



<b>Job Title:</b>	Quality Assurance Specialist
<b>Location:</b>	Belpre, OH
<b>Employment Status:</b>	Full Time
<b>Reports To:</b>	Quality Manager
<b>Travel (%):</b>	< 10 %

<p><b><u>Major Roles &amp; Responsibilities</u></b></p>	<p>Kraton Corporation is looking to hire a new member of our Quality Assurance team. The Quality Assurance Specialist will support the Quality Management team to identify, execute, track, monitor, and report on quality assurance activities and metrics. The Quality Assurance Specialist is a key position in Quality that supports the Quality Department as the Belpre Lead Auditor. This position also coordinates the Quality System Management Review and manages the Internal Quality Non-Conformance System (QIR).</p> <p><b><u>Major Roles &amp; Responsibilities:</u></b></p> <ul style="list-style-type: none"> <li>• Analyze quality data utilizing statistical tools to identify trends, issues and opportunities.</li> <li>• Provide support to the organization in analysis of and understanding of quality data.</li> <li>• Develop systems to automate metric reporting, making them available for stakeholders to use in an efficient way.</li> <li>• Coordinate voice of the customer data and customer-support activities.</li> <li>• Become the subject matter expert and technically support quality systems and improvement teams.</li> <li>• Lead improvement projects for Quality Assurance systems and processes.</li> <li>• ISO 9001 and GMP Focal Point</li> <li>• Coordination and Preparation of Quality System Management Review</li> <li>• Belpre Lead Auditor. Including but not limited to ISO, RC, 5S, GMP.</li> <li>• Management of Internal Quality non-conformance System (QIR)</li> <li>• Coordinate and lead all external quality audits</li> <li>• Customer Complaint Response Coordinator</li> <li>• Quality reporting internal and external to Belpre</li> <li>• Support Kraton Global Quality Metrics and reporting</li> <li>• Coordinator for Belpre Pest Control Program</li> </ul> <p><b><u>Drive analysis and use of data:</u></b></p> <ul style="list-style-type: none"> <li>• Provide in depth analysis of quality data to support evaluation of trends and develop proactive metrics for improved performance.</li> <li>• Become Quality BI super user; develop and update quality reports to provide information in an automatic and efficient manner.</li> <li>• Support monthly quality metric reporting at all levels.</li> <li>• Provide support to the organization in the analysis and understanding of quality data.</li> <li>• Be an expert resource but also a coach and trainer to develop better data usage capability within the organization.</li> </ul> <p><b><u>Quality Systems (Business Process and SAP):</u></b></p> <ul style="list-style-type: none"> <li>• Develop an in depth understanding of global quality processes and support users and change activities as related to SAP QM.</li> <li>• Assume Quality BPL role and master data coordination.</li> </ul> <p><b><u>Customer Focus:</u></b></p> <ul style="list-style-type: none"> <li>• Coordinate data aspects related to the voice of the customer and responses to external customer inquiries including audits, surveys, quality contracts, specifications, and data requests (SQC or capability).</li> <li>• Work with the commercial organization to enhance the gathering of VoC information, where we currently have gaps, or wish for deeper understanding.</li> </ul> <p><b><u>Quality Systems and Continuous Improvement:</u></b></p> <ul style="list-style-type: none"> <li>• Participate in activities to evaluate effectiveness and improve our quality and reporting systems such as CRM, MOC, AZDoC, BI, and ISO 9001. Lead some efforts and projects.</li> </ul> <p><i>The statements above are intended to describe the general nature and level of work performed by employees assigned to this classification. Statements are not intended to be construed as an exhaustive list of all duties, responsibilities and skills required for this position.</i></p> <p><i>Kraton's internal talent acquisition team manages our recruiting efforts and from time to time works with pre-selected/pre-approved external staffing agencies. We do NOT accept unsolicited resumes or candidate referrals from recruiters and/or agencies who are not pre-selected/pre-approved.</i></p>
<p><b><u>Skills and Experience</u></b></p>	<p><i>Required</i></p> <ul style="list-style-type: none"> <li>• Bachelor's degree preferred or five years equivalent quality system experience.</li> <li>• Microsoft Office proficiency to at least the intermediate level.</li> <li>• Willingness and interest to improve to the advanced level.</li> <li>• Knowledge of ISO 9001 standard, GMP, and RC. Audit experience preferred.</li> <li>• SAP experience preferred.</li> <li>• Ability to drive change and lead improvements.</li> <li>• Ability to influence others.</li> </ul>



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|                            | <ul style="list-style-type: none"><li>• Excellent communication and troubleshooting skills.</li><li>• Able to work with all levels of the organization.</li></ul> |
| <b><u>How to Apply</u></b> | Submit your resume to <a href="mailto:jobs@kraton.com">jobs@kraton.com</a>                                                                                        |