Quality Control Specialist Job Description

- Inspects the quality of a product, process, or service
- Investigates and resolves complaints of poor quality or defective products
- Collects data for study of performance capabilities and recommends improvements to the organization's processes, equipment and procedures. Determines the cause of unacceptable results and recommends corrective action as appropriate
- Represents the quality function in association with design, development, manufacture and inspection activities involving quality systems, specifications, standards and compliance issues and processes in activities that contribute to product certification requirements
- Tests products, equipment and processes. Analyzes testing results and takes corrective action, as needed
- Documents findings and recommends solutions related to product quality issues
- Reviews customer complaints to ensure that they are addressed in an appropriate manner within established timeframes. Performs inspections of incoming supplies at the factory or vendor to ensure that contracted standards are met
- Manages the development and implementation of quality policies and procedures within a department to ensure consistent application of the quality system throughout the organization
- Recommends and administers corrective action in response to non-conformance (quality issues)
- Prepares monthly, weekly, or daily reports on production metrics and presents status updates at meetings as necessary.