

Quality Technician

Performs analyses and tests of raw materials, packaging materials and/or finished products from manufacturing, to ensure quality standards and compliance to customer and regulatory requirements, and tolerance specifications for the chemical or physical property. Performs a variety of qualitative tests or qualitative assays on samples and to aid in maintenance and certification of test instruments and apparatus to ensure compliance. Prepares and monitors quality statistics and reports. Reviews production records for conformance to procedures. Conducts non-conformance tests of manufactured, packaged or tested product.

Level 1		Level 2		Level 3		Level 4	
Quality Technician I		Quality Technician II		Quality Technician III		Sr. Quality Technician	
Knowledge	Little or no knowledge of the job. Moderate understanding of general job aspects and some understanding of the detailed aspects of the job.	Full knowledge of the job. Substantial acquaintance with, and understanding of, general aspects of the job with a broad understanding of the detailed aspects of the job.	Considerable knowledge of the job. Complete acquaintance with, and understanding of, the general and detailed aspects of the job and their practical applications to problems and situations ordinarily encountered.	Extensive knowledge in specialized functions. A wide and comprehensive acquaintance with, and understanding of, both general and specific aspects of the job and their practical application to complex problems and situations ordinarily encountered.			
Supervision Received	Close supervision involving detailed instructions and constant checking on work performance.	General supervision and instructions given for routine work and detailed instructions given for new activities or special assignments.	Limited supervision. No instructions needed on routine work and general instructions given on new lines of work or special assignments.	Minimal supervision. Work may be done without established procedures.			
Consequence of Errors	Errors can be easily and quickly detected within the immediate work unit and would result only in minor disruption or expense to correct.	Errors may be detected and corrected but may cause moderate loss of time or customer/user dissatisfaction.	Errors may be difficult to detect and would normally result in loss of customer business, material or equipment to resolve.	Errors are very difficult to detect and would normally require significant expenditures to resolve.			
Contacts	Contacts are primarily within immediate work unit. Contacts involve obtaining or providing information requiring little explanation or interpretation.	Contacts are typically with individuals within own department and occasionally with contacts outside own organization. Contacts involve obtaining or providing information or data requiring some explanation or interpretation.	Contacts are frequent with individuals representing other departments and/or representing outside organizations. Contacts involve obtaining or providing information or data on matters of moderate importance to the function of the department or which may be of sensitive nature.	Contacts are frequent with individuals representing outside organizations and/or individuals of significant importance within the company. Contacts involve planning and preparation of the communications, require skill, tact, persuasion and/or negotiation to accomplish the objectives of the communication.			

