

Quality Supervisor US Operations

Location: Falcon Rd. Rockford, IL

Department: Quality

Reporting To: Greg Umhoefer

Hours: Monday through Friday, 7:30am – 4:00pm

JOB DESCRIPTION:

The Quality Supervisor ensures products meet the company standards by ensuring process standards are kept, leading the inspection teams and implementing improvements to the business management system. Key responsibilities include analyzing data, conducting audits, investigating defects and driving continuous improvement (e.g. Lean/Six Sigma) to improve product quality, reduce waste and ensure customer satisfaction. This position is suited for a highly motivated individual who demonstrates strong collaboration skills and effectively partners with cross-functional teams to address and resolve quality-related challenges.

ESSENTIAL FUNCTIONS:

- Team leadership and management: supervise, train and mentor quality assurance staff, including evaluating performance
- Quality system oversight: support the Bergstrom Management System (BMS) processes and ensure compliance with customer and Bergstrom expectations
- Inspection and testing: oversee routine inspections, product sampling and measurement protocols to ensure the products conform to the specifications
- Continuous improvement and audits: conduct in-house audits, identify root causes of defects and implement corrective and preventive actions (CAPA)
- Documentation and reporting: review and approve quality documentation and prepare quality reports for senior management
- Interdepartmental coordination: collaborate with production, purchasing and engineering departments to resolve quality issues
- Customer satisfaction: investigate customer complaints, implement containment and monitor feedback to resolve quality issues

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

- Statistical Techniques
 - General concepts (sampling, distributions, etc.)
- AIGA core tools (APQP, MSA, PPAP, SOC, FMEA)
- Engineering drawing interpretation (practical application, GD&T)
- Inspection concepts, techniques and processes (use of tools and equipment)
- Quality Audits
 - Audit types
 - Audit components
 - Tools and techniques
- Preventive and Corrective Action
 - Corrective action (8D, A3, etc.)
 - Root cause identification tools (fishbone diagram, 5 why, etc.)

- Knowledge of basic computer skills for data entry and to operate testing equipment
- Ability to read and comprehend work instructions utilized to assemble HVAC units
- Ability to properly complete/audit assembly related documentation including First Piece Inspection Form, deviations, quality alerts and red tag process
- Ability to effectively communicate with all levels of the organization

EDUCATION AND/OR EXPERIENCE:

- Bachelor's degree in Engineering, Industrial Technology or Quality Assurance or a related field or a minimum of 5 years of experience or any equivalent combination of training and experience.
- In addition, this role requires strong analytical skills and experience with
 - PC and peripherals
 - JDE or other MRP systems
 - Inspection

PAY AND BENEFITS:

- The budgeted range for this role is \$2,115.39 USD to \$2,884.62 USD per biweekly pay period. The range provided is a good faith estimate representative of the desired level of experience for the position. Bergstrom Inc. considers several factors when extending an offer, including but not limited to, the role, function and associated responsibilities, a candidate's work experience, education/training, and key skills.
- Hired applicants may be eligible for benefits, including but not limited to Bergstrom's discretionary incentive, medical, dental, vision, life insurance, short-term disability, long-term disability, 401(k) match, flexible spending accounts, employee assistance program, tuition reimbursement, paid time off and holidays.

TO APPLY:

If you would like to be considered and meet all the position requirements, please [email](#) your resume and cover letter to Andrew Hall in Human Resources.

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