

## **Job description**

**Customer Quality Engineer** or **Quality Supervisor** Bilingual in English and Mandarin is a strong plus

*This role is eligible for Visa Sponsorship.*

USA division of a growing Global LED lighting company is seeking an experienced Customer Quality Engineer responsible for LED lighting products. These products will serve the outdoor utility and commercial markets or street lighting in North American.

### **Job Summary:**

Responsible for fulfilling the role of Leotek Quality expert; this is a hands-on position. Ensure the quality of the parts produced at Leotek meet all customer expectations; quickly and effectively take action when non-conformances are found. Maintain the most recent interpretations of the quality system requirements and therefore ensure that documented practices meet the true interpretation of the quality management system standards. Need to communicate Quality team in Asia.

### **Essential Functions:**

- Lead Quality team of internal quality management and external quality insurance.
- Ensure compliance with internal and external safety, quality and regulatory standards requirements for distribution (ISO 9001, Six Sigma)
- Perform analysis and identifies trends in the inspection of finished products, in-process materials and bulk raw materials
- Provide engineering support to operations ensuring consistent application of quality techniques
- Resolve quality issues by identifying problems, examining solution options, implementing action plans, and providing resources.
- Update customers in a timely fashion regarding the status of quality issues or any requests.
- Participate in product quality planning and control process based on customer's specifications and requirements.
- Inform quality management team regarding customer feedback and expectations on product's quality.
- Prepare and update all necessary quality reports as required by customers.
- Train and guide quality management team in identifying and developing problem solving methodologies to resolve quality issues.
- Assist in new product development activities to avoid quality issues.
- Prepare and maintain product quality documentation based on ISO specifications.
- Develop product quality processes based on ISO standards.
- Manage and coordinate ISO audits.
- Work with Quality Managers to improve quality management system based on audit results.

- Obtain feedback from the RMA repair technician and QC to determine the scope of the issue and to help formulate optimal solutions.
- Perform data entry and timely issuance of RMAs/credit memos, especially in accordance with period-end deadline.
- Report weekly RMA repair status.
- RMA statistical Analysis
- Effectively communicate and reinforce Leotek's commitment to quality improvement efforts
- Any projects/tasks assigned by the company

### **Required Education and experience:**

- Bachelor's degree in Engineering or college graduate with solid work experience in the related industry
- 5-7 years' experience as a Quality Engineer, Industrial Engineer, or related role
- Process improvement and lean manufacturing knowledge and experience
- Excellent interpersonal and communication skills
- Ability to effectively communicate and present technical information
- Intermediate to Expert knowledge of MS Office suite to include Excel, Word, Access, Outlook and ERP/MRP/WMS/SAP/MES systems
- QS system expensive plus.
- Bilingual in English and Mandarin is a strong plus

### **Competencies**

- Leadership skills
- Collaboration Skills
- Communication Proficiency
- Flexibility

### **Supervisor Responsibility**

This position may have supervisory responsibilities.

### **Travel**

25% (including domestic and international travel)

Leotek Electronics USA LLC has work environment that promotes diversity, equal opportunity, embraces change, and provides leadership opportunities to its talents.