



Quality Assurance Engineer North York, ON

Who We Are:

For 20 years, we've been leaders in the baby safety (Levana) and DIY security (Defender) space, creating ground-breaking consumer electronics including our Oma Sense(tm) wearable baby monitor with our patented WakeUp(tm) algorithms. We design and engineer our consumer tech products right here in Canada and work within our global supply chain to sell through our brand websites, Amazon, and our retail partners such as Walmart, Costco 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:

We are looking for a driven Quality Assurance (QA) Engineer to lead our pursuit in making products with a 0% defect rate. Reporting to the Engineering Manager, the QA Engineer will ensure strict standards are implemented and thorough tests are completed on aspects such as reliability, mechanical, firmware and the 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.
- Lead in detailed plan and execution of all components/product in-house and Beta trial testing in EVT/DVT/PVT/Pilot Run stage.
- Lead in FMEA, MSC and SPC during 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
- Lead in Golden Sample testing and validation, 2pc check to ensure 0% defect off the assembly line and less than 0.5% after sales
- Implement 8D methods, report quality issues and risks and propose/execute improvement plan during manufacturing process.
- 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.

Continuous Product Quality Improvement

- Customer Online Review Analysis: review, analyse, problem solve, report recommendations for improvement or recover units from the field and returns to tear down and study.
- Customer Support Ticket Analysis: review, analyse, 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 and documented all testing reports/sample reports/TFA reports/FRI reports/certifications documents
- Developed and improved documentation system for quality assurance teams.
- Any other work assigned by Management.
- Must be able to travel internationally to Asia and within North America approximately two (2) times a year, and domestically as required.

Your Experience and Qualifications:

- Fluent in Mandarin
- Diploma or degree in Quality Assurance, Electronics, Computer Engineering, Electrical Engineering, Mechatronics or other
- 3+ years of QAE or System Test experience in Consumer Electronics
- Knowledge of quality assurance standard and process in consumer electronics industry
- 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 standard and common cause of safety issues
- Awareness of the 8D and 6 Sigma model
- Awareness of the of Stage/Gate product development model.
- Proven ability to think analytically, reduce data sets, problem-solve, and innovate
- Demonstrated ability to solve difficult problems with innovative and maintainable solutions
- Previous experience as a QAE in manufacturing setting is considered as an asset
- Excellent written and verbal skills in English

How We're Keeping You Safe:

ETI is committed to providing a safe working environment to ensure that our team (current and future!) remain healthy and safe – therefore we have put measures in place, such as daily office sanitization, socially distant desk spaces, and providing masks for all team members.