



Quality Technician Warranty – Job Description

(Job Code and Level: QQA002)

Definition:

Focuses on parts/product safety and warranty for the customer. Carries out root cause analysis and resolution for customer issues.

Overall Purpose of the Role:

Ensure that all customer warranty returns are analysed/tested in detail to confirm the faults, identify liability and determine acceptance ratios. Collect root cause analysis and provide corrective feedback to resolve the issues. Provide sufficient detailed analysis and escalate to a higher level to enable issue and trend analysis to provide information for warranty cost reduction activities. Work on many sub-tasks of warranty management, with results impacting on decisions needing to be taken at a more senior level.

Key Responsibilities:

General and Task Management

- Provide support to the framework for the warranty returns, customer concerns and the company problem solving/root cause analysis system.
- Carry out hands-on inspection and diagnostics of components and review against the specification to understand short falls
- Ensure that analysis data is reported to management within agreed time scales in customer specific format as required
- Conduct detailed analysis of warranty return parts, claims and costs to determine corrective and preventative actions to support both the Customer, Production and Supplier
- Communicate fault and liability information to the relevant internal management in order to obtain robust interim and permanent corrective actions aimed at warranty prevention and cost reduction
- Contribute to ensuring lessons learned from warranty analysis are communicated to management to be captured on new projects
- Provide technical support to all internal departments to maintain and improve product quality
- Ensure compliance and assist with adherence to the Quality Management system (TS16949/ISO9001)

- Support regular meetings with representatives from appropriate departments to establish an action plan for improving build quality to reduce warranty claims
- Ensure all products flow through the warranty department in a timely manner
- Maintain the calibration system, ensuring all equipment is correctly calibrated
- Produce management feedback on performance in areas of responsibility
- 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
- 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

People Management

- Support warranty engineers
- Train people within own work group

Relationship Management

- Communicate efficiently with management
- Liaise and communicate with other departments, customers, suppliers and other services providers where appropriate
- Be an effective team member, working with supervisor and colleagues to ensure smooth workflow with maximum output
- Commercial and financial awareness with a full understanding of how failure impacts business financials, customer satisfaction and future orders

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
- Shows moral courage, openness and honesty in all dealings

Skills & Attributes:

- Knowledge of quality systems
- Understanding of Advanced Product Quality Planning (APQP), Production Part Approval Process (PPAP), Failure Mode and Effect Analysis (FMEA)
- Knowledge of TS16949□

- Knowledge of measurement
- Understanding of engineering drawings and manufacturing processes
- Ability to work in a diverse and dynamic environment
- Good communication and interpersonal skills
- Ability to present data effectively
- Problem-solving skills
- Understanding of Health and Safety practices
- Team working skills
- Analytical skills
- Ability to work on own initiative

Qualifications and Experience Levels:

- GCSE Level a-C, IVQ Technician certificate, BTec first certificate or equivalent NVQ level 2 qualification
- Previous experience in a high volume manufacturing environment, preferably automotive
- Experience of working in Quality Assurance
- Lean Manufacturing skills

Example roles this job description may cover:

- Warranty Technician