



Quality Assurance Engineer – Position Description

Reports To: Director of Quality

Hours: Mon-Fri, 8:00am to 5:00pm

Corporate Mission Statement

Our mission is to provide the highest quality products and manufacturing services, delivered on time. We are committed to continuous improvement and to conducting business with integrity.

About Us

Our work environment is fast-paced, energetic, productive, and fun. We take tremendous pride in our work, in our relationships, and in the numerous ways we serve our customers. The Hirsh Team is a family – we encourage each other and celebrate one another’s victories and accomplishments.

Position Summary:

The Quality Assurance Engineer is a professional who understands the principles of product and service quality evaluation and control. The primary purpose of this position is to provide Quality Engineering support for Operations to ensure the highest level of quality product and service is produced in accordance with the Quality Management System.

Breakdown of Responsibilities:

- Quality Control Plan Management – 50%
- Quality Assurance System Support – 35%
- Engineering Support – 10%
- Production Support – 5%

Specific Duties and Responsibilities:

Quality Control Plan Management – 1factory

- Own the company’s use of 1factory Quality Control Plan software. Apply an understanding of statistical methods to identify opportunities to reduce the frequency of part inspections.
- Develop and maintain quality control plans for the entire manufacturing process.
- Incorporate automated wireless data collection using digital gages, CMMs and other means.
- Analyze process capability metrics to manage risks and control variation for critical-to-quality characteristics.
- Review and improve inspection plans to ensure they are accurate, cost-effective, and fast.
- Create and manage Non-conformances (NCRs) for manufacturing or engineering caused defects, deviations, customer returns, audit findings, etc.
- Create and manage CAPAs for defects, deviations, customer returns, audit findings, etc.
- Assign and track action items and CAPA status to ensure a timely resolution.
- Create and manage SCARs for supplier defects and deviations.



- Ensures the system is always ready for a customer or regulator audit with QC Plans, Inspection data, NCs, CAPAs and certs all readily available from a single system.

Quality Assurance System Support

- Zeiss CMMs and Calypso programming - working knowledge of operation and programming.
- C-Vision Video Inspection Systems - working knowledge of operation and programming.
- Labmaster Universal Measuring System - working knowledge of calibration procedures.
- High level understanding of metrology equipment and its appropriate uses.
- Maintain current service, calibration, and software on all inspection equipment.
- Support the Director of Quality in hosting and reporting to internal and customer driven audits.
- Track and prepare monthly reports for internal and external quality performance metrics.
- Assist the Director of Quality with addressing customer and supplier non-conformance issues in a timely and professional manner. CAPA and SCAR.
- Visit customers and suppliers as required to investigate non-conformance issues.
- Lead and participate in MRB meetings, project launches, and CI projects as they relate to quality.
- Mentor and support quality team members.
- Assist in the design and implementation of procedures and methods to maintain the integrity, structure, and security of the company's Quality data.

Engineering Support

- Interface with Engineering to determine critical part features and review manufacturability of design, manufacturing process plan development, and equipment selection.
- Provide technical support for issues related to new or existing products, customers, drawings, and/or qualification of new equipment and personnel.

Production Support

- Analyze and communicate inspection data between quality and manufacturing.
- Evaluation of discrepant products for conformity or rework.

Desirable Knowledge, Skills and Attributes:

- Have a thorough understanding of problem solving and quality improvement tools and techniques.
- High attention to detail, organizational, and communications skills.
- Exceptional mechanical aptitude encompassing all areas of the manufacturing facility.
- Ability to read, analyze, and interpret technical drawings and procedures.
- Ability to communicate and interact professionally with all team members, customers and suppliers.
- Zeiss / Calypso (or equivalent CMM) operating and programming.
- Background in Geometric Dimensioning and Tolerancing.



Desirable Education and Experience:

- 4 year degree in Quality, Mechanical, Industrial engineering or equivalent.
- Minimum 5 years of experience working in a manufacturing environment.
- ASQ quality certification.