



## Quality Engineer, Operations – Job Description

(Job Code and Level: QOPS003)

### **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:**

Responsible for ensuring 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. Ensure incoming materials meet required quality standards. Responsible for identifying and raising quality issues and for speedily resolving them to ensure zero impact to the customer. Support new product introductions to ensure the robustness of product builds. 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. Manage the customer specific requirements and offer technical support. Work on many phases or sub-tasks of projects or entire projects of moderate complexity, with results impacting on project completion. Work under general supervision, reviewed at project milestones and/or on completion by Senior Management.

### **Key Responsibilities:**

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

- Support the management of all quality-related issues within the manufacturing team (e.g. internal, supplier, customer and customer warranty)
- Identify root cause and instigate permanent corrective actions for product quality issues
- Work with internal and external stakeholders to resolve quality issues that arise as quickly and efficiently as possible to prevent compromising quality and safety standards
- Carry out product and process auditing
- Ensure control plans and associated documentation are implemented effectively and maintained

- Monitor and report on quality-related key performance indicators including scrap monitoring, rework levels, parts per million (PPM) figures
- Stop production in the event of manufacture of unacceptable goods/processes
- Ensure compliance and assist with adherence to the Quality Management system (TS16949/ISO9001)
- Write product test procedures
- Undertake special projects as required
- Assist with training of quality awareness
- Report on Key Performance Indicators (KPIs) in order to adhere to process and prevent occurrence of any non-conformity relating to product, process or system
- Assist with first off sample approvals
- Promote the use of customer preferred techniques for continuous improvement such as Six-Sigma, Poka-Yoke (Error Proofing), and Measurement System Analysis
- Participate in cross-functional teams in the development of new products or changes related to current products in meeting customer requirements
- Participate in the development and refinement of Design and Process FMEA's (Failure Mode and Effects Analysis)
- Participate in quality audits
- Keep up with current and developing manufacturing and engineering trends that concern product quality
- Undertake special projects as required
- Contribute to continuous improvement activities
- Quality control of work by appropriate reviews
- Support and lead process improvement activities
- Write reports and present progress at project meetings and to clients
- 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
- Attend various meetings and action/communicate instructions
- Produce written reports and make presentations
- Undertake continuous training and development
- Perform root cause analysis and resolve problems
- Independently determine approach and assigned tasks

### **People Management**

- Lead and/or support technicians and trainee engineers
- Train people within own work group

### **Relationship Management**

- Support regular inspection meetings with representatives from appropriate departments to establish an action plan for improving build quality
- Communicate efficiently throughout the shop floor and with own and customer's management

- Liaise and communicate with other departments, customers, suppliers and other service providers

### **Self Management**

- Comply with the Health, Safety and Environmental Policies
- Assertive, resilient and welcomes change
- Engages interest and participation of others and has a collaborative approach to working with others
- Proactively contributes to the team
- Actively committed to teams development
- Is self aware
- Shows moral courage, openness and honesty in all dealings

### **Skills & Attributes:**

- Knowledge of quality systems
- Strong knowledge of APQP, PPAP, FMEA
- Lean Manufacturing knowledge
- Knowledge of TS16949 and ISO9000
- Understanding of ISO14001
- Knowledge of measurement
- Understanding of engineering drawings
- Understanding manufacturing processes
- Ability to work in a diverse and dynamic environment
- Planning and prioritising activities
- Good communication and interpersonal skills
- Strong Negotiation skills
- Ability to present data effectively
- Strong Problem-solving and analytical skills
- Understanding of Health and Safety practices
- Team working skills
- Understand lean manufacturing
- Understanding of cost and financial impacts
- Ability to work on own initiative
- Good understanding of customer deliverables and the impact of failure/cost of poor quality

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

- Relevant manufacturing/engineering degree preferred, or ONC, A Levels, BTec Diploma Level 3 or equivalent NVQ level 3 qualification
- Membership of an industry related Professional Body would be advantageous
- Previous experience in a high volume manufacturing environment, preferably automotive
- Experience of working in Quality Assurance
- Six Sigma skills

- Experience of dealing with customers and suppliers

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

- Quality Assurance Engineer