

Job Description

JOB TITLE: Quality Technician Lead

DEPARTMENT: QC Department

LOCATION: Vernon Hills, IL (Onsite)

HOURS: 8:00am-4:00pm or 9:00am-5:00pm (flexible)

PAY RATE: Exempt

REPORT TO: Chief of Operations-Chief Technical Officer

ABOUT OUR COMPANY

Kanaflex Corporation is a pioneer and leader in manufacturing high-quality hose and pipe products for a variety of industrial and commercial applications. With its roots dating back to the 1960s in Japan, Kanaflex innovated flexible PVC hose products before expanding its product offerings into rubber and urethane-based hose products. Kanaflex is synonymous with quality. Our mission is to manufacture and deliver the highest quality hoses. We continue to bring innovative products to the marketplace, and we work closely with our customers to provide unique product solutions to service their needs. In addition to hose, Kanaflex also manufactures unique pipe solutions for sewer and wastewater applications. Our Kanapipe product is an innovative product aimed to replace aging and failing steel-reinforced concrete pipe products in the marketplace.

JOB SUMMARY

The Quality Technician Lead is responsible for overall implementation and continuous development of the Quality Management System, ensuring all requirements of the QMS are satisfied to remain ISO 9001:2015 compliant. As a Quality Technician Lead your primary responsibility is to ensure that all products meet the required quality standards and specifications. You will be responsible for developing, implementing, and maintaining quality control processes and Kanaflex ISO9001-2015 Quality Control system. Ensure compliance with applicable quality standards, regulations, and certification(s). Keep abreast of changes in quality standards and regulations, updating quality control processes, as necessary. Ensure that all products, raw materials, and procedures comply with all standards and regulations, and maintain documentation and evidence accordingly.

DUTIES AND RESPONSIBILITIES

Develop and Implement Quality Control Process:

- ✓ Maintain the implementation of Kanaflex's ISO9001-2015 quality control system.
- ✓ Design and implement quality control procedures and standards for the manufacturing process.

ISO9001-2015 and FDOT QC System Maintenance and Implementation

- ✓ Maintain/update ISO9001-2015/FDOT QC System as needed
- ✓ Update, add, and modify procedures, forms, work instructions, and work aids
- ✓ Perform internal audits for ISO9001 and FDOT
- ✓ Calibrate all test equipment, measuring devices, and gauges, and keep records
- ✓ Organize/maintain document storage room and electronic storage in server
- ✓ Organize ISO learning/updating/new regulation meetings regularly
- ✓ Keep track and monitor ISO9001 KPIs (On-time shipment, Waste%, and CS satisfaction)

Quality Inspections:

- ✓ Conduct regular inspections and audits to assess product quality at various stages of production.
- ✓ Identify and address any deviations or non-conformities, working closely with production teams to resolve issues.
- ✓ Define quality control checkpoints throughout the production cycle to ensure compliance with specifications and regulations.
- ✓ Ensure all products meet specified standards and build and sustain product quality.

Data Analysis and Reporting:

- ✓ Analyze quality control data to identify trends, patterns, and areas for improvement.
- ✓ Collaborate with cross-functional teams to develop and implement corrective and preventive actions (CAPAs) to address quality issues.
- ✓ Conduct regular audits and inspections to ensure compliance with quality standards.

Continuous Improvement:

- ✓ Drive continuous improvement initiatives to enhance product quality, reduce defects, and increase customer satisfaction.
- ✓ Collaborate with engineering, production, and supply chain teams to identify root causes of quality issues and implement corrective actions.
- ✓ Identify internal and external non-conformances and work with impacted parties to implement corrective and preventative action plans.
- ✓ Monitor and evaluate current processes and procedures, identifying areas for improvement. Drive continual improvement efforts across the defense division.
- ✓ Establish and maintain quality documentation, including standard operating procedures (SOPs), work instructions, and inspection records.
- ✓ Identify areas for improvement and implement corrective actions to address quality issues. Design and implement quality control procedures and standards for the manufacturing process.
- ✓ Develop new processes and procedures where required. Coordinate training and implementation of changes with team members.
- ✓ Ensure proper documentation and reporting of quality control activities and outcomes.

Incoming Material Inspections

- ✓ Receive raw material and ensure appearance/package/label is correct
- ✓ Verify weight; ensure it matches the Bill of Lading (BL)
- ✓ Provide Certificate of Analysis/mix batch with TDS
- ✓ Issue CAR/PAR, and communicate with the supplier
- ✓ Verify Hose RM Standard Conformity (RoHS2/Reach/CA Prop65/TSCA/PFAS/FDA)
- ✓ Verify Pipe RM Standard Conformity (Cell Classification ASTM D3350)

Daily Production Inspections

- ✓ Ensure hose dimensions and weight are within specifications for all lines and products
- ✓ Ensure hose tensile strength is within specifications for all lines and products
- ✓ Perform hose tests (Burst pressure, Vacuum pressure, impact, Bending Radius) within specifications
- ✓ Check hose coiling dimensions and weight
- ✓ Perform visual inspection (no damage, kinks, ruptures, scratches) before product dispatch
- ✓ Perform pipe crush tests for every lot
- ✓ Perform pipe water tight tests for all sizes, once a year
- ✓ Issue CAR/PAR, and communicate with Production
- ✓ Audit Serial#, Lot#, material Lot# are duly documented for traceability and accessibility

Warranty Claim Report Investigation

- ✓ Conduct root cause analysis with provided sample, report, and photos
- ✓ Communicate with factory, engineers, and suppliers to conclude investigations
- ✓ Issue CAR/PAR, and track improvement status and processes
- ✓ Report monthly/weekly root cause analysis results and share with the team
- ✓ Communicate with the sales force through HubSpot, and directly with salesmen/customers if necessary

Factory Safety

- ✓ Maintain evacuation plans (fire, tornado, earthquake) in documents and on floors
- ✓ Communicate with plant managers to ensure all safety equipment and fire extinguishers are updated
- ✓ Perform projects and other duties as assigned.

EDUCATION

Bachelor's degree and/or experience in manufacturing, and/or quality management, or related field or equivalent relevant experience.

EXPERIENCE AND SKILLS REQUIRED

Familiarity with Quality Management Systems and requirements

ISO 9001:2015 certification and requirements of the standard

Minimum of (3) three years of quality experience or equivalent field

Effective communication and leadership abilities.

Strong analytical and problem-solving skills

Knowledge of regulatory requirements and compliance standards related to the manufacturing industry.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit and talk or listen. The employee is regularly required to work at a keyboard and computer.

The employee must be able to lift and/or move up to 50 pounds.

TRAVEL REQUIRED: Yes, per business needs.

WORK ENVIRONMENT:

The work environment includes a general office environment with low noise.

BENEFITS:

Medical Insurance and Prescription Drug Coverage

Health Reimbursement Account

Dental and Vision Insurance

Life Insurance (\$25,000 company sponsored)

Disability: Short-Term & Long-Term

Voluntary Life Insurance

401(k) Retirement Plan

Employer Matching Contribution (100% of the employee's deferral, up to 5% of Employee's Base Salary)

Employee Assistance Program

Paid Holidays, Paid Vacation, Paid Sick Days

Potential to receive a discretionary year-end bonus.