/qualitative analysis and work effectively in a matrixes environment.
- Proficiency with standard Microsoft programs and statistical analysis tool sets is required. Familiarity with Great Plains, Agile, Factory Talk and Sharepoint is desired or will be a required development training.
- Support knowledge of ISO/TL standards, including implementation/support practices and internal auditing procedures.
- Support knowledge of the EICC and ETASC social corporate compliance processes in support of cross functional involvement and maintenance.
- 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)*

- Proven ability to lead successful teams and change management experiences

#### **Core Competencies:**

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

- Ability to read, write and speak English.
- Ability to compose reports and provide effective correspondence.
- Excellent written and verbal communication skills.
- Demonstrated knowledge of word processing, spreadsheets and electronic office tools.
- Knowledge of advanced mathematics skills that will enhance implementation of Statistical Process Control is required.
- Ability to define problems, collects 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.

***If you are qualified and interested in this position, please contact [Keisha Russell](#) in Human Resources by July 22, 2020.***