

Job Title: Quality Process Engineer
Department: Operations
Reports To: Manager, Production
Location: Long Beach, California

Prepared By:
Approved By:
Approved Date:

About Mercury Security:

Mercury Security, located in Long Beach, California, is the global leader in the design, manufacture and supply of access control security technology. Mercury Security is part of HID Global, the provider of trusted identities to the world's people, places and things.

We offer a competitive and comprehensive compensation package that includes medical, dental, vision, life insurance, 401k, flex spending and FTO to qualifying employees. Mercury is a casual working environment.

Summary:

The Quality-Process engineer position develops and implements the Quality Management System Standards ISO-9000 and cost-effective manufacturing processes and methodologies in accordance with product specifications and quality system standards.

Position is responsible for developing, implementing, maintaining the Quality Management System Standards ISO-9000; recommends the process improvements to production processes, apply process improvement methodologies, and coordinates launching of new or revised products.

Essential Duties and Responsibilities include the following:

- Develops, implements and maintains the Quality System Standards.
- Lead role on ISO qualification processes and maintain ISO certification.
- Plans, promotes, and organizes training activities related to quality management system requirements.
- Coordinates with production, manufacturing, suppliers, and customer service persons in assurance of production quality, efficiency and productivity.
- Manage CAPA, ECO, and corrective and preventive action system, conducted failure analysis and determined the corrective action.
- Provided QA/QC support for production, procurement, engineering, customer support departments.
- Perform process auditing, generate report of findings internally and externally with key suppliers.
- Develop SPC charts, metrics measurement and generate monthly reports.
- Drive continuous improvement and standardization efforts to improve yields and reduce costs.
- Provide technical support to engineers / operations during the design and set up of manufacturing processes. Assists in the development of layouts / floor plans, routings and work instructions. Test and troubleshoot equipment while documenting procedures with the goal of process improvement.
- Support may include prototype / production manufacturing coordination, equipment assembly and/or installation and rework as required.
- Performs research, design and development of manufacturing processes including production flow, assembly methods and production equipment.
- Manages New Product Introduction transitions from design to production coordinating manufacturing launch plans, establishing goals, training team members and evaluating results.

- Improves manufacturing processes and methods for cost-reduction, quality improvement and efficiency.
- Supports operations management goals in improving a system of production control, standard operating procedures, safety, quality control and training.
- Manage New Product Introduction transitions from design to production.
- Drive continuous improvement and standardization efforts to improve yields and reduce costs
- Coordinate local VA/VE and cost reduction efforts for all products and processes.
- Creates fabrication drawings for test fixtures.
- Responsible for approving and overseeing the design of manufacturing process, fixtures / tooling and test equipment.
- Other duties as assigned.

To perform this job successfully, this individual must serve as a technical leader, advising the team, generating new ideas, and implementing solutions. This individual may work with direct and indirect staff, subject matter experts across multiple functions and disciplines, and be accountability for results. This individual must demonstrate an understanding of key process and equipment issues and their relevance to the product or project. This individual must demonstrate a proficiency in project management and change management.

Demonstrate a proficiency in the following:

- Dependable, Team player, Self-Starter.
- Demonstrate safe work practices ensuring safety of personnel and operational safety of equipment including, but not limited to: lockout/tag out, safe handling of chemicals, emergency response procedures.
- Mechanical aptitude and ability are essential.
- Skilled in the use of hand and power tools.
- Value Analysis and Value Engineering of our products and processes.
- High-tech electronic manufacturing.
- Problem solving and analytical decision maker.
- Process driven approach.
- Change management process capability; predictive, planning and follow-through.
- Strong organizational skills with the ability to work on multiple priorities at once
- Work in a fast-paced environment.
- Excellent organizational, collaboration and interpersonal skills.
- Good reasoning ability to investigate and analyze information and draw conclusions.
- Excellent communication and interpersonal skills.
- Ability to work cross functionally and collaboratively to achieve desired business results.
- Understanding and proven work experience with quality and tools to ensure continuous improvement.
- Ability to work with minimal supervision.
- Excellent project management skills.
- Attention to detail, thoroughness, and being able to deal with complexity.
- Ability to multi-task, set priorities and meet deadlines effectively and efficiently.
- Good listening skills and must be able to diplomatically deal with difficult situations.
- Must have strong problem solving skills.
- Familiar with current IPC-A-610 class for electronic assemblies.

Education and/or Experience:

- Bachelor's Degree in Electrical, Mechanical, or Industrial Engineering.
- 3-5 years of related technical experience required.
- 3-5 years of Industrial and Manufacturing experience preferred.
- Experience working with Lean Manufacturing tools and methodologies.
- Experience with offshore contract manufacturer's preferred.
- Green Belt certification or experience in implementing/analyzing SPC controls is desired.

Language Skills:

- Ability to effectively communicate in the English language verbally and in writing.
- Ability to read and interpret technical journals, specifications, international technical standards, etc.
- Communicate technically about business operations and data analytics.

Computer Skills:

- Proficient in MS Office applications, such as Word, Excel, PowerPoint, etc.
- Familiar with current operating systems, such as Windows, etc.
- Knowledge of WebEx or other web-based video communications software beneficial.
- Computer assisted design (CAD) proficiency.
- Statistical Process Control software; Mini-Tab, winSPC.

Work Requirements:

- Support operations in the daily process of fulfilling production orders.
- Compliance to all relevant HID Global policies and procedures related to Quality, Security, Safety, Business Continuity, and Environmental systems.
- Travel and fieldwork including international travel, therefore employee must possess or acquire a passport.
- Must be legally eligible to work in the United States.

Physical Demands:

- The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- Employee works primarily in an office environment, in a ventilated area, and is exposed to moderate noise.
- Lift tools, machinery parts and other objects weighing up to 50 lbs.
- Endure intermittent bending, crouching, pushing, pulling, stooping and reaching.
- Standing for extended period of time, working from 8-10 hours.