



Quality Engineer

FLSA Status: Exempt

Reports To: Director of Quality and CI

TRAVEL: < 20%

Positions Supervised: None

POSITION SUMMARY

The Quality Engineer is responsible for driving technical quality execution across Nicolet Plastics' Jackson and Mountain facilities. This position is based at the Jackson facility and will work primarily on Jackson projects and priorities, while also supporting Mountain projects that will require periodic travel to the Mountain facility. This role leads customer-facing quality topics for both current production products and new product launch / qualification activities. The Quality Engineer owns structured problem solving and corrective actions (8D), supports and advances ISO 9001 effectiveness through internal auditing and system improvements, and creates practical inspection methods that improve process control without over-reliance on advanced metrology equipment. This position also supports the quality team's document control responsibilities to ensure controlled documents are accurate, current, and effectively implemented.

ESSENTIAL FUNCTIONS

Reasonable Accommodations Statement

To perform this job successfully, an individual must be able to perform each essential function satisfactorily. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

Essential Functions Statement(s)

- Committed to the Mission, Vision, and Values of Nicolet Plastics, LLC.

APQP / PPAP & Launch Support

- Own creation, coordination, and submission of PPAP documentation for applicable programs (e.g., dimensional results, capability, MSA as required, control plans, etc.).
- Interpret PPAP outputs and ensure results translate into robust manufacturing controls and inspection methods.
- Support engineering change activities by assessing quality impact, updating applicable quality documentation (e.g., control plans, PFMEA, work instructions/inspection methods), and coordinating validation requirements with cross-functional teams and customers as applicable.
- Partner with engineering/manufacturing during new product introduction to ensure quality requirements are understood, achievable, and controlled.

Corrective Action, Customer Complaints, & Problem Solving (8D)

- Lead customer complaint investigations and 8D corrective actions end-to-end, including immediate response, containment planning, root cause analysis, corrective/preventive actions, verification, and effectiveness validation.
- Utilize data appropriately (DPPM, scrap, returns, trends) to support conclusions, confirm root cause, and prevent repeat escapes.
- Support systemic improvements that reduce customer complaint recurrence and stabilize production quality controls.

Customer Quality / Customer Interface

- Serve as a primary customer-facing quality contact for assigned programs, including production issues and new program qualification / launch support.
- Lead customer communications for quality concerns, including containment status, corrective action progress, PPAP readiness, and documentation alignment.
- Review and interpret customer quality requirements (including quality manuals), identify gaps, and coordinate implementation; propose practical alternatives when appropriate.

ISO 9001 System

- Take ownership of key elements of ISO 9001 execution and system effectiveness, in partnership with the QA Team Leader.
- Support and/or lead internal audits (planning, performing, reporting, and verifying corrective actions).
- Assist with external audit readiness and audit hosting; ensure findings are closed effectively and on time.

Practical Inspection Strategy & Gage/Fixture Concepts

- Develop creative and practical in-process inspection methods to support production (e.g., go/no-go gages, attribute checks, simplified fixturing, customer-aligned alternatives).
- Collaborate with the Metrology Engineer as needed for correlation, advanced methods, GR&R/capability strategy, or complex dimensional challenges.
- Drive improvements to inspection plans so they are effective, efficient, and sustainable for production and quality.

Document Control

- Support document control activities to ensure controlled documents are current, accurate, and properly released (e.g., procedures, work instructions, forms, templates).
- Ensure changes are reviewed/approved, revision history is maintained, and training/communication expectations are met for impacted teams.

Other Responsibilities

- Prepare and present quality reports and project updates to leadership and stakeholders.
- Support training/coaching on problem solving, customer requirements, PPAP fundamentals, and practical inspection methods as needed.
- As a salaried role, reliable and consistent attendance is required, working a minimum of 40 hours per week to successfully perform essential functions of this role.
- Perform other duties as assigned by the Director of Quality & CI.

