

KEILHAUER

Quality Engineer

\$60,000 annually + company provided benefits

Who is Keilhauer?

Founded in 1981, Keilhauer is a privately owned, design focused contract furniture manufacturer. Keilhauer manufactures seating and tables for all the different ways that people work. Keilhauer products are thoughtfully made to support communications and engagement in spaces such as meeting rooms, offices, collaboration areas, lobbies and lunchrooms. Working with world-renowned furniture designers, Keilhauer is internationally recognized for award-winning design, built with extreme craftsmanship, to the highest environmental standards.

SUMMARY

The Quality Engineer is responsible for inspecting components at various stages of the development and production process to ensure that products are made to the highest quality standard. Using your extensive knowledge of Advanced Product Quality Planning (APQP), you will work with the Director of Manufacturing to identify and implement process improvements to increase the efficiency, effectiveness and quality of manufacturing operations.

In this position, you will compile and evaluate data to determine and maintain the quality of components. You will provide technical support and act as a liaison to internal and external stakeholders. You are highly resourceful and flexible and possess excellent interpersonal skills. You understand the voice of the customer and work hard to ensure satisfaction.

This highly technical position is best suited to a detail-oriented Quality Engineer with exceptional problem solving skills who enjoys working in a collaborative environment. Ensuring our products are made well allows Keilhauer to meet its goal of making work comfortable for all.

1. Perform Quality Engineering activities for organization

- Supports daily operations by providing timely solutions to quality concerns and non-standard processes;
- Ensures containment and immediate counter measures are in place to deal with issues;
- Initiates problem solving processes and mentors Operations and Purchasing teams through the documented process; follows up on corrective actions;
- Adheres to drawing database for referencing dimensional representation of parts and ensures the Geometric Dimensioning & Tolerancing (GD&T) is updated as required;
- Supports Purchasing team with technical support to assist suppliers in improving their manufacturing processes to meet manufacturing and customer needs;
- Approves incoming materials by confirming specifications with drawings and quality standards;
- Supports manufacturing with quality related issues and communicates non-conformances to the suppliers;
- Provides monthly reports on rejected materials to ensure team focuses on top Cost of Poor Quality (COPQ) priorities;
- Develops, approves and audits Safe Operating Procedures (SOP's), ensuring control and adherence within the manufacturing plant;
- Participates in continuous improvement and other lean initiatives;
- Maintains up-to-date knowledge of Keilhauer's Quality Management System;

- Performs occasional off-site quality inspections;
- Performs any other reasonable assignments, as requested by the Director of Manufacturing.

2. APQP responsibilities

- Assists in APQP, including Production Part Approval Process (PPAP) activities for quality to meet all customer requirements;
- Participates in sample sign-offs and production first-offs;
- Supports manufacturing team in process validations, process controls, process training programs, process improvements and risk management;
- Documents control plans, Process Failure Mode Effects Analysis (PFMEA) and Flow Charts;
- Develops and implements inspection plans for new projects and updates current projects as necessary.

QUALIFICATIONS

- 3 years' practical quality engineering experience in a fast-paced manufacturing environment;
- Post-Secondary degree or diploma, preferably in Mechanical Engineering;
- Quality control background including problem solving and root cause analysis;
- Strong mechanical aptitude and advanced knowledge of manufacturing concepts (APQP, PFMEA, PPAP, etc.);
- Practical experience with risk management, product testing, capability studies and control plans; Proficient in Microsoft Word, Excel and Outlook;
- A valid driver's license and access to a vehicle are required.

ESSENTIAL PHYSICAL AND INTELLECTUAL REQUIREMENTS

- **Communication:** Must be able to interact professionally, communicate effectively and exchange information accurately with all internal and external stakeholders through email, phone communications and face-to-face contact; must be able to create documented policies and procedures; must have strong interpersonal skills and excellent written and verbal communications.
- **Mobility:** Must be able to sit/stand at a computer terminal for extended periods of time; some functions take place on production floor, must be able to stand on concrete floor and move around facility; must have a valid driver's license and access to a vehicle; may be required to go to various locations throughout the organization; some reaching for items above and below desk level; some reaching, bending, squatting and stooping required.
- **Manual Dexterity & Coordination:** Must have the strength, dexterity and coordination to regularly use hands and fingers to operate a computer keyboard and phone; dexterity and coordination to occasionally lift and/or move up to 25 lbs.
- **Vision:** Must have good visual acuity to inspect and evaluate quality of products; specific vision abilities required by the job include close vision, distance vision, colour vision, depth perception and the ability to focus.
- **Cognitive Ability:** Must possess a high level of critical thinking and reasoning abilities to define problems, collect data, establish facts and draw valid conclusions; must be able to work with mathematical concepts, probability and statistical inference; must be able to calculate percentages, ratios and proportions; must be able to respond effectively to sensitive inquiries or complaints; be able to analyze and interpret technical instructions in written, oral, diagram or schedule form and deal with several abstract and concrete variables; must be accurate and detail oriented; must possess project management skills.

WORKING CONDITIONS

This role is performed primarily in an office environment which is typically quiet. Most of your duties will be fulfilled with the use of a computer and office equipment, with communications taking place by phone, email or in person. Some functions of your role will be conducted in the manufacturing facility, where you may be exposed to dust particulates and noise.

- This position requires long periods of focused reading and typing;
- Must have the ability to deal with problems involving few concrete variables in standardized situations;
- Must be capable of multi-tasking and able to work with minimal supervision;
- Must be able to handle frequent interruptions to planned work activities;
- Must be able to respond and adapt quickly in a dynamic and changing environment;
- Must be able to handle the stress of dealing with issues in a professional manner;
- Willing to participate in seminars, training and/or thought leadership relevant to the position or industry;
- May be required to work additional hours to meet business needs.

If this is you, send your resume to careers@keilhauer.com or by fax to (416) 759-5723 and tell us how you would be a great fit.

Keilhauer is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive, respectful environment for all employees. Keilhauer is committed to providing accommodations for people with disabilities where possible. Let us know if accommodation is required for the interview.

We thank you for your interest, and advise that only those selected for further consideration will be contacted.