

**Title: Quality Engineer**

**Department: Technology**

**Reports To: Director of Quality Assurance**

**Classification: Exempt**

**Supervisors Employees: No**

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**Job Summary and Responsibilities**

This position will have responsibility for oversight of product quality for the Cranston and Woonsocket Rhode Island locations. Areas of product quality include but are not limited to supplier qualifications, New Product Introductions, incoming and in-process inspection, nonconforming products, and customer returns. This position will also be relied upon to supply leadership in identifying and leading continuous improvement throughout the sites.

**Required Competencies**

Support implementation of quality management systems - Knowledge of advocate the introduction of new business processes to help achieve quality standards, such as the improvement of the organizational structure or the development of new procedures in case of quality defects.

Define quality standards - Knowledge of define, in collaboration with managers and quality experts, a set of quality standards to ensure compliance with regulations and help achieve customers' requirements.

Analyze data - Experience with interpreting and analyzing data collected during testing in order to formulate conclusions, new insights or solutions.

Identify improvement actions - Knowledge of realize possible improvements for processes to increase productivity, improve efficiency, increase quality, and streamline procedures.

Communication skills – Ability to communicate efficiently across the organization in a timely manner regarding quality issues.

Prioritization - Assesses which tasks or issues are most critical, organizes her/his resources and workload to ensure that the most important items are addressed in a timely manner.

**Preferred Competencies**

Problem solving – Aptitude for investigation and problem-solving. Applicant must be mechanically inclined and be able to work with a cross functional team to remediate issues at their source (Root Cause Analysis).

ISO 9001-2015 – Familiarity and understanding of ISO 9001 requirements. Prior working experience with ISO implementation in a manufacturing environment is a plus.

**Required Qualifications**

- Bachelor's Degree in science related field or demonstrated equivalent experience.
- Proficient in Microsoft Office applications

**Preferred Qualifications**

- Previous quality assurance or manufacturing experience preferred.
- Bilingual in English and Spanish preferred

**Typical Activities**



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- Partner with the New Product Introduction team to review new and modified product designs for quality characteristics, including manufacturability, testability, and reliability. Create and implement Quality Inspection Plans for products to ensure compliance to customer expectations and requirements throughout the manufacturing process.
- Assists the Director of Quality Assurance to provides leadership in all areas of the Quality System, including, but not limited to Root Cause Analysis, CAPA, Nonconforming Material Investigations and Reporting, Deviations, Change Control, Supplier Qualifications, and Audit support functions (internal and external).
- Regular review of Quality and Manufacturing data (Nonconforming Products, RMAs, FPY, production efficiency, etc.) to identify trending defects and areas for improvement. Work closely with engineering and manufacturing personnel to manage improvement projects and investigations at both Cranston and Woonsocket Rhode Island locations.
- Support customer returns process and customer related inquiries. Lead investigations to identify Root Cause of customer related issues.

### **Physical Requirements**

- Prolonged standing
- Able to lift 20 pounds

### **Travel Requirements**

- Must have reliable transportation to travel between manufacturing sites; Cranston, RI and Woonsocket, RI as primary work locations

### **Other Duties**

- Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for the job. Duties responsibilities and activities may change at any time with or without notice.