



GSHA, Inc.

Full Quality Service

Position Title: Site Quality Liaison

Job Responsibilities: Management of onsite quality inspection within customer facility

Key Duties:

- Knowledgeable on safety protocols required at [plant] and at the respective assembly plant.
- Conduct daily floor walks at Customer site to ensure the Quality of [plant] products are maintained and to assist the plants in addressing issues related to [The plant] products.
- Notify [Plant] of emerging problem.
- Interact daily with customer site area(s) such as receiving dock, repair bay, point of usage of [plant] parts and establishing good rapport with site personnel, including operators, repair personnel, etc.
- Attend customer site quality meeting, as needed, on behalf of the [plant]. The Liaison is required to communicate all such meeting request to the [plant] to determine if the [plant] Quality staff will need to attend.
- Visit the home [plant] at least once per year to build relationships and maintain an understanding of the [Plant] manufacturing processes.
- Reporting and returning suspect parts/material to the [Plant] for analysis and documenting investigation including photo of the concern.
- Assist the [plant] (when directed) with any follow up on unresolved issues at the assembly plant and with the customer.
- Conduct initial investigation on any issue or concern that the customer raises by collecting all pertinent information on the issue or concern and informing the [Plant] promptly so that a formal investigation can be initiated, if warranted.
- Responsible for submitting an end of shift report each day immediately (at the end of the shift).

Required Qualifications:

High School Diploma or GED equivalent
Able to stand long hours on manufacturing plant floor
Work independently
Read and follow acceptance standards (instructions)
Capable of conducting graphical analysis report
Good Communicator
Willing to travel from site to site – as needed.