

TITLE: Quality Engineer

DEPARTMENT: Quality & Continuous Improvement

REPORTS TO: Director, Quality & Continuous Improvement

BENEFITS: Medical, dental, vision, life insurance, short and long term disability insurance, paid time off package, 401k with company contribution, FSA or HSA options, educational assistance, dependent scholarship program, onsite fitness center, and much more!

Specific Duties:

Establish and lead effort to deliver sustainable zero defects

- Assess current processes for gaps and ensure data accuracy for supplier defects/issues
- Analyze data to develop immediate priority of suppliers/issues and develop plans for improvement
- Champion corrective actions for supplier issues and drive improvement in associated metrics
- Lead effort to implement ERP module for supplier non-conforming material management and associated processes (RMA etc)
- Work with product and applications engineering as needed to ensure suppliers requirements are defined and communicated correctly

Champion resolution of customer quality complaints and drive improvements in associated metrics

- Work with customer service, technical teams and After the Sales Service teams to ensure timely and effective resolutions
- Monitor project plans and work with issue owners regarding Corrective and Preventive action plans
- Trigger and manage escalations for issues not meeting goals for issue resolution
- Analyze customer complaint data for trends to define priorities and focus areas for business
- Lead effort to implement ERP module for customer quality management and integration of associated processes
- Own and improve metrics associated with customer complaints and define regular target improvements

Establish quality systems and processes to deliver lowest cost of quality.

- Establish internal quality measures, associated targets and required processes to capture appropriate data
- Own and manage processes to support Quality Control module within ERP module
- Analyze data and develop short term and long-term priorities/roadmap for quality culture in the organization
- Train and coach employees in quality & continuous improvement tools (primarily problem solving, defect prevention, process controls)
- Establish appropriate controls to prevent or detect failures based on current or predicted risks

Other areas of focus

- Quality management systems
- Statistical analysis and its applications
- Change management
- Measurement systems

Job Qualifications:

- Bachelor's Degree in Engineering or Industrial Technology from an accredited institution required
- Quality management systems experience
- Lean or Six Sigma in practice
- Data analysis and ability to interpret data
- Systemic thinking and problem-solving ability. Ability to coach others
- Savvy with Excel/Power BI/Tableau/Minitab or similar applications to help optimize data analysis effectiveness and effort
- Lead cross functional teams and ability to influence team members without direct authority
- Ability to understand organization goals and then independently drive planning and execution to deliver desired outcomes
- Ability to support multiple sites
- Ability to travel to vendor, client or other Gorbel® location. Mostly in North America. Travel up to 15%

Work Environment:

ADA Physical/Mental/Workplace Requirements

- Occasional lifting up to 25 lbs.
- Sitting, working at desk/personal computer for extended periods of time
- Primary work environment is professional corporate office

To apply for this position, please complete an [employment application](#) and send to careers@gorbel.com.

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