

Job Title: Quality Technician	Location: Hunmanby
Department: Quality	Contract: Permanent Full Time
Reports To: Quality Manager	Direct Reports: N/A

1.0 Job Summary & Role

- Support Quality Team with day-to-day activity.
- Review production complaints with process team, organising containment activity
- Support Warehouse team and inspect incoming goods with quality issues.
- Manage defective parts / quarantine & return/replacement of defective stock.
- 8D problem solving to address quality issues.
- Use KPI data to investigate process issues and opportunities for improvement.
- Deal with quality 'walk-in' issues. (stores / production / customer).
- Support purchasing with supplier quality issues.
- Support with product compliance upkeep – Reach / RoHS / CMRT / SCIP.
- Involvement in internal Audits

2.0 Key Responsibilities & Main Duties

- Support process team with component or assembly quality issues, initiating and controlling containment actions.
- Support temporary / permanent corrective actions to address quality issues.
- Review process rejects to establish trends and improvement actions.
- Inspection of components when required, new components, new supplier, quality concerns.
- Quarantine and manage NOK components / products, working with suppliers where necessary to correct the issue and manage replacement.
- Support the Quality team in collecting KPI data from process owners to allow monitoring of performance, ensure dissemination throughout the company.
- Escalate to Quality Manager issues that cannot be resolved.
- Maintain quality documentation in accordance with ISO9001 rules.
- Support in resolving all customer quality issues.
- Support purchasing team with supplier improvement.
- Support in the ICAR process, working with process owner to reach satisfactory conclusion.
- Work with warranty team to establish top issues and review with process team.
- Product Audit



3.0 Internal & External Relationships

Internal

- Production; Support with QA documentation administration.
- Quality team; Support
- Purchasing; Support with QIP activity and Corrective actions.
- Accounts: Support as required.
- Sales: support as required.
- Engineering; Support with QA documentation administration.
- Stores / Warehouse; Support and assist with quality queries.

Communication: All above Verbal / Written / Reports

External

- Suppliers; Support with QIP activity and Corrective actions.
- Customers; Support with QIP activity and Corrective actions.
- DSE Distribution; Support as required.

Communication: All above Verbal / Written / Reports

4.0 Key Performance Indicators

- Time taken to resolve issues.
- Weekly production KPI collation and dissemination; monitor trends and share with process owners.
- Monthly Quality Report Data publishing.

5.0 Essential/Desirable Factors

Knowledge	
Essential: Quality System Knowledge	Desirable: Mechanical / Electrical / Electronic experience. SMT Experience. Reach / RoHS / CMRT / SCIP reporting. ISO9001 Quality systems knowledge.
Skills & Attributes	
Essential: Quality techniques and tools, including 8D problem solving. Confident IT skills , MS office are essential.	Desirable: A proven track record of improving quality levels within a company. Excellent communication skills. Excellent organisation skills.



JOB DESCRIPTION & PERSON SPECIFICATION



	<p>Epicor or similar (ERP) system.</p> <p>Team working</p> <p>Ability to read and understand engineering drawings; and inspect dimensionally.</p> <p>Ability to work under pressure to tight deadlines.</p> <p>Ability to work on own initiative.</p>
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Experience

<p>Essential:</p> <p>Established experience in quality capacity.</p> <p>Experience in a Manufacturing Environment.</p>	<p>Desirable:</p> <p>Operation of an ISO9001 system.</p> <p>Audits Experience</p> <p>Product Audit Experience</p> <p>FMEA / Control Plans</p> <p>Reach / RoHS / CMRT / SCIP – product compliance.</p>
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Qualifications

<p>Essential:</p> <p>Proficient in Maths / English.</p> <p>On the Job Training in a Quality Position.</p>	<p>Desirable:</p> <p>Technical qualification HNC/ONC</p>
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Created by	Dated Created
Matthew Grossett, Quality, Health & Safety Systems Manager	25/02/21

This information has been discussed and agreed with the new employee as part of the onboarding process:

Job Holder

Signature	Print Name	Date
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Line Manager

Signature	Print Name	Date
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