ESCATEC YOUR INTEGRATED MANUFACTURING PARTNER	**JOB DESCRIPTION**
ESCATEC ELECTRONICS SDN BHD	

Job Title	Senior/Quality Engineer	**Dept**	QA
Report to	Staff/Section Head/Section Manager/Leads/QA Manager	**Date**	17 July 2024
Subordinates	QA Inspectors / Supervisors	**Prepared By**	QA Manager

JOB OUTLINES

Job Description :

- Understand customer quality requirement and translate the requirement to related internal document for implementation.
- Participate in PFMEA and Control Plans development and review.
- Review the outgoing quality inspection to enhance quality through providing necessary tools, templates or gauges for inspection.
- Manage the RMA process to resolve defects/issues raised by the Customer.
- Drive, resolve and respond to Customer Complaints & customer feedback.
- Drive internal non-conformance for root cause and corrective / preventive actions.
- Recommend technical solutions for new processes and improvements, as necessary
- Conduct training to inspector / leader upon release of Inspection Plan.
- Support internal training program as subject trainer as and when needed.
- Support NPI buyoff for new products, including related piece part as required .
- Prepare and generate Certificate of Compliance (COC) as per customer requirement .
- Coordinate PPAP review & submission for Automotive customer.
- Review Process Validation report for Medical products.
- Perform specific job responsibility as specified by customer .
- Perform any other tasks as assigned by superior .

Job Requirement :

- Degree in Electronics, Mechanical, Manufacturing Engineering, or Equivalent.
- Minimum 2 Years of working experience; experience in quality engineering is an added advantage.
- Conversant in PCBA processes, Box Build Assembly, PFMEA, Process Validation, SPC, Quality Audit, Control Plan.
- Familiar with Quality System standards.
- Good critical thinking, analytical, problem solving, and communication skills.

Key Result Area (KRA) :

- Customer complaints & customer feedback timely closure.
- RMA dpm.
- OQA dpm / LAR.
- Customer audit.

Authorities/Decisions :

- Stop Production Line and Shipment when deemed necessary .
- Release Production Line Stop and Shipment Stop upon verification of actions or approval from customer.
- Authorize to provide final disposition on product discrepancy based on workmanship standards, customer specification or regulatory requirement

Approved by:	**Acknowledged by:**
Name: Position : Signature:	Name: Position : Signature:

Originally signed document to be filed in the personnel file.