

## Quality Systems Coordinator

FLSA: Exempt  
 Revision 3/7/2019  
 Date: \_\_\_\_\_

Department: Quality  
 Reports To: Bus. Unit. Mgr.  
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### Job Summary:

In Quality Systems this position enables, organizes and assists in SilcoTek's efforts to improve productivity and provide the highest quality products and services. This position serves and is responsible for oversight of the Quality System and establishing a culture of continual improvement at SilcoTek.

### Essential Duties:

1. Oversee the design, implementation, operation and assessment of SilcoTek's quality management system. Act as primary quality contact for external entities.
  - Responsible for making sure SilcoTek maintains status as ISO 9001 registered company
  - Expected to work with customer quality auditors and coordinate with engineering and manufacturing to assure we can, and do, meet customer quality expectations.
  - May be responsible for organizing and overseeing future accreditation activities such as AS9100; ISO 16949.
  - Will be expected to manage SilcoTek's document/specification control systems by being the gatekeeper to any document modifications/updates/creation.
2. Owning SilcoTek's ZDAR (Corrective Action) system and as such, to take the lead and responsibility for investigation of internal and external customer disappointments
  - Required to coordinate the investigation of root causes and the implementation of preventative and corrective actions and continuous improvements
  - Expectation of position is that SilcoTek, through Root Cause analysis, will learn and apply lessons from corrective actions to ZDAR's so that the number of disappointments experienced by customers approaches Zero.
  - Same day communication with customer to validate if quality issue is occurring.
  - Expectation to lead root cause analysis and have proposed Corrective Action Plan determined within 3 to 5 days of issuance of customer issued SCAR.
  - Customer contacted with proposed corrective action
  - Responsible for coordinating product quality issues and implementing remedial action as necessary including product recall and return activities and/or customer notification while tracking to full closure with customer contact as needed.
  - Position will require the resolution of product quality issues and the implementation of containment action as necessary.
  - Customer contacted with corrective action implementation and proof of effectiveness.
  - Maintaining metrics on ZDAR's and regular reporting to the SilcoTek Dev. Team.
3. Expected to respond to all customer quality surveys as required.

4. Coordinate the revision control of all material specifications and/or drawings.
5. Develop, track and maintain quality metrics for reporting to SilcoTek Development Team.
6. Responsible for working with manufacturing and engineering to identify, qualify, and prioritize Continuous improvement projects.
  - Assist departments in defining and implementing improvement strategies.
  - Expectation is that all procedures/specifications are completed and accurate prior to any production changes.
7. Coordinate internal quality system audits and generate audit reports. Review findings to identify systemic issues for management reporting.
8. Responsible for review and approval of new products to ensure compliance to documented procedures as part of the new product development process. Expectation is that all procedures/specifications are completed and accurate prior to any production changes.
9. Assist in coordinating vendor quality activities. Including work with Purchasing, to establish vendor performance metrics to identify and communicate improvement opportunities and issuing supplier corrective action requests.
10. Participate as needed in EHS initiatives on a per request basis.

**Additional Responsibilities:**

1. Perform other duties as assigned.

**Qualifications:**

Education/Experience:

- Bachelor's degree in Industrial or Manufacturing Engineering or related technical field

Knowledge/Skills/Abilities:

- Knowledge of quality system specifications (i.e., ISO/QS 9000)
- Excellent computer competency, specifically database and statistical applications (i.e., Excel and Minitab)
- Knowledge of statistical principles and tools
- Strong analytical skills
- Attention to accuracy and detail
- Ability to work cooperatively and communicate effectively
- Ability to effectively lead and facilitate work teams
- Ability to read blueprints/part drawings
- Knowledge of Risk Assessment principles