



East West  
design • manufacturing • distribution

Title: Level I Quality Engineer - East West Headquarters

Reports To: Quality Manager, East West Corp

Division: Quality Assurance

Job location: Atlanta, GA

**Company information:** East West (EW) is a leading Atlanta-based global contract manufacturer for original equipment manufacturers and distributors throughout the United States and Europe. With operations in Vietnam, China and India, EW utilizes transparent supply chain, on-site quality control and logistics systems to provide its customers with superior products and competitive cost advantages. EW's U.S.-based management combined with its international capabilities ensures that customers reduce the risks and complexities of offshore manufacturing. For more information about EW's Domestic Offshore Manufacturing® model, visit [www.ewmfg.com](http://www.ewmfg.com).

#### Job Description:

Quality Engineer I needed for a growing entrepreneurial offshore contract manufacturing company. Candidate will assist Engineering on resolving customer quality issues and will be responsible for the CAPA process and PPAP. Create QMR and perform trend analysis. Perform internal audits to monitor and improve Quality Management System (QMS). Maintain and update quality database. Support BUs in Continuous Improvement through CAPA, Lean, Kaizen, and Six Sigma activities. Review and approve Inspection Procedures (IPs) and manage IP router process. Create Control Plans for Source inspection. Visit customers and present quality action plans & CAPAs.

#### Requirements:

- College degree in technical or business field, or the equivalent technical background in quality or related field
- Familiarity with manufacturing Process Flow, Corrective Action Process, and Problem-Solving Methodologies (5-Why, 8D, Fishbone, etc.)
- Quality Experience of Minimum 1 year
- Familiarity with ISO:9001-2015 and TS 16949 supporting elements
- Understanding corrective actions, root cause analysis, and the ability to present the information to customers
- Ability to work with other Business Units and Departments to drive R/C, CAPA, and audit for effectiveness
- Ability to identify and address customer issues with data and supporting documentation
- Familiarity with PFD, PFMEA, Control Plan, MSA, SPC, CPK analysis, and PPAP
- Knowledge of C=0 and MIL-STD-105E sampling plan
- Knowledge of Kaizen, Continuous Improvement, and Lean Manufacturing
- Familiarity with inspection procedures
- Ability to read technical drawings and specifications
- Knowledge of GD&T
- Experience with Quality/Corrective Action database and Document Control software
- A general "Sense of Urgency" for all Customer issues from open thru closure and be willing to delegate action items to other Depts. when applicable
- Work closely with business units and customers to track and resolve any quality concerns
- Knowledge of PDCA (Plan, Do, Check, Act) and DMAIC methodologies



- Education or experience with the following products, material components, and processes: Die Casting, Machining, Molding, Stamping, Mechanical and Electronic assemblies
- Strong communication and analytical skills for interfacing with Engineering, business units, sales team, customer service team, and customers
- Ability to work in diverse environments
- Aggressive, meticulous, forward thinking, and high energy team player
- Proficient using MS Outlook, MS Excel, MS Word, and Power Point

## **Responsibilities:**

- Quality Engineer will report to Manager of Quality Assurance
- Assistant Engineering on issuing NCRs for RMAs, customer complaints and internal quality issues
- Oversight of rework and sort efforts internally and externally (at customer sites, appointed rework facilities)
- Maintain ISO documents
- Create and maintain quality reports
- Track and report monthly quality metrics
- Monitor RMAs and customer quality complaints. Perform quality trend analysis and take appropriate actions
- Review and approve CAPA reports. Perform follow-up and closures
- Work with cross-functional team on customer quality issues. Create customer quality action plan(s) and execute
- Execute update/creation of quality system and quality tracking reports with business units and subsidiaries of East West
- Periodically visit customers to discuss about quality issues and present action plans and CAPA reports.
- Review Inspection Reports (IRs) and assist Engineering on non-conforming material disposition. Issue or request CAPAs to BUs
- Work with Engineering on review and approval of deviation requests for Non-Conforming pre-shipments
- Monitor quality performance trends and take corrective and preventative actions
- Review and approve Inspection Procedures (IPs). Ensure IP routers are completed prior to Production Release
- Manage calibrated equipment and work with outside vendors on equipment calibration
- Manage and distribute internal scorecards to and from EW Business Units

## **Bonus Skills:**

- Certified Quality Engineer
- Certified Six Sigma Green Belt
- Kaizen related Quality experience
- Certified ISO auditor

## **Unique Qualities:**

- Self-sufficient
- Ambitious
- Problem solver
- Willingness to express your opinion
- Excellent personal time-management