



**BoloNet**

## **QUALITY ENGINEER**

### **Job Summary**

The Quality Engineer – Product and Investigation is responsible for evaluating processes to determine root cause and effect of non-conformities, improve processes to ensure quality assurance, reduce cycle time, support LEAN activities and resolve supplier and vendor performance issues resulting in deviations. This role also involves coordinating the Product Qualification Process for new product constructions.

### **Primary Responsibilities**

- Perform Non-conformance (NCR) investigations and ensure root causes are correctly identified and that initial Corrective Actions and long-term Preventative Actions are documented, proposed to the business and tracked to completion.
- Actively participate in trouble shooting, FMEA, lead corrective action teams and quality technicians in understanding and valuing the importance of measurement and adhering to the Quality Management System.
- Maintain and develop the ISO 9001 Quality Management System at G&D Canada.
- Maintain the Quality Auditing System as directed by the audit schedule, quality issues and perform internal audits in accordance with the procedures prescribed in the quality system.
- Manage the product Risk Assessment process end to end, including coordination with related departments in G&D including Information Technology, Operations, Product Management and Global Quality Management.
- Ensure tests are being performed and documented in to regulatory, registration and G&D standards with a focus on Product Qualification following G&D's established processes.
- Create and maintain material Order Specifications (raw material specifications).
- Review all Failure Analysis Reporting (FAR) – Investigation and documentation.
- Coordinate rework activity as required.
- Assist Purchasing with supplier complaint investigations.

### **Secondary Responsibilities**

- Participate as a member of the Quality Assurance team and assist in special projects and decision making as required
- Assist other QA team members with audits, non-conformance report (NCR) investigations, EH&S duties and other product development activities as required
- Other duties as assigned

### **Qualifications, Experience and Educational Requirements**

#### **Education:**

- Post-Secondary education with a degree

#### **Work Experience:**

- Must have 3+ years in a Quality role in a Manufacturing or Information Technology environment
- LEAN and Six Sigma experience is preferred
- Experience in the payment and identification card industry is preferred

**Skills and Competencies:**

- Excellent communication skills both written and verbal
- Excellent investigation, problem-solving and interpersonal skills
- Ability to determine root cause analysis of quality issues surfacing in a product manufacturing environment utilizing 8D, FMEA, etc
- Familiarity with all relevant ISO/ANSI/CQM standards for cards and related devices is preferred
- Experience working in ISO 9001/14001/18001 certified organizations and supporting the ongoing compliance and maintenance of these certifications
- Computer proficiency with MS Excel, Word, PowerPoint, and Outlook is required
- Experience with statistical process control (SPC) methodologies is preferred

**Working Conditions**

- Office environment with some plant exposure (lab coat and safety shoes mandatory)
- May be required to sit long periods working at a computer
- Overtime work may be required
- May be required to travel up to 5% of the time

**Physical Requirements**

- None

**Additional Information**

\*This job description is not intended to be all inclusive. The candidate hired will also perform other reasonable related business duties as assigned by the supervisor. The company reserves the right to revise or change job duties as needed. This job description does not constitute a written or implied contract of employment.

BoloNet Inc and their Client for this position are equal opportunity employers and values diversity in its workforce, encouraging applications from all qualified individuals.

By applying to this position, you are confirming you possess either a Canadian citizenship, permanent resident status or valid work permit.

**Please note:** Reference Checks, Credit Checks and Criminal Background Checks will be administered on suitably qualified candidates