Senior Quality Engineer Warranty – Job Description

(Job Code and Level: QQAS004)

Definition:

Focuses on parts/product safety and warranty for the customer. Carries out root cause analysis and resolution for customer issues. Steers the approach of product quality to ensure warranty targets are met and minimised.

Overall Purpose of the Role:

Review the warranty claims. Understand the volumes and trends of issues and what contributes to them. Analyse the data to understand what corrective actions need to be taken. Understand whether the countermeasures implemented will bring products produced back into acceptable tolerances as quickly as possible. Understand cause and effect of taking corrective actions and their effectiveness to deliver warranty returns back into target in order to make recommendations to Senior Management. Provide sufficient detailed analysis to enable warrant cost reduction activities across all customers. Identify and coordinate improvement activities aimed at warranty cost reduction and where applicable implement warranty cost recovery from the supply chain. Manage the customer specific requirements and offer technical support. Responsible for multiple highly complex major projects requiring innovative original solutions where results are key to successful completion of major projects. Work mostly independently with minimal supervision and work is reviewed at project milestones and/or on completion by Senior Management.

Key Responsibilities:

General and Task Management

- Lead the quality and warranty management process
- Develop warranty procedures and manuals
- Lead the reliability improvement process producing performance reports against agreed Key Performance Indicators (KPIs) as required
- Provide and manage a framework for the warranty returns, customer concerns and the company problem solving/root cause analysis system
- Ensure that analysis data is reported to customers within agreed time scales in customer specific format as required

- Communicate fault and liability information to the relevant internal and external suppliers in order to obtain robust interim and permanent corrective actions aimed at warranty prevention and cost reduction
- Review suppliers' processes and manufacturing procedures. Challenge suppliers where necessary. Where appropriate negotiate liability with the supplier and ensure they implement corrective actions
- Lead supplier evaluation audits to determine their capability to meet production requirements
- Conduct detailed trend analysis of warranty return parts, claims, costs and exposure going forward to determine corrective and preventative actions to support both Production and Supplier
- Ensure lessons learned from warranty analysis are communicated across all product/customer platforms ad captured on new projects within DFMEA (Design Failure Mode and Effect Analysis) /PFMEA (Process Failure Mode and Effect Analysis) /CP (Process Capability)
- Inform and advise management on budgetary preparation on future warranty spend
- 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
- Review 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)
- Lead 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
- Manage the Key Performance Indicators (KPIs)
- 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 groups of technicians and engineers
- Provide guidance to other team members
- Train both team and broader organisation members

Relationship Management

- Provide advice and guidance to management teams as required
- Provide technical support to all internal departments to maintain and improve product 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
- Manage and work with vendors
- Represent work team at reviews and cross-organisational team meetings
- Work with other team members of the wider quality team
- Develop technical relationships with key suppliers and business partners

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
- Embraces personal challenge
- Shows moral courage, openness and honesty in all dealings

Skills & Attributes

- Exercise substantial initiative/judgement in work methods and interpreting goals
- Work independently and is reviewed infrequently with minimal supervision
- Self-supervising within the guidance and expectations of divisional management
- Knowledge of quality systems
- Strong knowledge of Advanced Product Quality Planning (APQP), Production Part Approval Process (PPAP), Failure Mode and Effect Analysis (FMEA)
- Knowledge of TS16949 and ISO9000
- Understanding of ISO14001
- Knowledge of measurement
- Understanding of engineering drawings and manufacturing processes
- Ability to work in a diverse and dynamic environment
- Good communication and interpersonal skills
- Negotiation skills
- Ability to present data effectively

- Problem-solving skills
- Understanding of Health and Safety practices
- Team working skills
- Analytical skills
- Understanding of cost and financial impacts
- Ability to work on own initiative
- Analytical skills

Qualifications and Experience Levels:

- Relevant manufacturing/engineering degree preferred, or ONC, A Levels, BTec Diploma Level 4 or equivalent NVQ level 4 qualification
- Membership of and Industry related Professional Body would be an advantageous
- Previous experience in a high volume manufacturing environment, preferably automotive
- Experience of working in Quality Assurance
- Six Sigma /Lean Manufacturing skills