



## Graduate Quality Engineer – Job Description

(Job Code and Level: QOPS000)

### **Definition:**

Ensures incoming parts from supply chain companies and internally produced components/vehicles meet the quality standards and systems required.

### **Overall Purpose of the Role:**

Learn to ensure that the products produced meet quality standards required to minimise quality costs and maximise customer satisfaction whilst ensuring that procedures and processes are adhered to. Learn to ensure incoming materials meet required quality standards. Identify and raise quality issues for speedy resolution to ensure zero impact to the customer. Work in a team environment to develop and implement best practices that emphasise defect prevention, reduction in variation and waste and provide for continuous improvements in meeting all customer requirements. Learn to understand the customer specific requirements. Works closely with more senior staff on simple projects under close supervision and work reviewed frequently. Works within well established practices and clearly defined scope of work. Plan within immediate assigned tasks and contributes to milestones. Demonstrate initiative on moderate problem solving within assigned tasks.

### **Duration:**

Graduate placements are generally between 3 and 6 months, during which time the incumbent will deliver a project or process improvement to ensure continuous functional improvements, whilst developing a knowledge and competence of the generic role they are undertaking.

### **Key Responsibilities:**

#### **General and Task Management:**

- Support and learn to manage all quality-related issues within the manufacturing team (e.g. internal, supplier, customer and customer warranty)
- Support identifying root cause and contribute to instigation of permanent corrective actions for product quality issues

- Work with internal and external stakeholders to learn to resolve quality issues that arise as quickly and efficiently as possible to prevent compromising quality and safety standards
- Learn to carry out product and process auditing
- Support ensuring control plans and associated documentation are implemented effectively and maintained
- Assist with monitoring and reporting on quality-related key performance indicators including scrap monitoring, rework levels, parts per million (PPM) figures
- Raise issues that may stop production in the event of manufacture of unacceptable goods/processes
- Learn to ensure compliance and assist with adherence to the Quality Management system (TS16949/ISO9001)
- Support regular inspection meetings with representatives from appropriate departments to establish an action plan for improving build quality
- Undertake special projects as required
- Contribute to continuous improvement activities
- Quality control of work by appropriate reviews
- Support and participate in process improvement activities
- Write simple reports and provide information to management
- Achieve goals within budget
- Conduct benchmarking studies to determine best practices/designs and future trends
- Plan projects or subtasks so they may be tracked and presented
- Be aware and work to achieve the Key Performance Indicators (KPIs)
- Attend various meetings and action/communicate instructions
- Undertake continuous training and development
- Participate in root cause analysis and resolving problems
- Agree the approach to be taken to assigned tasks

### **Relationship Management**

- Support technicians and engineers
- Liaise and communicate with other departments

### **Self Management**

- Work in a safe manner and comply with the Health, Safety and Environmental Policies
- Balanced and confident
- Achievement Focussed
- Makes productive contributions
- Team player with a positive effect on the mood
- Consistently manages the task
- Is self aware
- Is resilient, optimistic and open to change
- Shows moral courage, openness and honesty in all dealings

### **Skills & Attributes:**

- Knowledge of quality systems
- Work within well established practices and clearly defined scope of work
- Demonstrates initiative on moderate problem solving within assigned tasks
- A willingness to learn

### **Qualifications and Experience Levels:**

- Relevant business/commercial or manufacturing/engineering degree
- Membership of an industry related professional body would be advantageous
- A knowledge of automotive processes would be advantageous
- Computer literate, especially Excel skills and able to analyse data

### **Example roles this job description may cover:**

- Trainee Quality Engineer
- Placement Trainee Quality Engineer