

OPEN POSITION: Quality/Process Engineer

Company Information:

Masterduct (www.Masterduct.com) produces a wide variety of lightweight, flexible, abrasive resistant, heat tolerant, innovative technical hoses that provide solutions for a broad range of industrial applications.

Flexmaster U.S.A.® (www.FlexmasterUSA.com) manufactures insulated, acoustical, and non-insulated ducting and sheet metal accessories for the commercial HVAC market.

Masterduct is a subsidiary of **Masterflex S.E.** (<http://www.masterflex.de/en/>), which is a globally operating corporate group specializing in solving complex connection challenges. The group has over 25 years' worth of experience in the development, manufacturing and processing of high-tech spiral hoses.

Overview:

This position falls under the Masterduct business units, both Masterduct & Flexmaster U.S.A.®, located in Houston TX. This is a shared position between the two businesses and responsibilities are 50 / 50 for each unit.

Primary Responsibilities:

- Lead and help to manage the overall quality effort at the Masterduct and Flexmaster U.S.A.® locations in Houston.
- Drive continual improvement working with cross-functional teams on individual projects that support corporate quality and manufacturing metrics and goals.
- Support production with development and implementation of quality processes and appropriate controls, to support new equipment, process and product startups, ensuring suitable and adequate controls and standard work.
- Manage critical quality customer relationships and activities including: problem solving, corrective action, process improvement activities, new product quality support and key customer-based initiatives.
- Support the quality management systems to ensure the adequacy, effectiveness and leads team towards registration of ISO 9001-2015 certifications.

Success Measurements/Performance Expectations:

1. Lead customer issue resolution – root cause and corrective action, communication w/ customer
2. Drive continuous improvement programs across areas of responsibility
3. Quality Plan (Process and Inspection) development for new and existing processes

Other Responsibilities:

- Support internal and external audits.
- Participate in investigation of all incidents and drives corrective actions to completion. –Work on site action items from RCFA, Audits, etc.
- Develop, implement, and improve standard operating procedures in operations.
- Identify and implement opportunities to reduce costs.
- Team player that can effectively work within Masterduct's organization.
- Ability to be on call after hours, nights, and weekends as business needs dictate.



- Execute process tasks within budget and schedule.
- Participate in meetings with departments to establish and coordinate weekly activities.
- Complete routine process engineering reports, studies, and calculations.
- Coordinate design criteria and details with other departments.
- Perform other tasks as requested by Operations Manager.

Preferred Experience (what candidate has delivered/proven abilities):

- 2+ years' experience in Quality Management preferably gained in Engineering/Manufacturing or related Industry
- 1+ years of experience in technical (Quality, Product Development, etc.) face-to-face business relations with customers
- Certified Green Belt preferred
- Lean Manufacturing/Lean Office experience preferred
- Some experience with QMS development, management and registration (ISO 9001)
- Practical knowledge and use of GD&T preferred
- Utilization of metrology and/or statistical methods to determine (identify), diagnose and improve quality control systems
- A focused leader with strong interpersonal & communication skills at all levels
- Qualified (or able to achieve qualification) as a Quality Auditor
- Excellent Computer Literacy Skills. (i.e.:- Microsoft Word, Excel, Project, PowerPoint)
- Demonstrated capability to work with diverse teams and achieve results.
- Familiarity with regulatory requirements for operating plants, including Process Safety Management

Preferred Education/Certifications:

- A BS in Engineering or related field
- Green or Black Belt Lean Six Sigma

Compensation:

- Medical/dental coverage
- 401K plan with matching contributions
- Paid vacation

Email resumes to orlando@masterduct.com.