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Work Products (Examples may include but are not limited to)	Preparation and fabrication of mechanical, physical and chemical test specimens. Perform mechanical, physical and chemical testing. Utilize measurement techniques and measuring instrumentation to perform duties. Utilization of mechanical, chemical, physical, test and analytical methods related to the composites industry in order to accurately conduct and document all types of quality assurance testing. Continuous quality improvement. Engineering and manufacturing support. Reviews and understands test procedures and programs in order to generate test results and reports. Use of strong mathematical and computer skills in order to perform testing processes. Assists in the bids and proposal support. Performs all aspects of testing. Utilizes ASTM standard procedures in order to perform required testing.	Preparation and fabrication of mechanical, physical and chemical test specimens. Performs mechanical, physical and chemical testing. Specialist in advanced measurement techniques and measuring instrumentation. Understanding of mechanical, chemical and physical test methods and analytical methods related to such properties for the composites industry. Continuous quality improvement. Engineering and manufacturing support. Assists engineering with the development of new product compliance programs. Reviews, improves and approves new existing test procedures and programs. Interprets test results and reports. Excellent mathematical and computer skills. Bids and proposal support. Customer interface. Test requirement flow-down. Designs special test fixtures. Investigates and recommends hardware and processes for improving accuracy, repeatability and capacity of test facilities. Assists in the implementation of capitol improvements to the test facilities. Oversees and supervises all aspects of testing. Oversees and assists in the training of new technicians. Experience with ASTM procedures.	Assists in the administration of activities and assignments to the workforce during quality assurance operations. Identifies problems by evaluating all circumstances and proactively identifies potential hazards to personnel, facilities, tooling, equipment and product. Uses knowledge of quality operations and makes recommendations to solve problems and interprets/administers management policies and procedures to avoid down time and delays. Applies knowledge and experience to quickly assess, diagnose, develop and implement systems and corrective actions in order to maintain the quality and productivity goals of the team. Responsible, under supervision, for motivating a high performance work team to meet productivity, efficiency, quality and safety goals of the quality assurance team. Ensures systems for supporting all operations with materials, parts, tools, tooling, process, paper, etc. are adequately maintained to avoid production down time and delays. Evaluates support systems to ensure efficiency and interfaces with all departments in recommending changes as necessary. Responsible for coordination between Production Control and Manufacturing; effectively organizing work, anticipating production problems, tracking case status, ensuring material availability, etc.	Continues in regular duties as required. Maintains safe and effective quality assurance operations by motivating and directing the work force. Assists in the administration of activities and assignments and provides leadership to the workforce during quality assurance operations. Identifies problems by evaluating all circumstances and proactively identify potential hazards to personnel, facilities, tooling, equipment and product. Uses knowledge of quality operations and makes recommendations to higher levels to solve problems and interprets/administers management policies and procedures to avoid down time and delays. Applies knowledge and experience to quickly assess, diagnose, develop and implement systems and corrective actions in order to maintain the quality and productivity goals of the team. Motivation of a high performance work team achieved through the incumbent’s knowledge, attitude, example and coaching. The incumbent must be able to create a positive attitude and work environment for all personnel involved. Responsible, under supervision, for motivating a high performance work team to meet productivity, efficiency, quality and safety goals of the quality assurance team. Ensures systems for supporting all operations with materials, parts, tools, tooling, process, paper, etc. are adequately maintained to avoid production down time and delays. Evaluates support systems to ensure efficiency and interfaces with all departments in recommending changes as necessary. Conducts meetings and plan work activities in conjunction with the Quality Assurance Managers. Responsible for coordination between Production Control and Manufacturing; effectively organizing work, anticipating production problems, tracking case status, ensuring material availability, etc.

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Minimum Education and Experience	College level courses in technical field required with a Bachelors/Associates degree a plus; equivalent experience acceptable. Strong computer skills, a working knowledge of Microsoft Office Applications and the ability to learn new software systems as required. Proficient mathematical skills required, such as shop floor math and ratio calculations. Must demonstrate excellent interpersonal and verbal communication skills and be able to maintain good will in a potentially adversarial role. Knowledge of testing, measurement and inspection techniques and equipment required. Experience with ASTM procedures beneficial.	College level courses in technical field required with a Bachelors/Associates degree a plus; equivalent experience acceptable. Strong computer skills, a working knowledge of Microsoft Office Applications and the ability to learn new software systems as required. Proficient mathematical skills required, such as shop floor math and ratio calculations. Must demonstrate excellent interpersonal and verbal communication skills and be able to maintain good will in a potentially adversarial role. Knowledge of testing, measurement and inspection techniques and equipment required. Experience with ASTM procedures beneficial.	College level courses in technical field required with a Bachelors/Associates degree a plus; equivalent experience acceptable. Strong computer skills, a working knowledge of Microsoft Office Applications and the ability to learn new software systems as required. Proficient mathematical skills required, such as shop floor math and ratio calculations. Must demonstrate excellent interpersonal and verbal communication skills and be able to maintain good will in a potentially adversarial role. Knowledge of testing, measurement and inspection techniques and equipment required. Experience with ASTM procedures beneficial.	Good leadership skills with the ability to motivate and lead others. Skill in interpersonal relationships and training others. Communication skills with various support groups and various levels of management. Computer skills in operating network and personal computer. Knowledge of purchasing procedures and operations. Knowledge of Safety procedures and ability to encourage others to abide by them. Skill in operating inspection equipment, etc., and driving motor vehicles. Skill in reading mechanical engineering drawings and specifications. Ability to organize work to meet with load requirements.