Quality Assurance Technician

Job Description Summary
Supports quality in standard processes to ensure compliance with standards; works with QA and manufacturing staff to ensure inspection and testing procedures are implemented and maintained; assists in the development of standards to meet quality specifications. Individual contributor representing the most common entry point for this career stream; works under direct supervision.

Function Specific Activities

- Perform sampling and physical, chemical, and microbiological testing of finished products and raw materials.
- Conduct environmental sampling and analysis to monitor facility sanitation.
- Inspect finished products, raw materials, supplies, equipment, personnel, and facilities for adherence to quality specifications, current Good Manufacturing Practices, and sanitation.
- Communicate effectively and thoroughly to management and peers any test results or inspection findings outside of specifications.
- Manage product hold and release system.
- Identify non-conformances in quality or practices and take or recommend appropriate corrective action within scope of knowledge.
- Conduct all laboratory testing with accuracy and integrity and ensures that it is accomplished in compliance with all federal, state, and company policies and procedures.
- Operate, monitor, and control water process systems including Ultra-violet lights, ozonation process, Reverse Osmosis filtration process, distillation process, sub-micron filtration process, pumps, valves, instrumentation. Read gauges, meters, chart recorders, and controller readouts and record data.
- Operate mineral mixing skids and monitor mineral mixing/addition process.
- Prepare positive bacteria solutions and test all new batch lots of received goods e.g. (media, vialled broths, monitors, TSB, plate count agar).
- Prepare serial dilutions of positive bacteria and conduct monthly testing of all current and new media.
- Operate Ion chromatograph daily for bromate results allowing for product release.
- Prepare standards and preform calibration on Ion chromatograph.
- Working knowledge of ETQ system and document update process. E.g. (Change, verify, and submit revisions of documents as required or requested).
- Complete work orders to ensure proper maintenance, verification, calibrations are completed in a timely manner in accord with DEP, EPA, TCCQS, and ISO requirements.
• Data entry and review in SAP and Infinity QS systems of finished mineral batches, required physical water testing data, and pre-startup inspection information.
• Record and archive documents from quality and production

General Activities

• Take action to improve one's own knowledge and skills.
• Protect the confidentiality of company, supplier, and customer information.
• Comply with all Safety, Environmental, Security, and Good Manufacturing Practice policies.
• Comply with job procedures and supervisor instructions.
• Ensure the safety and security of self, coworkers, product, and property.
• Establish relationships and work effectively with all co-workers at all levels and relevant contractors/suppliers/customers.
• Successfully complete all company and government required training.
• Adhere to laboratory and company ethical and legal conduct standards.
• Operate personal computer. Utilize software including word processing, spreadsheets, and inventory control systems.

Qualifications

Education:

• High School Diploma.
• College or technical school training is desirable.

Experience:

• Minimum of one year work experience in an industrial or laboratory environment required.

Technical Knowledge/Critical Skills:

• Ability to achieve demonstration of capability for all required laboratory tests.
• Ability to read, write, and comprehend English.

Growth Behaviors:

• GROWTH MINDSET: Demonstrates curiosity. Welcomes failure as a learning opportunity.
• SMART RISK: Makes bold decisions/recommendations.
• EXTERNALLY FOCUSED: Understands the upstream and downstream implications of his/her work. Tracks and shares external trends, best practices or ideas.
• PERFORMANCE DRIVEN AND ACCOUNTABLE: Has high performance standards. Outperforms her/his peers.
• FAST/AGILE: Removes barriers to move faster. Experiments and adapts. Thrives under pressure and fast pace.
• EMPOWERED: Brings solutions instead of problems. Challenges the status quo. Has the courage to take an unpopular stance.
Quality Coordinator

What you will do:

- Actively use logic, data and imagination to continuously improve the quality and efficiency of Hart & Cooley’s products and manufacturing processes.

- Provide quality support solutions to the manufacturing facility.

- Develop work instructions to support quality processes implemented throughout the manufacturing operations.

- Participate in, facilitate, and support Lean events and continuous improvement activities. Provide support to ensure the Lean activities are understood and implemented.

- Implement and improve audit practices resulting in increased product conformity.

- Drive key quality programs including development and maintenance of document control system and gage calibration program, first piece and incoming inspections.

- Ensure quality performance through examination of proper inspection, testing and measuring equipment, process capability studies and mistake proofing.

- Analysis and disposition of customer returns.

- Assist in the activities related to Underwriters Laboratories (UL) projects, including testing and listing new products, maintaining existing listings, instructions and product labeling.

- Collect experimental data and prepare related reports.

- Participate in NCM and ECR/ECN programs.

- Coordinate the development of scorecards and metrics for the high performance team process. Review and recommend changes as necessary to meet plant objectives.

- Coordinate the formation of high performance teams.

- Document high performance team plans.

- Coordinate and track certification process and star guide systems.

- Ensure that all leading indicator information is updated for the teams.

- Ensure support information is accurate and timely.

- Ensure that the monthly results meetings are scheduled and completed.

- Participate in the high performance team meetings and insure effectiveness of the meetings, scorecard data, and effective action plans are developed by the teams.

- Identify the top performing teams on monthly and annual basis. Coordinate recognition of teams.
• Ensure certification process for high performance teams, star points, star guides, and cross functional training are effective.

• Prepare and share with management monthly high performance team results and recommendations.

• Ensure high potential team process is compliant with TS16949, ISO 14001, and all applicable regulations, policies and procedures.

• Ensure the high performance team concepts are understood and used at all levels of the plant.

• Perform other duties as required.

Qualifications

• High School Diploma or GED required.

• Bachelor’s degree in Engineer or another technical area preferred.

• 1 to 2 years experience in a manufacturing environment, plant operations experience, knowledge of process, training experience preferred but open to recent college graduates.

• Ability to work independently while contributing to a team-oriented environment, innovation and imagination.

• Must have working knowledge of methodologies to analyze root causes and provide corrective actions.

• ISO 9001, six sigma, 8D training, problem solving, kaizen experience preferred.

• Ability to use common measurement tools such as a tape measure, pi tape, micrometer and calipers.

• Effective written and oral communication skills.

• Strong computer skills and experience using email, Microsoft Office including Word, Excel, Powerpoint, etc.

• Must possess strong interpersonal skills necessary to deal effectively with people at all levels of the organization.

• Knowledge of the manufacturing methods and materials used at Heatfab preferred.