

# Quality Representative

**Location:** Brantford, ON  
**Terms:** Full time  
Flexible schedule, 80 hours/bi-weekly.

## About Mott Manufacturing

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Mott has furnished laboratories for almost 60 years, providing quality products through customizable manufacturing and a commitment to service. Serving the world's leading organizations, for the industrial, pharmaceutical, education, health care and government markets.

## About the Role

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Under the direction of the Coating Leader, the Coater will prepare and apply powder paint to steel products such as laboratory furniture and fume hood parts. If you want to learn new skills or work with high performing teams, Mott has a spot for you.

## Benefits Of Working At Mott

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- Competitive compensation package
- Benefit package, including health care, dental, vision, life insurance, short term disability, out of country medical
- Annual profit sharing
- Group Pension and RRSP (after 6 months of employment)
- Hiring Bonus

## Responsibilities

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- Define, implement and maintain the Quality Management System (QMS) companywide including updating and maintaining the electronic system to latest ISO standard. This system should be consistent with manufacturing and production standards to include internal auditing of all processes
- Manage Mott internal Intranet Quality Page
- Maintain a companywide quality management system consistent with manufacturing and production standards to include internal auditing of all processes, especially those that affect the quality of the organization's product
- Provide instruction, development, and training to ensure compliance with the company's manufacturing and production quality process
- Co-ordinate and analyze plant floor audits/information to communicate internally, this includes quality data such as scrap, sorting, and rework costs

- Ensure inspection system (examination) of incoming materials, ensuring that they are adequate to meet requirements
- Prepare and present quality updates at Quarterly Employee Meetings
- Develop, track, and report monthly quality metrics to the management team
- Manage the Internal Audit process
- Conduct internal process & product audits to confirm compliance to QMS
- Develop and maintain quality inspection process and documentation and ensure that inspection practices are compliant with specified requirements
- Maintain NCR system, analyze defects and with the team implement corrective and preventive actions
- Manage the scheduling and hosting of external audits
- Oversee and participate in yearly external audits as Mott's primary representative
- Ensure accurate and timely inspection/calibration of monitoring and measuring devices
- Assist in outsourcing department duties including visiting and approving, quoting, drawing release, Logistics Coordination, and product inspection
- Assist in arranging of non-conforming product resolution for both internal and external including the active management of having replacement parts produced and shipped
- Investigate and resolve Customer concerns
- Build trusting relationships with Customers
- Track and analyze quality concerns
- Assist in storing and controlling of Customer Supplied Product
- Attend and assist in Prototype and Mockup review meetings
- Coordinate onsite warranty work performed by Mott employees including scheduling of work, accommodations and preparation of cross-border paperwork when required
- Participate in continuous improvement process and strive for excellence by enhancing the existing framework for improved customer satisfaction
- Communicate with both internal and external personnel including: Employees, Managers, External Auditors, Suppliers, & Customers
- Perform other duties as required

## Skills & Experience

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- Degree or Diploma in Quality Assurance or Engineering
- Minimum of 2 years of experience in an ISO-9001:2015 – QMS manufacturing environment
- Experience in electronic document control and writing documents
- Ability to represent the company professionally with customers in situations where collaborating on solutions to errors, defects, quality or delivery concerns
- Ability to identify and gather information and use statistical techniques for process improvement
- Ability to read blueprints and data sheets
- Intermediate computer skills, including Microsoft Office and spread sheets
- Attention to detail is critical
- Strong organizational skills
- Strong problem solving skills
- Quality oriented
- Intermediate verbal & written communication skills
- Ability to work independently and in a team environment
- Strong presentation skills
- Physically fit for lifting up to 35 lbs.

## Contact Us To Apply

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The above are not intended to be an all-inclusive list of the duties, responsibilities and requirements of the job described. Rather, they are intended to describe the general nature of the job.

Mott is committed to providing accommodations to those individuals with disabilities throughout the recruitment process. Upon request, we will work together to meet any of your accommodation needs.

Mott Manufacturing is an equal opportunity employer, offering a great work environment, challenging career opportunities, and competitive compensation. Please email your resume to [JoinTheTeam@mott.ca](mailto:JoinTheTeam@mott.ca), or drop off in person to 452 Hardy Road, Brantford Ontario.