

Customer Quality Specialist

Reporting to the Manager of Customer Quality, the Customer Quality Specialist is responsible for supporting ICI customers, implementing new improvements and processes for internal quality, ensure compliance, improving overall quality, and supporting the Manager of Quality.

Duties and responsibilities

- Develop procedures for testing of returned parts, in house systems, vendor parts management, and inventory levels
- Ensure current product quality specification fulfill client's requirements
- Develop KPI's and implement continuous process improvements for parts repair and inventory operations
- Test and repair of all incoming and outgoing systems, etc.
- Direct writing and review operating procedures to ensure compliance, efficiency and clarity
- Establish and maintain good quality standards and improve overall quality of systems and parts within inventory
- Develop and complete QC processes and procedures to ensure safety and quality of all repair processes
- Collaborate with production management to assure production processes are continually monitored and implement any modifications
- Develop and maintain a company Quality Manual
- Provide support for design, execution, and maintenance of quality system processes at respective departments
- Help department to coordinate training to operating procedure changes or new system implementation
- Proactively addresses and corrects all unsafe behaviors and conditions

Qualifications

Qualifications include:

- Associate or bachelor's degree
- 2-3 Years of quality experience

Working conditions

Requires working in open office with occasional visits to shop floor.

Direct reports

None