



Quality Assurance Technician

Employment Type	Full-Time
Job Location	North York
Workplace Type	On-Site
Reference	ALWD – QAT0626

Company Description

Global Furniture Group is leading the office furniture manufacturer industry. Dedicated to designing and delivering high-quality furniture solutions for workplaces across North America. Global values a collaborative culture values, teamwork, integrity and continuous improvement, offering employees opportunities for growth in a dynamic and supportive workplace.

Role and Responsibilities

As the Quality Assurance Technician, you will be responsible for reports to the Manager-QA & EHS. You will also have responsibilities for developing and maintaining quality control procedures, conducting tests and inspections, preparing and maintaining documentation, investigating quality issues, collaborating with various departments, and assisting with health and safety studies and inspections.

- Perform daily/monthly quality inspections and document results.
- Analyze and resolve all internal quality issues in laminate, frames, assembly, and paint/stain areas.
- Record and review customer complaints (U.S. & Canada). Discuss, analyze, and resolve issues with Global sales team and document as per ISO standard. Escalate to Allwood / Global Engineering departments with corrective action recommendations as required.
- Complete root cause analysis of complaints & coordinate with concerned department(s) through emails/ECR/ECN in BOM's, cutlists, drawings, CNC programs.
- Develop and implement quality control procedures to help minimize defects and reduce rework.
- Compare samples & first offs of subcontractors with drawings and test for fit & function.
- Communicating all NCRs to respective suppliers and Allwood purchasing/finance teams
- Checking all replacement & special quote orders, first offs, GAF and showroom orders ensuring accuracy prior to shipping.
- Coordinate with Purchasing to complete PPAP (Production Part Approval Process) as requested
- Identify and resolve any discrepancies found in raw materials from suppliers.
- Identify & document corrective actions & regularly follow up until issue is closed.
- Coordinate return of NCRs to Allwood for disposal or reuse.
- Visit local Global customers to resolve quality/installation concerns.
- Address internal hardware/material problems with lead hand/supervisors.
- Coordinate with purchasing to integrate the best raw materials and supplies.
- Maintain weight list of raw product requests.
- Match any new stain sample received. Complete, document & follow up until signed sample is

approved.

- Assist in preparation and completion of all documentation required for ISO 9001:2015, SOPs, and Bifma e level Certification
- Coordinate with Global test lab to calibrate all measuring instruments annually as per ISO standard manual.
- Support continuous improvement projects.
- Assist in the completion of Internal ISO Auditing as per Allwood's internal auditing schedule.
- Assist in the completion of monthly JHSC workplace inspections; maintain First Aid supplies

Qualifications and Core Competencies

- Ability to communicate effectively both orally and written.
- Well-developed interpersonal and analytical skills.
- Secondary school complete, plus post-secondary program in Q.A. or an Engineering program required.
- Minimum two years in office furniture manufacturing.
- Minimum of two years Quality Control experience.
- Working knowledge of the ISO 9001 Quality Standard.
- Ability to use e-mail, internet, Word, Excel, Windows.

How to Apply

To apply for this position, please send your resume by email to:

HRCanada@globalfurnituregroup.com quoting reference code: **ALWD – QAT0626**

We thank all candidates for their interest, however, only those selected for an interview will be contacted. Valuing diversity, equity and inclusion in the workplace and supporting the principles of Canada's Employment Equity Act. Global Furniture Group values employment equity and is an equal opportunity employer. We will accommodate the needs of applicants with disabilities during the recruitment process. Those requiring accommodation should advise Human Resources and Global will provide suitable accommodation in a manner that considers the applicant's accessibility needs due to disability. Global Furniture Group offers a competitive salary, benefits package and opportunities for professional growth and development. If you're ready to join a team that is committed to delivering the best products and services to our customers, please apply now.