



SilcoTek Corporation Quality Assurance Associate Job Description

Department: Quality	FLSA: Exempt
Reports to: Director of Engineering and Business Development	Revision Date: 02/19/2021

Job Summary

In Quality Systems this position assists SilcoTek's efforts to improve productivity and provide the highest quality products and services. This position will work within the organization to coordinate investigation of quality issues with customers and suppliers, coordinate internal and external audits, maintain the document control matrix and play an integral role in streamlining the customer onboarding process by reviewing and organizing customer quality requirements and other compliance related obligations.

Duties/Responsibilities

- Coordinate investigation of quality issues with customers and suppliers:
 - Define and identify a customer disappointment. Understand and apply the Silcotek zero-disappointment handling process including documentation (includes evidence and communications), actions taken and providing resolve to the customer
 - Facilitate root cause analysis utilizing tools such as the 5 Whys and fishbone diagram to implement containment, corrective actions, and effectiveness
 - Prepare and communicate CAPAs and responses to SCARs & NCs
 - Analyze customer and other zero disappointment data and provide trend data on a regular basis, identifying continual improvement opportunities
- Coordinate internal and external audits
 - Coordinate internal and external audits by preparing the audit schedule, communicating with, and assigning auditors, ensuring audit completion
 - Ensure internal audit reports are developed and properly communicated
 - Maintain documentation of both internal and external audit findings in the Acumatica system ensuring proper root cause, corrective actions, and effectiveness checks are completed and communicated
- Maintain the document control matrix and assist in streamlining the controlled documentation process



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- Track controlled documentation and update / maintain the document review matrix
- Route document approvals and follow up to ensure proper document revisions, approvals, dates, signatures, templates are within requirements
- Prepare new and / or provide input on existing controlled documentation ensuring it meets ISO 9001:2015 requirements
- Maintain the list of ISO mandatory records to ensure it is current
- Streamlining customer onboarding through contract review process
 - Collaborate with team members such as sales and customer service to review customer quality related requirements and systematize where applicable to reduce the sales cycle.
 - Review customer drawings, identifying specifications and / or references and upload into the quality system.
- Provide feedback to the internal sender outlining compliance or non-compliance capability of requirements
- Additional duties as assigned

Required Skills/Abilities

- Basic knowledge of a quality management system specifications (i.e., ISO/QS 9000)
- Excellent computer competency, specifically Excel and/or other analytical applications
- Strong analytical skills – ability to gather and interpret data, spot trends, notice outliers
- Attention to accuracy and detail
- Ability to identify when processes do not comply with expectations and work with others to provide alternative suggestions.
- Ability to read and interpret the details of external expectations and industry regulations
- Ability to work cooperatively and communicate effectively
- Ability to effectively lead and facilitate work teams
- Excellent interpersonal skills with the ability to train on quality improvement
- Ability to read blueprints/part drawings
- Knowledge of Risk Assessment principles



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Education and Experience

Associate's degree in a quality program or related field. Relevant experience accepted in lieu of a degree.

At least 2 years of relevant experience with quality-related systems or processes is required.

Experience working in a team environment applying critical/logical thinking to identify problems and help to provide common-sense solutions to ensure customer satisfaction preferred.

Experience with document management preferred.

Work Environment / Physical Requirements

Work is typically performed in an office environment.