**QUALITY TECHNICIAN**

Essential Duties and Responsibilities

* Understand the requirements of international standards such as ISO/TS 16949 and ISO 14001, and communicate them within the company. Plan, perform and document inspection and audit activities to insure that Ramco is in compliance with these standards.
* Plan, perform and document, product, company system, compliance and surveillance audits to insure that customer and Ramco requirements are being met. Plan, perform and document receiving, in-process and dock audit product inspections.
* Operate common measuring tools such as calipers and micrometers, and be trained to operate specialized measuring tools such as hardness testers and comparators. Account for the quantity and traceability of consumable test supplies, where necessary. Perform calibration on certain measuring equipment and maintain the company’s calibration system.
* Read and understand engineering part drawings. Read and understand customer and industry specifications.
* Interact with customers to insure that customer requirements are understood and are met, and to help resolve any customer complaints.
* Perform all aspects of PPAP development including Process Flow Diagram, FMEA, Control Plan, IMDS submissions, dimensional checking, performance testing, and other activities as required.
* Interact with other company departments to insure compliance of product with customer requirements, and to help resolve productions quality issues.
* Prepare quality documentation and reports by collecting, analyzing and summarizing quality and production data.
* Use the company ERP system to research production, inventory, and lot traceability information and to effectively track or quarantine parts when necessary.
* Use customer and 3rd party computer systems and websites to insure the effective transfer of quality-related information between Ramco and its customers and suppliers.
* Behave in a safe and professional manner at all times. Maintain a clean and organized work space. Maintain a cooperative attitude toward other employees and keep a mind-set that always considers the best long-term interests of the company.
* When assigned: respond to after-hours requests from customers for expedited orders by entering the necessary information into the ERP system and following up with Operations as needed.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

Preferred Qualifications

Post high school technical training or education

Familiarity with ISO 9001 or ISO/TS 16949, and ISO 14001

Experience with basic measurement tools (calipers, mics, gauges)

Experience with automotive PPAP’s (Flow, diagram, FMEA, Control Plan)

Experience developing work instructions or inspection plans

Understanding of structured problem solving (8D, DMAIC, 5-WHY, Drill-Deep-and-Wide)

Able to routinely interact, in a professional manner, with customers, suppliers, and other company departments

6-Sigma, ASQ or Lean certification

Understanding of fasteners, fastener manufacturing, fastener testing, and fastener dimensional and performance standards

Proficient in MS-Office (Excel, PowerPoint, Word)