

**At HED, Inc. we are customer focused, respectful, passionate, collaborative, and agile – guided by our mission to create innovative quality products that enable a better, safer, connected world. Our people understand the velocity in which our hi-tech markets change, ever driving the need for curious, future oriented teammates to help us continuously improve our processes, products, and service. Accountable to ourselves, each other, and our customers, because we understand our success depends on world class products and service delivered on time by an empowered and engaged team. We share in success with continued learning, rewards, recognition, flexibility, and celebrations. Proud of what we do and how we do it.**

**We are one team, one voice, one outcome and we are looking for a QA Technician to join us in Hartford, WI!**

The Quality Technician is responsible for supporting the quality management system by conducting random inspections and checks, receiving inspections, investigating issues, and creating an awareness of returns related to manufacturing defects and assisting with training to prevent future occurrences.

This role will not only utilize your technical skills but will call upon your strong interpersonal skills to engage our teams and drive quality improvement throughout the product lifecycle. If you believe this role would be a fit, we would love to hear from you!

Salary will be commensurate with experience. The work week is flexible M - F or we will consider four 10-hour days M - Th.

### **ESSENTIAL DUTIES and RESPONSIBILITIES:**

- Perform receiving inspection, random goods inspection, and test for conformance
- With direction and guidance from the Manager of the Quality Assurance, update and distribute quality management system documentation
- Perform quality management system internal audits
- Continuous monitoring and improving the effectiveness of the QMS
- Enter inspection and test data to maintain accurate records
- Utilizing strong interpersonal skills to communicate and engage support for driving quality improvement throughout product lifecycle
- Ability to utilize and administer corrective action, document control, nonconformance and return material authorizations (RMA) within HED software applications
- Assist with the development, implementation, and maintenance of quality assurance guidelines (e.g. defect visual aids) and establishing procedures in an effort to ensure 100% customer satisfaction.
- Assist with the development, implementation, and maintenance of basic instruction sheets and assembly process procedures to ensure maximum clarity for training purposes.

- Assist with the review of manufacturing packets for errors or missing information.
- Maintain quality metrics to include but not limited to; customer and supplier scorecards, internal and external PPM, RMA data, corrective action status reports, etc.
- Ability to backup multiple quality positions to include but not limited to; RMA entry, basic electrical troubleshooting, PPAP submission, etc.
- Participate in corrective action team to closure of open items

An individual in this position must be able to successfully perform the essential duties and responsibilities listed above. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this position.

The above list reflects the general details necessary to describe the principle and essential functions of the position and shall not be construed as the only duties that may be assigned for the position.

## MINIMUM QUALIFICATIONS:

**Education** High School Diploma or General Education Diploma (GED) with 1-2 years related experience and/or training or equivalent combination of education and experience in quality management systems

**Experience and/or Training** 1-2 years related experience and/or training

**Licenses/Certificates** Familiar with ISO audits, familiar with 8D process and other problem-solving techniques (DMAIC, etc.)

**Technology/Equipment:** Proficient in Microsoft Office Applications, excellent communication skills, ability to read, analyze, and interpret general business periodicals, quality procedures, ability to write reports, business correspondence, and procedure manuals, ability to effectively present information and respond to requisitions from other employees within the organization.

## PREFERRED QUALIFICATIONS:

**Education** Associates degree (AA) or equivalent from two-year college or technical school preferred

**Experience and/or Training:** Prior experience with ISO quality and EHS system a plus, PPAP experience

**Licenses/Certificates:** ASQ CQA, RABQSA Principal Auditor

**Technology/Equipment:** Electronic troubleshooting experience

## PHYSICAL AND MENTAL DEMANDS:

The position is in a fast-paced environment with deadlines, critical data, and details that are part of the daily/weekly/monthly data presentations to keep the team informed on the product portfolio. Comprehension, reasoning, decision making, and math skills are required for this position.

While performing the duties of this job, the employee is frequently required to sit, talk and/or hear, and/or use hands to finger, handle, or touch objects, tools, or controls. The employee is occasionally required to stand, and/or walk. The employee must occasionally lift and/or move up to 20 pounds while moving files or small packages. Specific vision abilities required by this job include close vision and the ability to adjust focus.

The mental and physical requirements described here are representative of those that must be met by an individual to successfully perform the essential functions of this position.

## **WORKING ENVIRONMENT:**

Work is performed in a manufacturing environment. This position may require the employee to work near hot equipment and occasionally with hot machinery. The employee is occasionally exposed to risk of electric shock. ESD protective clothing is required to be worn in the operations area.

The employee is occasionally exposed to wet and/or humid conditions and vibrations. The employee is occasionally exposed to the fumes associated with conformal coating, potting materials, wave soldering, hand soldering, various glues and adhesives, caulking and RTV applications, cleaning chemicals and compounds.

The noise level in the work environment is usually moderate but may become heavy at times with the use of pneumatic tools and equipment