

## Quality Assurance Technician II

Jagemann Stamping Company is a rapidly growing and expanding full-service stamping company recognized world-wide as a leading manufacturer of deep drawn, progressive, and fine blanked stampings. The latest technology coupled with the best people in a state of the art manufacturing facility, which encompasses all functional aspects including sales, design, tool building and manufacturing, enables Jagemann Stamping to provide its customer with products and service that consistently exceed expectations.

Jagemann Stamping, one of Manitowoc County's premier employers, is headquartered in Manitowoc, WI on the banks of beautiful Lake Michigan, 30 minutes south of Green Bay, WI and an hour north of Milwaukee, WI. In addition to offering a stable, dynamic work environment, Jagemann Stamping provides professional development and challenging careers with opportunities for growth and advancement where innovation and knowledge sharing are valued and rewarded. Jagemann Stamping employees receive highly competitive compensation and an exceptional benefits package including:

### ALL BENEFITS ON YOUR FIRST DAY OF EMPLOYMENT - NO WAITING PERIOD

- Immediate Vacation Upon Hire
- Extra Vacation Earned for 2<sup>nd</sup> & 3<sup>rd</sup> Shifts
- 80/20 Co-insurance Medical Plan Effective on your First Day No Traditional Waiting Period
- Dental, Vision Plans and Company Paid Life Insurance on Your First Day No Traditional Waiting Period. All One Day One !
- 401k plan with Company Contributions & Roth plans available
- Short Term Disability Plan Pays at 80%. Long Term Disability Plan All Company Paid Plans
- \$500.00 Employee Referral Program
- Quarterly Bonus Program
- Shift Premium for 2<sup>nd</sup> and 3<sup>rd</sup> Shifts
- Education Program Books & Tuition Paid In Advance by Jagemann. Paid Apprenticeship Programs
- On-site Fitness Center for Employees and Spouses and Wellness Programs
- Wall to Wall Air Conditioning
- Flexible, Employee-friendly Policies and Work Environment
- Excellent Career Development and Advancement
- 10 Paid Holidays

### Major Function:

To provide a proactive, quality resource to all internal and external customers.

These include all activities involving nonconforming product, customer complaints, 8-D's and corrective action, and miscellaneous Quality Assurance functions including audits.

## **Major Responsibilities:**

**Customer Complaints:** Facilitate the customer complaint process from initial notification through closure of 8-D.

- Receive, document and communicate with customers on complaint issues. Must be able to communicate well under adverse circumstances to obtain all information needed to handle customer's problems effectively.
- Coordinate sort activities both externally and internally. May require contracting outside sorting vendors to customer's on-site demands. Internally be able to coordinate with logistics the isolation of finished goods and WIP to contain problems.
- Create and distribute "Quality Alert" documentation to notify critical areas of the company of the nonconformance to bring immediate awareness to these areas.
- Coordinate replacement stock through communication with the customer and JSC's customer service department.
- Coordinate return of defective material through communication between JSC's shipping/receiving department and the customer.
- Coordinate 8-D activities with all areas within JSC and effectively communicate back to customer corrective measures.
- Manage the Customer Complaint Database to ensure all complaint information is updated to support Quality Report and track long-term trends.

**8-D's and Corrective Actions:** Administer the 8-D and corrective action systems.

- Issue 8-D's and corrective actions as needed per customer request, internal request or as a result of internal audit findings.
- Administer the database for tracking 8-D's and corrective actions to ensure proper timing is met, responses are communicated to appropriate internal/external customers and trends are tracked.
- Monitor corrective measures reported to ensure proper root cause analysis was conducted. Where deemed necessary, facilitate and assist, with the proper group or individual, the proper methods for determining root cause and eliminating it.
- Where formal response is required to an outside source, communicate the response in a professional manner, utilizing format dictated by the outside source. This communication may be written, verbal or both.

Conduct Quality Assurance functions to support the needs of internal and external customers.

Conduct internal systems audits as directed by Quality Assurance Supervisor.

Assist Quality Engineering in functional gage design in cooperation with design engineering.

Represent the Quality Assurance Department in cross-functional teams throughout JSC

## **Special Requirements:**

This position requires a mature approach to business and an ability to effectively communicate with customers, suppliers and all internal departments at JSC often under unfavorable circumstances. The ability to handle multitasks and change priority based on customer's need is a must. NOTE: Must possess good oral and written communication skills. Public Speaking and a formal written communications instruction is a plus.

**Wage Range: \$17.41 to \$26.11** Starting wage is dependent upon skills and experience

*If you desire the chance to make a difference and to work with great people who value teamwork, challenges and the ability to impact the future of the company, Please send your resume to Jagemann Stamping Company, 5757 West Custer Street, Manitowoc, WI 54220. "Attention Human Resources" or electronically at [employmentapps@jagemann.com](mailto:employmentapps@jagemann.com) Please visit our website [www.jagemann.com](http://www.jagemann.com)*

*Jagemann Stamping is an Equal Opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national or ethnic origin, sexual orientation, gender identity or expression, age, disability, veteran status or other characteristics protected by law.*

