

# Kubota Engine America

**JOB TITLE:** Quality Specialist  
**DEPARTMENT:** Service Engineering  
**REPORTS TO:** Quality Supervisor  
**FLSA STATUS:** Exempt

## Job Description Summary

The Quality Specialist is responsible for maintaining the quality management system (QMS) as per ISO-9001-2015. This includes but is not limited to document creation and control, tool calibration, internal audits, corrective actions, and continual improvements. The Quality Specialist is also responsible for vendor recovery from suppliers along with identifying any trends related to warranty failures.

## Duties and Responsibilities

- Maintain measurement tool calibration schedule and compliance with all departments, including 3<sup>rd</sup> party vendors.
- Perform in-house tool calibration as requested.
- Drive continuous improvement in the QMS System (SharePoint).
- Maintain ISO documents per ISO standards.
- Develop operation procedures, work instructions and forms as needed to support the QMS.
- Perform internal quality audits.
- Strive to discover innovative ideas that will result in incremental or dramatic product/process improvement, commitment to continual department improvement.
- Support, track, and report Department level corrective action activity.
- Support cross-functional improvements in QMS.
- Responsible for QMS reporting.
- Responsible for vendor recovery
- Responsible for credit memo processing
- Maintain dealer quality records in warranty system.
- Responsible for creating service department KPI updates and reports, reporting distributor service KPI's.
- Responsible for warranty trend analysis, and data mining as requested.
- Other assignments as needed and requested.
- Follow safety guidelines and department and corporate policies and procedures.

## Authority

N/A

## Job Knowledge, Skills, and Abilities

- Working knowledge of industry standard measurement and failure analysis tools such as Six Sigma, Fishbone, 5-why, and lean principles.
- ISO 9001 experience
- SAP S4 Hana experience a plus
- BI Tool experience such as Tableau or Power BI a plus
- Ability to perform detailed statistical analysis on data collected from all sources reference under responsibilities.
- Strong problem solving and analytical and discernment skills in various technical environments.
- Ability to produce work subject to precise measures of quality and quantity.
- Ability to work independently with minimal supervision; be reliable and punctual.
- Ability to multi-task, establish priorities and meet deadlines, maintain a flexible attitude, and approach towards assignments, and maintain level of organization in a changing and fast paced environment.
- Strong command of the English language, both written and verbal, Spanish speaking a plus.
- Ability to comprehend a variety of instructions, both oral and written
- Ability to communicate in a professional manner with all levels of an organization.
- Ability to communicate complex technical concepts to technical and non-technical audiences.
- Ability to be tactful and diplomatic in challenging situations; handle conflicts with difficult people in a professional manner.
- Formulate relationships of trust with customers
- Ability to maintain a high level of confidentiality.
- Excellent written and oral presentation and communication skills
- Expert knowledge of word processing and presentation applications; advanced knowledge of excel.

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## Education and Training

- 3 years of relevant experience, bachelor's degree a plus
- 1-3 years ISO 9001 experience is required.
- Green Belt Certification required.
- Black Belt Certification required, or able to obtain within the first year.
- Certified Internal Auditor Certificate required, or able to obtain within one year.

## Physical Demands

- Sitting for long periods of time with some walking, stooping, bending, and reaching
- Frequent pushing and pulling of objects.
- Dexterity to make fast, simple, repeated movements of the fingers, hands, and wrists.
- Movement by holding, turning, and grasping objects.
- Reaching by extending hands in any direction
- Feeling temperature, shape, or texture by means of senses in skin.
- Ability to drive a car and travel by air.
- Regular lifting and/or moving up to 50 pounds.
- Ability to hear normal conversations on phone or in person.
- Ability to see more than 20 feet.
- Ability to see color and see/read computer screen.

## Work Environment

- Work is performed in both an office environment and manufacturing environment. The noise level is moderate.
- Exposure to engine testing labs. Noise level ranges from moderate to very loud
- Limited exposure to temperature variations when shipping doors are open.
- Limited exposure to vibration and gases, and proximity to moving mechanical parts.
- Handling of potentially dangerous chemicals or other substances, dangerous equipment, and tools
- While traveling, will experience noise and comfort levels common to automobiles and airplanes.
- Limited Domestic Travel up to 15%.

## Tools and Equipment

- Computer and other general office equipment
- Eye and protection required while working in manufacturing environments.
- Steel toed shoes are required in specific posted work areas.

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The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Employee: \_\_\_\_\_

Date: \_\_\_\_\_

Supervisor/  
Manager: \_\_\_\_\_

Date: \_\_\_\_\_