

## Customer Discovery: Large Medical Device Company

## Roles BME students take in their organizations?

Job Title	Description
Quality	QLRP consists of 3 eight-month business critical assignments within the Quality org. Rotational experiences
Assurance and	may include: Quality Assurance, Regulatory Affairs, Production & Process Controls, Complaint Handling,
Regulatory	Corrective & Preventative Action, Product Safety Surveillance, Design Controls, Supplier Quality, QMS
Affairs	Compliance, and/or Global Audit.

## What technical skills do they look for in BME students?

Outside of analytical problem-solving skills they did not really focus too much on technical skills for BME undergraduates. Since this job was mostly quality assurance and regulatory work most of the technical skills needed to perform the job i.e. (special software, write reports, etc) were taught on the job. You are expected to absorb as much information as possible and be proactive about it. It is very important to be able to understand the value of reproducing findings multiple times to ensure reliability.

## What soft skills do they look for in BME students?

The soft skills that they are looking for from BME students were good communication. Often they look for BME student to be able to understand the jargon of the more technical engineers and be able to effectively convey the important aspects to other non-engineers on a project. It is also important that coming in you just have an appreciation for this field of work and be proactive about absorbing as much information as possible. Skills that differentiate a manager or someone higher up and an entry level position would be more interpersonal skills. Managers are interacting more with the buyers and need to be approachable. Because of their experience they should have more intuition when it comes to understanding their surroundings and quickly identify the severity within different problems. An important attribute he mentioned was confidence. This is something you typically see in more advanced roles. It is important to be confident in your abilities and your judgement and be able to assert your thoughts or worries when it comes to the quality of products.