

## Senior Quality Technician

Department:	Quality
Reports To:	Quality Assurance Manager
Supervises:	N/A
FLSA Classification:	Nonexempt
Approved By:	Jonathan Olk
Revision Date:	11/25/2019

### JOB PURPOSE:

- Lead audits of HED Quality Management System
- Continuously monitoring and improving the effectiveness of the QMS
- Maintaining and controlling documents and records for QMS
- Educate and train personnel in ISO principles
- Drive root cause and corrective action to eliminate repeat quality issues
- Utilizing strong interpersonal skills to communicate and engage support for driving quality improvement throughout product lifecycle

### ESSENTIAL DUTIES and RESPONSIBILITIES:

- With direction and guidance from the Manager of the Quality Assurance, update and distribute quality management system documentation
- Lead quality management system internal audits and assist Manager of Quality Assurance with scheduling, documentation and follow-up
- Ability to train new auditors for internal auditing
- 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.
- Develop and 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 position to include but not limited to; receiving inspection, RMA entry, basic electrical troubleshooting, PPAP submission, etc.
- Lead corrective action team to closure of open items
- Limited travel as required

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** 3-5 years related experience and/or training or equivalent combination of education and experience in quality management systems

**Experience and/or Training** 3-5 years related experience and/or training

**Licenses/Certificates** Experienced auditor, 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, and governmental regulations, ability to write reports, business correspondence, and procedure manuals, ability to effectively present information and respond to requisitions from groups of managers, other employees within the organization, customers and suppliers.

**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 Principle 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.

**Protective Clothing Required:** None

**WORKING ENVIRONMENT:**

Work is performed in an office environment or at customer sites when travelling. The noise level in the work environment is usually moderate. The work environment characteristics described here are representative of those an individual encounters while performing the essential functions of this position.

I have read and understand the duties, responsibilities and requirements for this position.\*

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Employee Acknowledgement

\_\_\_\_\_  
Date

\*This document does not create an employment contract, implied or otherwise, other than an "at-will" employment relationship. HED, Inc. retains the discretion to add duties or change the duties of this position at any time.