

QUALITY ENGINEER



Date: 1/4/2016

Location: Elgin, IL USA

Department: Quality

Job type: Full-time, Salary

Company Overview

Newhaven Display is a leading global display company that produces electronic display products for a wide variety of markets and applications. Our products include cutting edge LCD, VFD and OLED technologies.

Benefits

At Newhaven Display, you are empowered to create a career that will take you to where you want to go. Here, you'll enjoy the freedom to explore new projects, the support to think outside the box and the advanced tools and technology that foster innovation and achievement. We offer an excellent working environment, salary and benefits package including vacation pay, medical, profit-sharing and advancement opportunities within the company.

About the Job

Newhaven Display is seeking a full-time Quality Engineer to focus on product quality improvement activities. You will lead the quality department to achieve increased product quality and customer satisfaction by assisting in the development and implementation of stronger documentation and procedures for our inbound, outbound, value-add, assembly, and customer return processes. The goal is to ensure our quality performance improves far beyond industry standards and increase customer retention by solving and eliminating repeat failure modes.

Responsibilities

- Learn our customer base and their requirements
- Assess and ensure compliance to environmental, statutory, and regulatory requirements including RoHS, REACH, Conflict Minerals, and others
- Determine if our supply base and their quality capabilities meet our customer expectations
- Champion, delegate, implement, and validate supplier and internal Product and Process Corrective Actions
- Evaluate and revise in-house testing processes to develop and implement industry leading quality standards
- Train operating staff as to the purpose and procedures for test reports and approvals, Design Verification Testing, HALT, and reliability testing
- Set up and maintain controls and testing documentation
- Collate and analyze performance and quality data to prioritize Corrective Actions and Engineering Changes
- Facilitate and lead communication between staff throughout locations to drive Corrective Actions and ECOs to completion
- Supervise the execution of Customer Failure Analysis and Supplier Corrective Actions
- Be able to teach and encourage staff to change methods to incorporate quality methods

Requirements

- BSEE degree or higher
- Minimum 3 years of related experience
- Highly effective supervisory skills and techniques
- Hands-on commitment to getting the job done
- Proven ability to direct and coordinate operations
- Ability to communicate clearly and professionally, both verbally and in writing
- Self-starter and results oriented individual is a must
- Strong organizational and time management skills
- Ambition, strong work ethic and willingness to learn
- Experience working directly with customers via phone and email to resolve issues
- Experience with manufacturing, electronics or display technologies is a plus