



## **Quality Assurance Technical Lead – Position Description**

**Reports To:** Director of Quality

**Hours:** Mon-Fri, 6:30am-3:00pm

### **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 Technical Lead serves as the day-to-day leader of the Quality team. This team is responsible for performing inspections to assure the highest level of quality products and services are produced in accordance with the Quality Management System.

### **Breakdown of Responsibilities:**

- Operations Support – 50%
- Quality Lab Prioritization and Team Support – 30%
- Quality Lab Production Support – 20%

### **Specific Duties and Responsibilities:**

#### **Operations Support**

- Analyze and communicate inspection results between Quality and Manufacturing.
- Understand and teach the proper use of inspection concepts, tools, techniques, processes, and their application.
- Involvement in new project launches and Smartsheet management.
- Assist with the RMA, NCR and CAPA process.
- 1Factory – Work with Engineering and Programming to create and manage QC plans.
- Zeiss CMMs and Calypso - Working knowledge of operation and programming.
- DPAs - Evaluate Discrepant Product Alerts (DPAs) for conformity or rework.
- PCR’s - Review Process Change Requests and update QC plans accordingly.
- Revision Changes - Perform Customer Drawing Revision Control process.

#### **Quality Lab Prioritization and Team Support**

- Use the systems to prioritize team tasks assuring priorities are executed to the schedule.
- Collaborate with Production Control to fully understand customer delivery requirements.
- Be the initial point of contact for internal quality related issues as they arise.
- Mentor and support team members. Assist in the initial 2-week on boarding training program.



**Quality Lab Production Support**

- Assist QA Team in daily production tasks.
- Operate CMMs to perform in-process inspections.
- Perform First Article, manual and receiving inspections using measuring equipment and systems.
- Prepare and tear down inspection equipment kits.
- Maintain a clean and organized inspection laboratory.
- Perform spot checks and walk arounds on the production floor.

**Desirable Knowledge, Skills and Attributes:**

- Positive cheerful “Can-do!” attitude.
- Dedicated and reliable work ethic.
- High attention to detail, organizational, and communications skills.
- Ability to communicate and interact professionally with all team members, customers and suppliers.
- Ability to read, analyze, and interpret engineering drawings and technical procedures.
- Zeiss / Calypso (or equivalent CMM) operating and programming experience.
- Working knowledge of Geometric Dimensioning and Tolerancing.
- Understands that we succeed as a team, not a one-man show.

**Desirable Education and Experience:**

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