

Contact: Megan M. Blohowiak
Service Ideas, Inc.
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COMPANY: SERVICE IDEAS, INC.
JOB TITLE: Quality Technician

Summary

Plans, coordinates, and directs quality program designed to ensure quality control and quality assurance of the production of products consistent with established standards by performing the following duties personally or coordinating and monitoring outside resource.

Essential Duties and Responsibilities

Perform quality assessment of various types of products from multiple suppliers.

Develops and maintains standards and methods for inspection, testing, and evaluation.

Maintain historical records by product and supplier.

Establish and refine sample selection guidelines.

Identify non-conforming products and prepare fact-based reports about the non-conforming aspects of the products.

Activities

Prepare a quality assessment program, in consultation with an off-shore quality assurance organization, to be used as part of a pre-shipment product assessment.

Prepare and maintain quality assurance documents including, for example, supplier performance, product specifications and sample assessments including a library of retained goods.

Assess products returned to Service Ideas, noting the age of the product, type of product, type of failure or defect and other information useful for customer service response and product improvement actions and supplier adjustments

Manage and maintain the process for evaluating samples for suppliers

Investigates customer complaints regarding quality and refers to responsible party.

Prepare product packaging in consultation with outside specialist. This may include documenting with photos the step by step instructions of packaging the product and working with Marketing Communications to create part numbers for each packaging component that will become part of the packaging standard.

Supervisory Responsibilities

This job has no supervisory responsibilities.

Knowledge Requirements

Engineering and Technology -- Knowledge of the practical application of engineering science and technology. This includes applying principles, techniques, procedures, and equipment to the design and production of various goods and services.

Production and Processing -- Knowledge of raw materials, production processes, quality control, costs, and other techniques for maximizing the effective manufacture and distribution of goods.

Mathematics -- Ability to apply general mathematical concepts especially statistical analysis. Knowledge of arithmetic, algebra, geometry, calculus, statistics, and their applications.

Complex Problem Solving -- Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.

Mathematics & Mathematical Reasoning -- Using mathematics to solve problems. The ability to choose the right mathematical methods or formulas to solve a problem.

Writing -- Communicating effectively in writing as appropriate for the needs of the audience.

Education and/or Experience

Bachelor's degree (B. A.) from four-year College or university; or one to two years related experience and/or training; or equivalent combination of education and experience.

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