



Product Quality Engineer North York, ON

Who We Are:

For over 20 years, we've been creating truly groundbreaking consumer electronics, one of which is the Oma Sense(tm) wearable baby monitor with our patented WakeUp(tm) algorithms that has a 4.4 star rating and saved babies' lives. Our Defender DIY video security solutions and Levana baby monitors have led to peace of mind for millions of people in over 100 countries. We design and engineer our consumer tech products right here in Canada and work within our global supply chain to sell through retailers like BestBuy, Walmart, and Home Depot. As a team of entrepreneurial engineers and designers, we are driven to explore and create the best solutions possible that go beyond "good enough" to empower everyone in the world.

How You'll Make an Impact:

As our Product Quality Engineer (PQE), your role is to ensure strict standards are implemented and thorough tests are completed on aspects such as reliability, mechanical, firmware and electronics and assembly in our product development and manufacturing processes. Post-launch, the QA Engineer will then lead the analysis process and identify potential product improvements. This role operates in house out of our North York office.

Quality Assurance during Product Development

- Lead the development of strict quality assurance specifications for projects pre-development for reliability, cosmetic, mechanical, firmware and electronics.
- Product Development: Participate in the optimization and design for new and existing products, including electronic design and layout, DFM and new product PRD.
- Lead in detailed plan and execution of all components/product in-house, internal testing and quality assurance in EVT/DVT/PVT/MP stage.
- Perform function and reliability test of all EVT/DVT/PVT/MP units/samples
- Lead in FMEA, MSC and SPC during the product development stage.

Quality Assurance during Mass Production

- Work with on-site SQE to ensure all IQC and QA standards are implemented in factory for every batch of production
- Thoroughly test golden samples and perform 2pcs check of from each mass production.
- Ensure 0% defective rate during entire product Lifecycle on non-negotiable safety-related core components (power adaptor, charger and battery pack) by implementing the most strict industrial standard, including UL2054, IEC/EN62133, IEEE1725, UL60950, etc.

Product Management and Improvement

- Gathering review results and competitors' product information to analyze/propose product improvement plan.



- Implementing product improvement plan with other team members, lead improvement project and communicate internally and externally to ensure the timeline.
- Lead on the improvement of marketing materials, including website and video resources, QSG, product manual and packaging materials.
- Lead product entire life cycle plan

Vendor Management

- Assist with ensuring the vendor meet all deliverables.
- Assist with the validation of manufacturing facilities and competencies.
- Develop effective relationships and information flow with technology (hardware and software) developers.
- Review, negotiate and manage project agreements.
- Assist vendor onboarding and continuous partner relations.

Continuous Product Quality Improvement

- Customer Support Ticket Analysis: review, analyze, interview customers, problem solve, report recommendations for improvement or recover units from the field and returns to tear down and study.
- Root Cause Analysis and FMEA on Defective Units from the Field: Recover, tear down, analyze, problem solve, report action items for improvement, follow through to ensure action items are executed on.

Certifications, Documentation and Lab Testing

- Plan, coordinate and follow up with 3rd party testing/certification lab for product certification and registration, including but not limited to, UL/CSA/FCC/DOE/UN38.3.
- Lead in-house testing laboratory/process setup, prepare test jigs/equipment and perform in-house testing on all components/product.
- Reviewed all testing reports/sample reports/TFA reports/FRI reports/certifications documents.
- Developed and improved documentation system for quality assurance teams.
- Mentoring junior members in the quality assurance team.
- Any other work assigned by Management.

Must be able to travel internationally to Asia and within North America approximately once per year.

Your Experience and Qualifications:

- Fluent in Mandarin
- Degree in Quality Assurance, Electronics, computer engineering, electrical engineering, mechatronics or other Knowledge of quality assurance standards and process in the consumer electronics industry
- Must have 3+ years of Product Engineering, Hardware engineering, QAE or System Test experience in Consumer Electronics.
- Knowledge of quality assurance standards and processes in the consumer electronics industry



- Knowledge and experience in the video security industry, camera hardware, imaging system, battery-operated devices are considered as an asset.
- Knowledge and experience in product management from idealization to launch are considered as an asset.
- Deep understanding of ISO 9001, FMEA, MSA and SPC.
- Deep understanding of certifications standards, including UL/ETL/CSA/DOE/FCC/IC/ un38.3.
- Deep understanding of product safety standards and common cause of safety issues.
- Understand 8D and 6 Sigma models.
- Understand of Stage/Gate product development model.
- Ability to think analytically, reduce data sets, problem-solve, and innovate.
- Ability to solve difficult problems with innovative and maintainable solutions.
- Previous experience as a QAE in a manufacturing setting is considered as an asset.
- Excellent written and verbal skills in English.