



# Quality Control Technician

Reporting to the Quality Manager, the QA Technician is mainly responsible for all Non-Conforming Report (NCR), Rejected Material, quality control, root cause analysis, and problem-solving activities at all stages of operation; receiving, in-process fabrication, final shipment, suppliers and customers. QAT also is actively involved in all processes, products, systems quality improvement projects across State.

This individual must be an energetic, assertive, diligent, detail-oriented, and self-directed at driving problem solving initiatives and product & Process improvement with the ability to communicate effectively internally as well as with suppliers and customers, prioritizing workload to meet customer needs and expectations.

## Key Responsibilities include:

- Lead improvement projects with extrusion, paint, hardware and other vendors
- Coordinate quality control and inspection activities
- Develop and implement effective control plans across the operations
- Constant monitoring of the fabrication, assembly, glazing and other operations for finding opportunities for solving technical issues and improvement
- Lead hands-on problem-solving initiative projects of product and processes quality issues with applying all quality core tools, 5 why, 8 Step Problem Solving (A3), and other techniques
- Development and implementation of technical instructions, Flow Processes, controls Plans, Process FMEAs, SPC-statistical Process Control and gage R&R with team
- Plan and conduct Technical Training operators based on work instructions, standards, control plans, check lists and procedures
- Collaboration in scrap reduction activities
- Gather, analyze and report meaningful data for problem solving projects
- Collaborate with engineering and procurement in development projects of new products and prototype testing
- Review and control PPAP of suppliers and complete die first sample approval process
- Supporting improvement of the system and working procures
- Organize sorting and inspection activities
- Cooperate in all company improvement projects and implementations of new procures and systems
- Effectively investigate and plan for resolving supplier and customer issue
- Conducting quality audit in all operations
- Collaborate in DOE projects
- Conducting branches, supplier and customer visits for supporting quality activities and projects
- Support final inspection and final test activities
- Cooperation in developing new process methods
- Perform special projects or backup on other QA functions as assigned
- Actively participate and support continuous improvement initiatives



## Qualifications and Requirements:

- A Bachelor's Degree in Mechanical, Technology or Industrial Engineering or equivalent  
College Technical diploma
- ASQ Certified Green Belt Six Sigma, CQE or CQT Certification is a strong asset
- Experience conducting vendor audits is a strong asset
- Familiar with ISO 9000 standard and quality Audit concepts
- 3 to 5 years of Manufacturing & Fabrication experience in a related technical field and Minimum of 3 Years in Quality Departments and Quality Improvement Projects in a QMS environment is required
- Demonstrated work experience utilizing quality-related tools and methods such as Lean Manufacturing, 5S, Six Sigma, Process control & capability Cpk, Measurement capability, gauge R&R and real time SPC, preferred
- Familiarity with PPAP - production part approval processes and documentation, with a technical aptitude for assessing non-conforming material, parts, and sub-assemblies
- Ability to build strong relationship within a team environment with suppliers, customers, management and peers
- Detailed knowledge of extrusion processes for mills and profiles, window, vent and door fabrication or installation, paint, rubber fabrication and manual assembly processes will be a strong asset.
- Must be self-directed in driving change and prioritizing workload to meet deadlines
- Have the ability to read and interpret procedures and technical drawings, and accurately use basic measuring devices and instruments
- Solid mathematical and analytical skills are required, with superior attention to detail
- Strong problem-solving skills and be exceptionally Customer-focused, responding promptly to customer needs
- Good attention to detail and a critical eye for identifying defects and subtle colour differences
- Must be able to communicate clearly and logically (both orally and in writing) with a strong command of the English language (read, write and speak) with respect to understanding and following all verbal and written instructions and completing required paperwork accurately

## Working Conditions:

- Occasional & when needed travel required
- Must be able to lift up to 45 lbs. unassisted
- Will be required to wear protective equipment in designated areas such as: hard hat, safety glasses, hearing protection and steel toe safety shoes
- May be exposed to heat and humidity, loud noise levels and exposure to dust
- Manual dexterity required to use desktop computer and peripherals
- Overtime as required