



Quality Assurance Manager

Reports To: General Manager, East West Boston

Job location: Boston MA

Company Information: East West (EW) is a leading Atlanta-based design services and global contract manufacturing partner for original equipment manufacturers and distributors throughout the United States and Europe. With domestic operations in Georgia and North Carolina and international operations in Vietnam, China and India, the Company utilizes transparent supply chain, on-site quality control and logistics systems to provide its customers with superior products and competitive cost advantages. Founded in 2001, East West's U.S.-based management, combined with its domestic and international capabilities, reduces the risks and complexities of global manufacturing for its customers. EW is seeking dedicated employees who are interested in a unique, fast-paced, and ever challenging environment with high growth opportunities. Please see our website at www.ewmfg.com for additional information.

Strategic Responsibilities:

- Work with General Manager to set quality strategy and performance goals to obtain world class levels
- Manage the quality assurance department - prioritizing tasks and deadlines for key initiatives
- Maintain and improve the company Quality Management System
- Manage supplier quality management system
- Responsible for all department's compliance with our quality policy and external & internal auditing
- Ensure products, procedures, and all departments meets IPC and J-Standards.

Tactical/Transactional Duties:

- Follow-through on MRRs, Purges, RMAs, CARS, SCARS, CAPA, ICARS.
- Establish and maintain company compliance company procedures and ISO compliance.
- Manage Process Engineers, Incoming inspectors, AOI inspectors and FQA inspectors.
- Achieve quality assurance operational objectives by generating metric analysis for the necessary departments for review; finding root causes and issuing internal correction if needed.
- Maintain Quality Manual updates and accuracy by reviewing system, complying with processes and meeting procedures.
- Manage internal audit process and perform audits as required
- Work with corporate Quality Manager on establishing company level procedure and ensure follow up.
- Responsible for Cost of Quality.



- Promot quality achievement and performance improvement throughout the organization.
- Liaising with customers' auditors and ensuring the execution of corrective action and compliance with customers' specifications.
- Responsible for Certificate of Compliance generation as needed
- Manage and maintain the Company's quality inspection for incoming and in-process materials and components, processes and finished goods.
- Perform Performance reviews throughout the year for direct reports

This position description/summary reflects management's assignment of essential functions; it does not prescribe or restrict any other tasks that may be assigned.

Requirements:

- A Bachelor's degree (Engineering degree related)
- Strong Knowledge in electronic PCB and electromechanical assembly, (Experience with Contract Manufacturing Service is a plus.)
- Must have at least 3 years of QA Manager experience.
- Experience in IPC A-610 and J-STD-001.
- Strong knowledge of the Quality System Regulation and ISO 9001 and 13485 standards
- Familiarity with PFD, PFMEA, Control Plan, MSA, SPC, Cpk analysis, and PPAP
- Knowledge of C=0 and MIL-STD-105E sampling plan
- Excellent verbal and written documentation and communication skills.
- Time management skills with the ability to manage multiple priorities.
- A working knowledge of process improvement skills including Six Sigma, 8D Problem Solving, 5S Factory Housekeeping etc.
- Excellent interpersonal and administrative skills.
- Well-developed interpersonal communication, decision making, and leadership skills.
- Must be computer literate and knowledgeable of QA processes & procedures.
- Strong ability to influence individuals and groups.

Work Environment

- Work environment involves low risks or discomforts which do not require special safety precautions. Protective clothing (ESD Smocks) or gear such as safety glasses may be required.