

Job Title: Senior Quality Engineer	Location: Hunmanby, Head Office
Department: Quality	Contract: Permanent, Full Time
Reports To: Quality, HSE, and Compliance Manager	Direct Reports: N/A

1.0 Job Summary & Role

Deep Sea Electronics is a global leader in the design and manufacture of generator controllers, automatic transfer switch controllers, battery chargers, and vehicle and off-highway control systems. With over 200 employees across four continents, we supply our products to customers in more than 150 countries, both directly from our UK head office and through a well-established international distributor network.

The Senior Quality Engineer will provide technical leadership and strategic direction for quality activities across the business, ensuring robust standards, effective processes and a strong culture of continuous improvement. This role will lead customer quality management, supplier quality improvement, internal and external audit programmes, complex quality investigations, continuous improvement initiatives and compliance activities. Acting as the primary escalation point for significant quality matters, the Senior Quality Engineer will also provide mentoring, technical guidance and support to quality and operational teams.

2.0 Key Responsibilities & Main Duties

Quality Leadership

- Provide technical leadership for quality-related activities across the business
- Act as the lead investigator for significant quality issues and customer complaints
- Drive a culture of continuous improvement throughout the organisation
- Mentor and coach Quality Engineers and operational teams

Customer Quality Management

- Act as the primary quality contact for key customers
- Lead customer complaint investigations and corrective actions
- Coordinate customer quality audits and responses
- Present quality performance data and improvement plans to customers where required

Supplier Quality Management

- Develop supplier quality improvement strategies
- Conduct supplier quality reviews and performance assessments
- Lead supplier corrective action activities
- Support supplier approval and development processes

Quality Systems & Compliance

- Maintain and continuously improve the Quality Management System
- Lead internal audit programmes
- Coordinate external certification audits
- Ensure compliance with ISO9001 and applicable regulatory requirements
- Manage quality system documentation and process effectiveness reviews

Continuous Improvement

- Lead cross-functional improvement projects
- Facilitate root cause analysis using structured quality tools
- Develop corrective and preventive action programmes
- Analyse quality performance trends and recommend improvement activities

Product & Process Quality

- Support New Product Introduction activities
- Review quality risks associated with new products and suppliers
- Lead PFMEA and Control Plan reviews
- Support process capability and quality planning activities

Reporting & Management Information

- Produce monthly quality performance reports
- Analyse KPI trends and identify improvement opportunities
- Report significant quality risks and opportunities to senior management

3.0 Internal & External Relationships

Internal

- Quality Manager
- Engineering
- Production
- Purchasing
- Stores/Warehouse
- Sales
- Operations Management
- Senior Leadership Team

External

- Customers
- Suppliers
- Certification Bodies
- Regulatory Authorities
- External Auditors

4.0 Key Performance Indicators

- Customer complaint reduction
- Supplier quality performance
- Audit completion and audit findings
- Corrective action closure effectiveness
- Internal quality KPI improvement
- Cost of poor quality reduction
- Continuous improvement project delivery
- ISO9001 compliance performance

JOB DESCRIPTION & PERSON SPECIFICATION



5.0 Essential/ Desirable Factors

Knowledge	
Essential: - Advanced ISO9001 Quality Management System knowledge - Manufacturing quality systems experience - Root cause analysis and problem-solving methodologies - Supplier quality management - Customer quality management - Audit planning and execution	Desirable: - Product compliance knowledge (CE, EMC, RoHS, REACH) - Lean Manufacturing - Six Sigma methodologies
Skills & Attributes	
Essential: - Leadership and influencing skills - Excellent communication skills - Advanced problem-solving capability - Ability to lead cross-functional teams - Data analysis and reporting skills - Strong organisational and planning capability	Desirable: - Project management skills - Change management experience
Experience	
Essential: - Significant experience within a manufacturing quality environment - Experience leading quality improvement projects - Experience managing customer and supplier quality issues - Internal and external audit leadership experience - Experience implementing corrective action programmes	Desirable: - Quality management experience - Multi-site manufacturing experience
Qualifications	
Essential: - HNC/HND/Degree in Engineering, Manufacturing or Quality-related discipline - Lead Auditor qualification or equivalent audit experience	Desirable: - CQI membership - Six Sigma Green Belt or above - Quality-related professional qualification

Created by	Dated Created
Quality, HSE, and Compliance Manager	10/06/26