



Job Title: Quality Control Technician

Effective Date: 10/20/2021

JOB DESCRIPTION

Summary: The Quality Control Technician will report directly to the Quality Manager. The Quality Control Technician must be able to work independently and with other technicians and supervisors to perform inspections of incoming materials and manufactured materials. Responsible for carrying out the inspection and monitoring functions within the assigned area of the plant and compiling data obtained from these inspections into reports using computer-based reporting systems, and ensuring all processes are operating within company and regulatory specifications.

Job Type: Full Time, Monday – Friday, 7 AM – 4 PM

Location: East Freetown, MA

The QC technician will be responsible for the following duties and responsibilities:

- Perform inspections on incoming materials and manufactured subassemblies as required.
- Perform Finished Goods Audits on manufactured product.
- Perform Process Audits on the manufacturing lines.
- Monitor all key parameters within manufacturing to assure conformance of the product.
- Analyze products returned from the field and help determine root cause of the defect, then document and provide the details to the responsible persons for fixing the issue.
- Generate CAR's (Corrective Action Report) for necessary non-conformances of audits, and defects analyzed from RMA's.
- Able to conduct basic root cause analysis of the quality/process issues.
- Production lines monitoring for CTS/CTF points and for proper assignment of operators (Certified operators on critical stations).
- First responder on quality issues reported or found on the production lines.
- Contain and participate to implement immediate countermeasures when an issue is found.
- Provide feedback to production operators about quality findings.
- Elaborate and deploy quality alerts.
- Maintain an organized electronic filing system for the following systems:
 - Corrective Action Reports
 - Non-Conforming material (raw goods and subassemblies)
 - Specific Plant or Vendor issues
 - In plant measurement device calibrations
 - Daily foam density testing results
 - Finished Goods and Dept. Audits
- Communicates with fellow workers and superiors to maintain quality.
- Suggests production and quality improvement ideas to the Supervisor.
- Assures tools and equipment are calibrated.
- Understanding and applying the Quality Control Plan.
- Get documented of the regulatory/corporate procedures applicable for the product and the process.

ROBERTS

JOSEPH

STAFFING

- Responsible for housekeeping in assigned work areas.
- Responsible for maintaining a safe work environment by following company safety policies and procedures by wearing all safety personal protective equipment “PPE” to always maintain a safe work environment.
- Other duties as assigned.

Standard Work Instructions:

- Assist in developing and publishing Standard Work Instructions.
- Perform routine department audits to insure the SWI are being adhered to.
- Report the results.

Reporting/Follow Up:

- Present a weekly report of non-conforming material for area of responsibility in the plant.
- Follow up weekly on CAR that have been instituted.
- Participate in and report at weekly quality meetings on areas of concern for responsible area of the factory.
- Maintain accurate inventory of items in the QC work area by utilizing tools such as cycle counting.

5S Responsibilities:

- Maintain a clean and organized QC area both inside and outside of the building utilizing 5S standard procedures.
- Communicate with the Maintenance Supervisor to maintain organization of the holding areas.

Scrap Operations:

- Assist in tracking Factory scrap:
 - Sort scrap into categories to maximize value
 - Prepare scrap to be picked up by Scrap company
 - If necessary, create CAR to identify cause and eliminate scrap

Daily Meeting:

- Report on the following:
 - Line Scrap
 - Non conformance
 - Incoming material found at production line
 - Production line assembly issues
- Department SWI audits

TECHNICAL EXPERTISE:

The following is a brief description of some of the processes in the technical expertise duties but is not limited to:

- A. A basic understanding of QC policy and procedures.
- B. A basic understanding of Corrective Action policy/procedures.
- C. A working knowledge of Microsoft Office applications.
- D. Technical drawings interpretation.
- E. Basic understanding of product regulatory requirements.
- F. Product knowledge (Operation/Testing).
- G. Quality control basic tools (Pareto, Ishikawa, Root Cause Analysis, Quality Control Plan).

ROBERTS JOSEPH STAFFING

REPORTING TO: Quality Manager

EDUCATION/EXPERIENCE:

P	R	
	x	High School Diploma or GED with technical training
	x	Microsoft office software applications
x		Developing documentation
	X	Ability to work a flexible work schedule as required.
	X	Ability to communicate and interact effectively in all situations.
	X	Ability to relate nonconformance issues above and below within the organization

P = Preferred or R = Required

OTHER QUALIFICATIONS:

- A. Language Skills – Ability to communicate within the working environment.
- B. Mathematical Skills – Analysis
- C. Reasoning Ability – Ability to define problems.
- D. Certificates, Licenses, Registrations - N/A
- E. Physical Demands – Ability to reach and use arms, hands and fingers. Ability to hear and smell.
- F. Weight Limitations – Up to 50 lbs.
- G. Vision Requirements – Close and distance vision, color vision, peripheral vision, depth perception; and ability to adjust focus.
- H. Work Environment – Moderate Noise Conditions. Work in areas that may be noisy and dirty. Work in ambient temperatures ranging from very cold to very hot. Some exposure to fumes and airborne particles. Interaction with electric, gas and vibrating equipment. Ability to perform both indoor and outdoor tasks requiring continuous physical activity, sometimes of a strenuous nature.
- I. Personal Protective Equipment - Ability to wear safety glasses, welding helmets, gloves, respirator if required and other job related personal protective equipment (PPE) as required.
- J. Work Schedule - Work various shifts and overtime as needed.

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 this job. Duties, responsibilities, and activities may change at any time with or without notice.