Quality Control Coordinator – American Heat Treating, Inc.

**Job Summary:**
Controls and enhances product quality and process reliability. Maintains equipment calibrations and compliance with CQI-9 requirements. Monitor in-process quality, develops studies and proposes solutions to maintain robust processes. Maintains application and compliance to the quality systems. Provides customer/vendor and management interface on quality, processes, and reliability problems. Generates and maintains documentation relating to quality, reliability, and process. Implements prevention programs to eliminate problems that could affect quality and reliability. Performs training of employees when needed. Understanding of computers and software, self-managing, with initiative and self-organization are required skills.

**Essential Duties and Requirements:**

**CQI-9 and Specifications compliance**
- Ensures that the CQI-9 requirements are followed and implemented.
- Coordinates activities with maintenance to maintain equipment compliance.
- Updates CQI-9 audits, documents, requirements and implements appropriate corrective actions in a timely manner.
- Organizes and conducts a semi-annual internal and annual CQI-9 Audits.
- Sends CQI-9 audits results to all customers within the month of February or as they are requested.
- Ensures that all documents are kept in a drive that is shared with the General Manager.
- Maintains the list of all the specifications provided or requested by the customers.
- Guarantees that all customer’s specifications are implemented, and parts are run in compliance.
- Ensures all equipment maintenances and calibrations are performed on time.
- Performs and maintains the TUS & SAT program.
- Coordinates and manages all customers gauges and customer special requests.
- Maintains employee stamps and the “Stamp and Signature Log”.
- Maintains the log-sheet for the received CAR.
- Investigates CAR root causes by adopting consistently tools such as 5 whys and by collaborating with department employees and operators.
- Completes the CAR and maintains the related communication with the customer and guarantees implementations of the Corrective Action and the proper training to the personnel.
- Troubleshoots non-conforming material and collaborates with QC Laboratory Supervisor in maintaining the communication with the customers.
- Keeps KPI’s updated at the end of each month.
- Responsible for properly maintaining customers requested storage of customers paperwork such as Work Orders for the specified time.

**In Process Inspection**
- Collaborates in reviewing Reject Rework Log Sheet and recommends changes to WO, processes and/or organizes training to employees to prevent reoccurring of the issues. If the reject is equipment related the QC Coordinator must collaborate in a timely way and issue instruction on requirement for reprocessing.
- Proposes, develops procedures, prepares work instructions and performs training to prevent technical problems related to internal production.
- Collaborates in collecting and communicating customers’ requests and needs, equipment failures and possible equipment replacement to General Manager and Maintenance Manager on a monthly base.
- Collaborates in resolving all customer quality issues.
- Communicates with SSI and maintains the SSI System efficient.
- Daily verifies all in-process parameters registered by the SSI system and notifies of any issues the Production Manager and the GM maintaining this information of a log sheet.
- Manages and improves when necessary all Quality Control Inspections of the equipment.
- Learns and performs if necessary, Contract Review and certification of processing.
- Performs, train & supervises the correct execution of processes for all customer work orders from an equipment standpoint.

**ISO support and compliance**
- Collaborates in developing and proposing short-term and long-term changes to internal quality system.
- Collaborates with the ISO Coordinator during procedures change, internal audits and with implementing corrective actions and procedures.
- Assists ISO Coordinator by proposing, scheduling and performing training of employees with the objective of improving final quality of parts and preventing quality issues from re/occurring.
- Full and timely support of internal, customer and agency audits.
- Collaborates with ISO Coordinator in communicating with customers on quality subjects.
- Monitors and continues to improve risk management activities with Safety & ISO Coordinator.

**Qualifications and Education:**
Bachelor’s or Associate degree in Engineering, Industrial Engineering or Manufacturing or 5-10 years of experience in the heat-treating industry, or minimum 5 years of significant experience in industrial manufacturing in Quality Control. Must possess the ability to prioritize tasks.

**Keywords:**

**Company Background:**
American Heat Treating, Inc. (AHT) located in Monroe, CT, was founded in 1981 to serve the saw blank and tooling businesses. It has become one of the finest and most versatile heat-treating facilities in the Northeast. Today, the company serves a variety of industries. AHT provides pick-up and delivery services in the southern and central areas of Connecticut. We offer heat treating processes such as continuous austempering, continuous hardening, tempering, molten salt, brazing batch carburizing, carbonitriding and induction hardening. We can carbon restore, normalize, and homogenize. Vacuum processes such as hardening, annealing, tempering, aging, precipitation hardening, and stress relieving are also process we perform to our customer’s requirements.

**Benefits:** Medical, Dental, 401K

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