

JOB DESCRIPTION

Job Title:	Liaison	Dept:	Quality
FLSA:	Non Exempt Eligible	Issue Date:	02/22/02
		Revision Date:	11/10/09

Note: Direct reporting structure is based on division organization charts.

Key Areas of Responsibility (Answerable for the following end results)

1. Coordinate, organize and expedite sort activities at customer location to ensure timely response to quality concerns. Communicate break point information back to Operating Division, as required.
2. Coordinate and expedite replacement parts to customer production areas in a timely manner.
3. Investigate quality and delivery concerns at the customer location. Communicate and coordinate with Operating Division containment activities required.
4. Perform proactive reviews of incoming material at customer location.
5. Communicate quality issues between operating shifts.
 - Document all activities as required.
 - Adhere to all company guidelines for Emergency Evacuation to ensure employee safety.
 - Any additional responsibility deemed necessary by management.

Limits of Authority

- Advise Department Manager of those situations that may pose a significant risk to the program, product assurance, facilities and employee safety or customer satisfaction results.
- Initiate actions to prevent the occurrence of any nonconformance relating to product, process & systems.
- Identify and record any problems relating to the product, process or system
- Initiate, recommend or provide solutions through appropriate channels and verify implementation.
- Control further processing and delivery of nonconforming product until the deficiency is corrected.

Basic Education, Experience and Training Requirements

- High school diploma or equivalent combination of education and experience
- Assembly plant experience an asset
- Excellent written, mathematical, and analytical skills
- Possess color and / or appearance testing approval for product inspection.
- Able to maintain confidentiality on products, services and processes.

Internal Training Requirements

- Quality Mission Statement (QMIS)
- Environmental Mission Statement (EMIS)
- Evacuation Route (EMER)
- Orientation (ORIE)
- [Vision and Culture](#)
- Significant Aspects Overview (ASPC)
- Process 3.0 – Nonconformance Management (PR03)
- Color Testing

Health, Safety and Physical Demand Requirements

- Normal amount of sitting and standing, average mobility to move around an office and plant environment, able to conduct normal amount of work on a computer.
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Risks Associated with Job Function

- None

The above points have been explained sufficiently.

Employee's Name (Please Print)

Date

GM APPROVAL: _____
INITIALS



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Employee's Signature

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