

CWD designs, markets & sells the highest performing consumer electronics that are smart, simple, and stylish. From high fidelity turntables to wireless video connectivity systems, we create innovative products that empower people. Our success is measured in our customer satisfaction ratings and dedicated following. We have been in business since 1961 and our creations can be found in millions of homes. Together in teams, as a company, as a community, we are committed to Creating What's Different!

We are looking for a detail-oriented **Product Quality Specialist** to ensure our products meet high-quality standards. This role, based in a non-manufacturing environment, focuses on quality assurance, product testing, and vendor management. Reporting to the Research & Development Manager at our Niagara Falls location, you will work closely with R&D, Warehouse, Customer Experience, and Returns teams to resolve quality issues and drive improvements. Your contributions will be crucial in enhancing product quality and reducing return rates, significantly impacting customer satisfaction and company ROI.

If you are someone that likes a challenge and are continuously striving for excellence, then this is the perfect opportunity for you!

What We Offer:

- Full comprehensive benefits (dental, medical and eye) 80/20 split-family coverage
- Annual professional development fund
- RRSP Match
- Fitness incentives
- Team events
- 50% off on CWD brands
- Relocation expense

Key Responsibilities:

New Product Development

- Assist with product specifications for the R&D team
- Increase product performance based on technological research and analysis
- Test, evaluate and provide technical feedback on new product prototypes
- Provide quality standard requirements for each product in development
- Reduce product development time by providing real-time feedback and analysis
- Provide recommendations of quality gaps/improvements within Stage-Gate process
- Research and communicate industry product and safety requirements

- Create and present new product ideas to increase company ROI
- Research and gather data from vendors, ensuring that all information and specifications are correct
- Technology research
- Coordinate and file product certifications

Current Product Improvement

- Drive technical changes and continuous improvements through product analysis and engineer change improvements by conducting root cause analysis and implementing solutions
- Communicate with vendors to improve product quality and reduce defect rates
- Work with Customer Experience and Returns to identify product improvements
- Direct resolution to quality problems
- Supply corrective action to vendors
- Research and gather data from vendors, ensuring that all information and specifications are correct
- Quality assurance testing golden samples
- Coordinate production inspection with inspection company
- Arrange for the return of defective items to partners for root cause analysis
- Create, present, and provide recommendations on return/defect rates reports, product improvements, customer experience call drivers and other related documentation

Other

- Undertake related duties as assigned to achieve the objectives and company goals

Qualifications:

- College diploma or university degree in Quality Management Systems or a related field
- 5 years as a Quality Specialist working with consumer electronics
- Vendor management experience
- Experience with Quality Management Systems, inspection skills, and data analytics
- Proficiency in product testing, PCBA design, hardware and firmware design, and root cause troubleshooting
- Project management skills
- Proficiency in Excel, PowerPoint, and Power BI

- Excellent organization and time management skills
- Analytical and highly motivated self-starter
- Detail oriented problem solver
- Strong communication and interpersonal skills

This is a full-time permanent role working 40 hours a week on-site. Our hours of operation are 8:15am to 5:00pm Monday to Friday.