



## STUDENT ACTIVATION



# Reliability Engineer

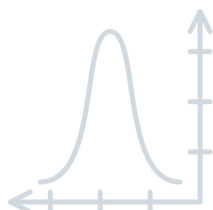
Stanley Black & Decker provides tools and innovative solutions for those who fix, fasten, build, and energize our world. **Reliability engineers** make sure that the products being manufactured meet the needs of the customer and that the customer's voice is always heard.

## RELIABILITY ENGINEER<sup>1</sup>

**Reliability engineers** listen to the voice of the customer in the development and production of products. They ensure that manufactured goods meet or exceed customer expectations and work with teams across the business to address customer complaints or issues with products. Reliability engineers also plan and conduct quality tests and assign new product development projects across departments.

## IS RELIABILITY ENGINEER A GOOD CAREER FOR ME?

Me	Reliability Engineer
I have a curious mind. I like to predict and solve big problems and help others with their issues.	Reliability engineers are solution-seeking.
I never give up. I put plans in place to achieve my goals.	Reliability engineers are perseverant.
I am organized. I like analyzing situations to predict what could go wrong or finding solutions for problems that already exist.	Reliability engineers are organized and analytical.
I am interested in school subjects like science, engineering, technology, and math.	Reliability engineers study engineering in college.
I enjoy explaining things and listening to the ideas of others. I like group work.	Reliability engineers are strong communicators and good listeners. They enjoy working in teams.



# Reliability Engineer

STUDENT ACTIVATION (CONTINUED)

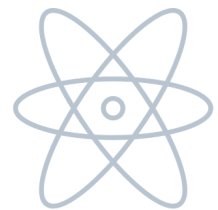


How does this career help me?	How does this career help the world?
<p>The products made by Stanley Black &amp; Decker are used to fix your cars and homes, protect the things you value most, build the roads you drive on and bridges you cross, and produce the energy you consume. The quality of all those products is tested and assured through the work of <b>reliability engineers</b>.</p>	<p>Stanley Black &amp; Decker's goal is to create a more sustainable world by inspiring makers and innovators to change how things are done—and to provide them with the tools to do it. <b>Reliability engineers</b> play a vital role in making sure the voices of those makers and innovators are heard!</p>

What are some similar careers?
<p><b>Quality engineers</b> work within the practice of product and service quality and control. They perform routine quality checks and create preventive plans to avoid defects in their products.</p> <p><b>Lean manufacturing engineers</b> are responsible for applying the lean principles and manufacturing method to the development of products. The goal is to reduce waste without sacrificing productivity or product quality.</p>

Here are ways to practice the skills to be a successful **reliability engineer**:

- With permission from a teacher, sponsor, leader, or coach, create a satisfaction survey for a school group, team, community group, or church group. Collect the results, consider the feedback carefully, and communicate “customer” concerns and suggestions for improvement to the larger group. Formulate a plan for improving the user experience.
- Interview someone who works in customer service, reliability engineering, or quality control about the role that person plays in making sure the customer's voice is heard and problems are avoided or remediated. Ask about other teams or departments the person works with and how problems are addressed in the business. What workplace skills does that person find most valuable in his or her career?
- Discuss with your family something in your lives that doesn't run smoothly or that your family complains about regularly. It could be getting ready and out of the house every morning or getting all the chores done on time and equitably. Write down the current process or situation and then analyze it to see where there is potential for improvement. Write a new plan, communicate it to your family, and follow it to see if things run more smoothly.



<sup>1</sup> <https://bit.ly/2ZkXe0G>