

## 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
- Perform CIP's on batch tanks and filler rinse CIP's between product changes.
- Perform pre-startup inspections prior to startup of each new product, label, or packaging change.
- Collection, documentation, and destruction of retention samples
- Keep accurate, complete, and legible records. Properly amend, identify, and file records.
- Safely handle/use chemicals, biological agents, and waste. Potentially including hazardous materials. Read, understand, and maintain material safety data sheets.
- Conduct housekeeping and general labor duties as assigned.
- Prepare laboratory media and reagents.
- Conduct clerical duties including copying, filing, faxing, data entry, and document reproduction.
- Transfer product testing results from paper records to system database (SAP)
- Issue blended water to fill process w/o's (SAP)
- Perform routine maintenance tasks on in process equipment e.g. (Chlorine monitoring equipment, batch tank sample ports)
- Perform monthly 5's audits on various areas under laboratory control.
- Collect, record, and prepare daily sensory samples for comparative panel review.
- Operate Ion chromatograph daily for bromate results allowing for product release.
- Prepare standards and perform 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 through out the manufacturing operations.
- Participate in, facilitate, and support Lean events and continuous improvement activities. Provide support to insure 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.