



Position: Quality Engineer

Reports to: *Walter Jimenez*

Classification: *Exempt*

Location: *Easy Way Products Matamoros Mexico*

Position Description

Ensure that the quality system is maintained in all processes of the company; develop procedures, processes, programs and documents for the realization of the assigned process according to the requirements of the quality system of the plant; maintain coordination and control of the quality opportunities in the processes, keep management informed about the performance results of the lines in charge with respect to the assigned Metrics, as well as any eventuality that jeopardizes the quality of the product in any of its stages

Key Responsibilities

1. Maintain a documentation system for quality procedures and specifications.
2. Ensure database for SPC reporting is maintained and includes Control charts, Internal line rejects, Process audits, Customer returns, Corrective actions.
3. Ensure information is prepared in graphical form for review according to applicable Quality Metrics.
4. Monitors and reports KPI's for customer complaints. Documents countermeasures defined for the improvement of this indicator through action plans.
5. Participates and coordinates in the investigation of customer reported problems; documents defined countermeasures.
6. Submits defined countermeasures to management staff for approval.
7. Submit response to customer complaint.
8. Maintain updated customer complaints log. "Customer complaints log.
9. Verify implementation and effectiveness of external and internal corrective actions. Containment in the first 24 hrs. Corrective actions within 7 days.
10. Monitor and participate in seam and generic scrap reduction.
11. Knowledgeable of all production parts applicable to assigned model.
12. Know procedures related to finished and in-process product.
13. Implement and monitor compliance with sewing standards.
14. Ensure compliance with certification and/or lottery of material in Warehouse.
15. Make decisions to accept and/or reject non-conforming material, as well as repair when applicable.
16. Assist in special projects and technical functions as required.
17. Create and maintain up to date sewing inspection instructions for assigned models.
18. Support the customer/supplier relationship with regard to the preparation and publication of standards and material specifications.

19. Manage activities of personnel in charge.
20. Conduct periodic meetings with personnel in charge to review Metrics. (AQL and Customer Complaints).

Competencies

1. Ability to lead and manage an effective team (this includes change management, effective communication, relationship building, coaching, performance management/development, conflict resolution).
2. Ability to use initiative and make decisions autonomously.
3. Results oriented with the ability to conform to shifting priorities, demands and timelines, as well as manage and prioritize individual team goals and deadlines, to ensure company deadlines are met, and strategic initiatives are continually supported.
4. Demonstrated aptitude for problem-solving; ability to analyze problems and determine solutions for stakeholders.
5. Technical Capacity and ability to learn, understand, and apply new technologies.

Qualifications

1. Bachelor's degree from an accredited institution in a related field
2. 3 – 5 years of experience; expertise in general cut & sew manufacturing a plus.
3. Proficiency in using Microsoft Office Suite applications. Must be a proficient user of Excel, with the ability to process and analyze data using simple formulas and pivot tables.
4. Knowledge and experience of Epicor ERP preferred, or other applications such as Oracle, SAP, Manhattan, etc. required
5. Bilingual (English/Spanish), able to keep a conversation, read and write.

Travel

Some travel is required for this (approximately 50%). Must have a valid license and passport and willingness/ability to travel outside of North America. Travel will be between the Easy Way Mexico factories in Torreon and Matamoros, Tamaulipas.

Supervisory Responsibility

Yes

Work Environment

This position operates in a production manufacturing plant setting. This position does require standing, walking, kneeling, squatting, bending, reaching, as well as working in hot or cold temperatures with exposure to noise, dust, odors, etc.

Position type/ Expected hours of work.

General business hours are from 7:00a.m. to 5 :00 pm. CST, Monday- Friday