



## **PRODUCTION SUPPORT QUALITY ENGINEER II**

**EMPLOYMENT AGREEMENT:** Exempt

**ADVISOR:** Director of Global Quality

### **PRIMARY CHARACTERISTICS:**

- **Values:** Ensure that personal conduct is consistent with Servant Leadership. Looks for opportunities to model Reell's values in all business situations.
- **Principles:** Supports and models the company's principles that are identified in the Declaration of Belief and Direction Statement, in all areas of conduct and business.
- **Teamwork:** Create a positive, energizing, and rewarding environment for all Coworkers. Work closely with other Reell facilities, functional leaders, and coworkers to achieve broader corporate goals. Contribute ideas, vision, energy, and passion.
- **Continuous Improvement:** Having an eye for continuous improvement. Helping drive the improvements where needed (i.e. processes, systems, quality, cost, etc.).

### **KEY RESPONSIBILITIES:**

#### **Containment and Disposition of Nonconforming Material**

- Participate in an MRB (Material Review Board) process as the "voice of quality" for dispositioning non-conforming product and subassemblies discovered in the production process.
- Initiate containment of suspect product and subassemblies discovered in the production process to prevent unintended use.

#### **Customer Complaint Response**

- Interact directly with customers and the Reell Customer Support Team to respond to customer product quality complaints.
- Coordinate containment of suspect material reported by customers. This may include containment of shipped product, finished goods inventory, and any product being processed in production.
- When required, ensure timely follow up with customers with a documented corrective action report (typically following an "8D" format).
- Gather, analyze, and report on the status of customer complaints for management review.
- Generate reports on customer-reported product DPPM (Defective Parts Per Million).

#### **Corrective Action**

- Apply formal problem-solving methods to eliminate root cause(s) of problems affecting product quality detected in production or at a customer's location. When necessary, identify and collaborate with subject matter experts and gather a cross functional team to assist in the investigation and problem solving.
- When new risks, problems, and solutions affecting product quality are identified in the production process, ensure the Process Control Plan (Quality Plan), Process FMEA, and Work Instructions are updated accordingly.
- Determine "lessons learned" from product quality issues and apply them to other relevant products/processes to prevent recurrence.

#### **Production Inspection and Support**

- Respond to out-of-control SPC conditions reported in production and determine appropriate next steps.
- Serve within a production escalation team to assist with line-down situations as needed.
- Explore new technologies, methods, and benchmark industry best practices for improvement of quality inspection processes and SPC methodology in the production process.
- Participate in GR&R (Gauge Repeatability and Reproducibility) studies for production inspection equipment.

- Assist with implementing formal Manufacturing Continuous Improvement suggestions from production coworkers, line leads, and supervisors.
- Track and analyze supporting data to generate summary reports on manufacturing DPPM (Defective Parts Per Million).

**QMS Support**

- Support and continually improve Quality Management System (QMS) documentation.

**Other duties as required by the organization.**

**REQUIRED SKILLS:**

- Experience with process SPC (Statistical Process Control).
- Experience in PFMEA (Process Failure Modes and Effects Analysis), Process Control Plans, and GR&R (Gauge Repeatability and Reproducibility).
- Experience in any ISO9001-based Quality Management System, including ISO9001:2015, IATF16949:2016, AS9100D, or ISO13485:2016.
- Ability to concisely define problems, collect data, establish facts, and draw valid conclusions.
- Effectively summarize and present data and information to support recommendations and decisions affecting product quality.
- Ability to communicate cross-functionally with teams and individuals at all levels of the organization.
- Detail-oriented and able to multi-task while prioritizing goals.
- Sincere self-motivation to solve problems, mitigate risk, and continually improve product and processes.
- Demonstrates ability to engage in constructive, professional, mutually respectful debate citing measured/observational data, structured logic, specific requirements/criteria, and verifiable information. This also includes knowing when to halt debate when it becomes evident that more information is required, or direction from an external/internal subject matter expert or advisor is needed.

**EDUCATION AND WORK EXPERIENCE REQUIREMENTS:**

- Bachelor of Science in an Engineering or Technical field of study.
- Minimum 4 years in a manufacturing production site, at least 2 of those years in a Quality Engineering role.

**PREFERRED REQUIREMENTS:**

- ASQ (American Society for Quality) certification, with special consideration for CQE and Six Sigma, as evidenced by certification number in your resume. Recently expired certifications will be considered.
- Experience with submission/acceptance of automotive, medical, or aerospace versions of PPAP.

**PHYSICAL REQUIREMENTS:**

- May be required to lift up to 40 pounds or sit or stand for longer periods of time.