

Title: Quality Assurance Technician

Department: Operations / Quality Assurance

Reports To: Operations Manager / Director of Quality Assurance

Classification: Non-Exempt

Supervisors Employees: No

Job Summary and Responsibilities

Our quality group is focused on partnering with our manufacturing team to create and support the best product we can deliver to our customers. This exciting new position will allow for a qualified candidate to use their analytical and problem-solving skills to help drive improvements company wide. A strong candidate must be able to work independently under the guidance of the site Operations Manager and the corporate Director of Quality to support the Odenton, Maryland site with their quality needs and perpetually look for opportunities for improvement. This position provides the perfect environment for someone who prefers to be heavily involved in manufacturing and is looking to expand upon their Root Cause Analysis (RCA) and problem-solving skills. This position will also allow for a candidate to gain experience in creating and implementing a myriad of quality systems as required by ISO 9001:2015.

Required Competencies

- **Communication skills** – Ability to communicate efficiently across the organization in a timely manner regarding quality issues.
- **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).
- **Attention to detail** –Familiarity with revising and reviewing quality control documents. Maintain and update production documentation as well as review and approve nonconformances and change management documents.
- **Inspection** – General understanding of Geometric Dimensioning and Tolerancing (GD&T) principles with familiarity with an assortment of inspection tools and gages.
- **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.
- **Independence** - Demonstrates ability to work on multiple priorities without direct oversight, knows when to ask for support and obtain other inputs and guidance.

Preferred Competencies

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

Analyze Quality data– Ability to interpret and analyze data collected during manufacturing and inspection to formulate conclusions, new insights, or solutions.

Oversee Quality Control - Knowledge to monitor and assure the quality of the provided goods or services by overseeing that all the factors of the production meet quality requirements.

Required Credentials

- Minimum of a High School Diploma or GED
- Proficient in Microsoft Office applications

Preferred credentials

- Bachelor's degree in mechanical engineering or demonstrated equivalent experience.
- Previous quality assurance or manufacturing experience preferred.
- Bilingual in English and Spanish preferred

Typical Activities

- Reviewing quality and manufacturing data on a weekly basis and reporting quality issues or trends to site management.
- Process and evaluate nonconforming material to identify disposition of product and if corrective actions are required.
- Manage monthly MRB meeting and drive Root Cause Analysis activities.
- Work with engineering and manufacturing personnel to identify possible areas for improvement in quality or manufacturing processes.
- Work closely with the New Product Introduction team to create and implement Quality Standards to evaluate products based on customer expectations and requirements.
- Perform First Article Inspections to ensure products comply with company and customer standards.
- Ensuring inspection equipment is calibrated and working correctly.

Physical Requirements

- Prolonged standing
- Able to lift 20 pounds

Travel Requirements

- Must have reliable transportation to travel between manufacturing sites when necessary. Odenton, MD is the primary work location for this position.

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.