



## Quality Technician I

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**DATE OF LAST REVIEW**            June 14, 2012  
**FLSA STATUS**                        Non-Exempt  
**HR OWNER**  
**BUSINESS OWNER**

### **GENERAL DESCRIPTION OF POSITION**

Responsible for conducting audits of products, processes, and quality systems, providing the data by which the plant's quality system is evaluated. Provides the resources for problem investigation related to production part nonconformance.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

- Conducts routine and nonroutine analyses of in-process materials, raw materials, part samples, finished goods, or process samples.
- Calibrates, validates, or maintains simple laboratory equipment.
- Compiles laboratory test data and performs appropriate analyses.
- Completes the documentation needed to support testing procedures, including data capture forms, equipment logbooks, or inventory forms.
- Evaluates analytical methods and procedures to determine how they might be improved.
- Identifies quality problems and recommends solutions.
- Interprets test results, compares them to established specifications and control limits, and makes recommendations on the appropriateness of data for release.
- Investigates or reports questionable test results.
- Monitors testing procedures to ensure that all tests are performed according to established item specifications, standard test methods, or protocols.
- May perform validations or transfers of analytical methods according to applicable policies or guidelines.
- Participates in out-of-specification and failure investigations and recommends corrective actions.
- Prepares or reviews required assembly method documentation, including quality or inspection requirements or reports.
- May receive and inspect raw materials and data to ensure accuracy and regulatory compliance.
- Writes or revises standard quality control operating procedures.
- Develops and qualifies new testing methods.
- Ensures that lab cleanliness and safety standards are maintained.
- Identifies and troubleshoots equipment problems.
- Participates in internal assessments and audits as required. Performs visual inspections of finished products.
- Assists production departments with problem investigation and quality lab measurements.
- Supplies quality control data necessary for regulatory submissions.
- Assists in process capability studies.
- Participates in internal assessments and audits.
- Writes technical reports or documentation such as deviation reports, testing protocols, and trend analyses.
- Inputs RMAs into the database, distributes product returns to manufacturing supervises, and closes out when the process is completed.
- Interfaces with suppliers (via phone and/or e-mail) to resolve issues with incoming QA inspections.
- Performs other related duties as required or assigned.

## **SUPERVISORY RESPONSIBILITIES**

- None.

## **POSITION QUALIFICATIONS**

### **Skills and Abilities**

- Writes routine reports and correspondence.
- Effectively presents information and responds to questions from groups of managers and/or customers.
- Works with mathematical concepts such as probability and statistical inference and fundamentals of algebra, geometry, and trigonometry.
- Solves practical problems and deals with a variety of known variables in situations where only limited standardization exists.
- Interprets a variety of instructions furnished in written, oral, or diagram formats.
- Reads and understands documents such as policy manuals, safety rules, operating and maintenance instructions, and procedure manuals.
- Utilizes common-sense understanding in order to carry out written, oral, or diagrammed instructions.
- Plans the time, method, manner, and/or performance sequence of own work; may also occasionally assist in planning work assignments performed by others within a limited area of operation.
- Frequently makes decisions of both minor and major importance, which may affect the work operations of other employees and/or clientele to a moderate degree.
- Uses noncomplex machines and equipment (adding machines, calculators, copy/fax machines, etc.).

### **Education and Experience**

- Equivalent of four years of high school (required).
- Zero to three years of relevant education or experience in manufacturing, engineering technology, or a related field (required).

### **Computer Skills**

- **Advanced:** Microsoft Excel.
- **Basic:** 10-key, database, word processing/typing.

### **Certificates and Licenses**

- ISO 9001 orientation program.
- Internal QMS auditor training.

## **PHYSICAL ACTIVITIES**

- While performing the functions of this job, the employee is:
  - *Continually* required to use hands to finger, handle, or feel; reach with hands and arms; and talk or hear.
  - *Regularly* required to sit or stand and to walk.
  - *Occasionally* required to stoop, kneel, crouch, or crawl.
- The employee must *regularly* lift and/or move up to 25 pounds.
- Specific vision abilities required by this job include close vision.

*The company will make reasonable accommodations to enable individuals with disabilities to perform the essential functions and expectations.*

## **ENVIRONMENTAL CONDITIONS**

- While performing the functions of this job, the employee is:
  - *Regularly* subjected to work near moving mechanical parts and to indoor temperature variations in a manufacturing environment.
  - *Occasionally* subjected to fumes or airborne particles, as well as toxic or caustic chemicals.
- The noise level in the work environment is usually moderate.

Franklin Electric has reviewed this job description to ensure that it includes the role's essential functions and basic duties. The job description is intended to provide guidelines for job expectations and the employee's ability to perform the work described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills, and abilities. Supervisors may assign additional functions and requirements as appropriate. This document does not represent a contract of employment, and Franklin Electric reserves the right to change this job description and/or assign tasks for the employee to perform as the company deems appropriate.