POSITION QUALIFICATIONS

Competency Statement(s)

- Decision Making / Problem Solving: Uses structured problem solving to identify root cause, implement effective corrective actions, and drive timely closure, balancing speed, risk, and impact.
- Customer/Client Focus: Works directly with customers on quality topics (production and launch), communicates clearly and professionally, and builds confidence through technical credibility and responsiveness.
- Technical/Professional Knowledge and Skill: Applies quality engineering tools and methods (PPAP/APQP, inspection strategies, ISO requirements, etc.) to translate requirements into practical and effective manufacturing controls.
- Planning and Organizing / Managing Work: Manages multiple priorities across two facilities, organizes work for execution, and consistently meets commitments for corrective actions, PPAP deliverables, audits, and document updates.
- Follow-up: Ensures actions are completed, verified, and sustained, confirming effectiveness of corrective actions, audit responses, and control updates to prevent recurrence.

Skills and Abilities

Education:

- Bachelor's degree in Engineering, Quality, Manufacturing, or related technical field preferred.
- Associate degree with strong relevant experience will also be considered.

Experience:

- 3+ years in a Quality Engineering / Quality Assurance role in a manufacturing environment preferred.
- Demonstrated experience leading corrective actions using 8D (or comparable structured methodology).
- Demonstrated experience developing and executing PPAP documentation and understanding of results/implications.
- Experience working directly with customers on quality topics (issue resolution, launch support)
- Working knowledge of ISO 9001 (internal audits and QMS execution strongly preferred) or similar standard.
- Injection molding and plastics experience preferred.

Computer Skills: Proficient in Microsoft Office (specifically Excel) and comfort navigating multiple systems. ERP experience (IQMS preferred). Statistical tools (Minitab or similar) are a plus.

Certificates & Licenses: Certifications such as ASQ Certified Quality Engineer (CQE), ASQ Certified Quality Auditor (CQA), or similar is a plus.

Other Requirements: Excellent written and oral communication skills, strong foundation in math and blueprint reading principles, and proficiency in problem-solving and analytical skills. Must be able to speak, read, and write in English at a technical level. GD&T knowledge is a plus.

PHYSICAL DEMANDS

While performing the duties of this job, the team member is occasionally required to stand for long periods of time; walk, handle tools, or controls; communicate and listen (hear). The team member is occasionally required to climb or balance. The team member must occasionally lift and/or move parts, reports, files, office supplies, etc. weighing up to 40 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

PHYSICAL DEMANDS (Continued)

Stand	O (Occasionally)	Lift/Carry 10 lbs or less	F (Frequently)
Walk	O (Occasionally)	11-20 lbs	O (Occasionally)
Sit	C (Constantly)	21-40 lbs	O (Occasionally)
Handling / Fingering	C (Constantly)	41-100 lbs	N (Not Applicable)
Reach Outward	C (Constantly)	Over 100 lbs	N (Not Applicable)
Reach Above Shoulder	O (Occasionally)	Push/Pull	
Climb	O (Occasionally)	12 lbs or less	O (Occasionally)
Crawl	O (Occasionally)	13-25 lbs	O (Occasionally)
Squat or kneel	O (Occasionally)	26-40 lbs	O (Occasionally)
Bend	F (Frequently)	41-100 lbs	N (Not Applicable)

N (Not Applicable) Activity is not applicable to this occupation.

O (Occasionally) Occupation requires this activity up to 33% of the time (0 - 2.5+ hrs/day)

F (Frequently) Occupation requires this activity from 33% - 66% of the time (2.5 - 5.5+ hrs/day)

C (Constantly) Occupation requires this activity more than 66% of the time (5.5+ hrs/day)

Work is performed in a manufacturing environment; moderate to high levels of dirt, noise, vibrations, equipment movement hazards, fumes, chemicals/solvents, and electrical hazards. Frequently work in an office environment with use of computers and other standard office equipment. Personal Protective Equipment (PPE) such as safety glasses, safety shoes, hearing protection, etc. is to be worn as applicable.

By signing below, I acknowledge that I am generally competent to perform the above essential job duties as a Quality Engineer.

Team Member Acknowledgement

Date

By signing below, I acknowledge the Team Member is generally competent to perform the above essential job duties as a Quality Engineer.

Coaching Resource Acknowledgement

Date