

Job Description

JOB VACANCY REF NUMBER:

2022-15 (7th December 2022)

JOB TITLE:

Quality Manager

PURPOSE OF THE JOB:

We are looking for a highly diligent candidate to provide clear leadership attributes for the development of an environment focused on Quality. Develop quality-process links with customers in line with the Quality Management system (including TS16949, ISO14001 / ISO 9001 / OHAS 18001) Production Part Approval Process (PPAP), Advanced Product Quality Planning (APQP), Controls Plans, Failure Mode, and Effect Analysis (FMEA) and Supplier Quality Assurance (SQA) processes and oversee continued compliance and embedding across the business.

The professional selected for this role must have a minimum of 10 years of 'Quality ' experience with OEM tier 1 or tier 2 in the automotive industry only.

The assigned professional will be responsible for maintaining relationships with customers and suppliers to maximize profit potential and ensure efficiency. Manage the audit program as well as supplier development and improvement and play a key role in ensuring project deliveries. Work proactively with all Directors, Managers, Supervisors, and Employees, to maintain a program of continual improvement within their areas of responsibility. Lead a 'correct at source' and problem-solving methodology (Lean). Lead the team to achieve quality targets for customers and business goals.

DUTIES & RESPONSIBILITIES:

Strategy and Development

- Contribute to the creation and implementation of best practice quality vision, strategy, policies, processes, and procedures to aid and improve operational performance
- Contribute to new business initiatives and projects and review and communicate the impact on Quality activities
- Implement all relevant procedures described in the Quality Management System (QMS) and ensure compliance
- Ensure that all in-house systems and procedures are updated, revised and modified to meet the needs of external certification bodies
- analysis, poka-yokes (error proofing), and implementing short-term and long-term countermeasures
- Act as a point of contact for warranty issues
- Update quality documentation and communicate to carry forward lessons

learned from quality concerns in new customer contracts

- Train others in all aspects of the quality system and application of procedures
- Undertake internal and process audits of the Quality Management System(QMS)
- Management of the Quality Engineers and Technicians in the sign-off of parts and the resolution of internal/external quality concerns
- Establish and refine quality sign-off instructions, standards, and documentation
- Report against agreed quality metrics monthly
- Lead regular inspection meetings with representatives from appropriate departments to establish an action plan for improving build quality In conjunction with the Supplier Quality Assurance function, reduce the effect of non-conforming supplier materials on the production area quality
- Produce written reports and presentations
- Perform root cause analysis and resolve problems
- Stay current and up to date on any changes that may affect the supply and demand of needed products and materials and advise others of any impact.
- Identify business improvement opportunities within the organization
- Identify and deploy the technical skill sets, resource levels and systems to
- deliver projects, including the engagement of external resources as required
- Develop, implement, and manage key performance indicators (KPIs) for each area of responsibility
- Set department objectives/KPIs and review and assess ongoing performance of direct reports
- Ensure KPIs are met by working to the plan, including management of, and reporting
- Report on achievement of targets and identify any actions required
- Ensure that the function operates in accordance with any health, safety and environmental policies and procedures to ensure the safety and
- wellbeing of staff and visitors
- Conduct risk assessments of processes and tasks in the department

People Management

- Ensure the delivery of the People Strategy within the area of accountability
- Manage, coach, and develop a high performing Quality Operations team that meets agreed objectives, and which delivers best practice results,
- added value and continuous improvements

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- Monitor the completion of tasks and ensure good performance and record on appropriate systems
- Communicate KPIs from the strategic annual plan so that each employee is aware
- Provide technical expertise to the team
- Manage contractors on-site to ensure they meet legal and company requirements

Financial and Budget Control

- Input and hold responsibility for Quality budgets
- Responsible for achieving budget and forecast
- Prepare the annual Quality budget and forecasts and all Capital
- Expenditure proposals as well as ensuring compliance with legal standards.
Manage the budget from identification to completion of projects
- Relationship Management
- Develop and maintain strong relationships with internal and external stakeholders to ensure optimal performance
- Work collaboratively, negotiate and engage with key stakeholders to facilitate delivery and compliance with the Quality strategy
- Communicate with stakeholders the impact of market change and potential effects on engineering design and development. Recommend solutions without compromising quality or service while optimizing cost
- Liaise with suppliers to resolve quality issues
- optimize results and improve quality of delivery, in line with quality standards requirements delivery in line with Company and Customer requirements
- Communicate with personnel at all levels, internally and externally to the Company, in relation to Quality matters

CANDIDATE:

- Degree in business administration or relevant field.
- Quality control certification is advantageous.
- Excellent attention to detail.
- Excellent verbal and written communication.
- Data analysis and statistical aptitude.
- Good interpersonal skills.
- Highly conscientious and diligent.

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General Manager

WORKING HOURS:

- Full-time - 5 working days (48 hours per week)

PROBATION:

6 Months

Person Specification

KNOWLEDGE:

- Supervising staff and monitoring production standards.

Desirable:

- Evaluating the final output of products to determine their quality.
- Rejecting products that fail quality standards.
- Engaging with customers and gathering product feedback.

WORK SKILLS

Essential:

- Proficient in MS Office
- In-depthth understanding of quality control procedures and relevant legal standards
- Excellent math abilities and working knowledge of data analysis/statistical methods

GENERAL SKILLS/ ATTRIBUTES:

Essential:

- Manufacturing/engineering degree, or HND, BTec
- Professional Level 5 Award or equivalent NVQ Level 5 qualifications.
- Membership of an industry-related professional body would be advantageous
- Significant experience in a high-volume manufacturing environment, preferably automotive
- Experience working in Quality Assurance
- Six Sigma/Lean Manufacturing skills
- Experience in dealing with customers and suppliers

Desirable:

- Excellent communication and training skills.

EXPERIENCE

Essential:

- Minimum 8 years working in an automotive manufacturing environment
- Experience in quality inspection of all incoming parts from supply chain companies and internally produced components/vehicles as per the quality standards and systems required.

EDUCATION:

Essential:

- BSc/ Ba in business administration or relevant field
- Certification of quality control (ISO 9000 etc.)

Desirable:

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- A bachelor's in business Administration or related

QUALIFICATIONS

Essential:

- Previous experience as a Quality(manager / senior leading role)

Salary:

- Competitive package based on experience