

Job Description

JOB VACANCY REF NUMBER:

2022-13 (19th July 2022)

JOB TITLE:

Customer Quality Engineer

PURPOSE OF THE JOB: Provide an overview of the job, its context in the company, and the contribution that it makes.

To support the business in line with APT Quality Assurance's strategic direction driving world-class quality and governance to ensure systems compliance to the company's business management systems

Champion and actively drive the APQP (Advanced Quality Planning Process) at APT in line with customer and regulatory requirements, ensuring that the voice of the customer is clearly understood and translated into requirements and customer-specific specifications whilst using the appropriate tools and methodologies to mitigate and eliminate risks associated with new products or processes.

Champion customer quality improvement to ensure ongoing quality excellence ensuring the relevant quality tools are applied to ensure process and product quality are in line with customer-specific requirements

To comply with the requirements of the ISO50001:2018 standard requirements in relation to policy and procedures

This role will ensure the effective application of APQP planning principles ensuring successful PPAP submission to APT customers

DUTIES & RESPONSIBILITIES: Outline the main daily duties, tasks and responsibilities of the position.

- Leads Customer and Supplier concern management process to evaluate and resolve technically challenging engineering and quality improvement opportunities related either in manufacturing or when required customer location to minimize APT cost of non-conformance
- Manage and coordinate customer PPM, costs recovery, and supplier warranty indicators
- Assist with Quality awareness and quality toolbox communications with all levels of the organization
- Monitor and report on KPI identifying improvements to process, product and systems to prevent occurrence of any nonconformance relating to product, process or systems
- Conduct benchmarking studies to determine optimum and improved processes/systems/product
- Builds strong working relationship with customers
- Compilation and submission of PPAP (Production Parts Approval Process) documentation to APT customers in a timely manner

- Where applicable generate, define, or facilitate the following:
 - Quality Plans
 - Process Flow Charts
 - PFMEA
 - Control Plans
 - IMDS
 - Gauge Plans
 - Tooling and fixtures lists
 - Dimensional Data (e.g., ISIR -Initial Sample Inspection Results)
 - MSA (Measurement Systems Analysis)
 - Capability Studies
 - Inspection Instructions
 - Work Instructions
 - Packaging Instructions
 - Packaging design
 - Supplier PPAP documentation
 - Supplier Approval /Audit
 - Risk Analysis
 - Run at Rate
- Actively engages in cross functional team activity and communication with APT customers and APT Project management in relation to new projects/process changes
- Ensures regular project phase gate reviews are held and progressed in line with the requirements of APT business management systems
- Participates in project kick of a subsequent feasibility activity and review of customer drawings and manufacturing processes
- Maintains APQP lessons learned log
- Identifies and communicates CSR (Customer Specific Requirements) to project team and general business units were deemed relevant
- Represents company in customer meetings specifically but not restricted to PPAP documentation review/approval
- Manages customer requalification process in line with PPAP approval anniversary trigger as defined in APT QMS (Quality Management System)
- Maintains all records in line with APT document approval, communication, and retention criteria

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QMSF_209	4	19.07.2022

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CANDIDATE: Think about the type of person suitable for the role. E.g. will the person be working independently or in a team environment?

- Effective communicator to all levels of the organisation
- Organised
- Good interpersonal Skills
- Good leadership/mentoring skills

REPORTING TO:

Quality Assurance Manager Automotive Precision Technology

WORKING HOURS: Full/Part Time; Contract/Permanent

- Full time- 5 day working week
- 7.00am to 4:30pm Sunday to Thursday
- Additional hours may be requested based on business needs

PROBATION: You may want to establish a probationary period (typically 3 or 6 months.)

6 Months

Person Specification

KNOWLEDGE: Indicate what knowledge is required to do the job, e.g. do you require an understanding of a defined system, practice, method or procedure?

Essential:

- Experience of highly regulated fast paced precision engineering environments
- Practical experience APQP (Advanced Product Quality Planning) and PPAP (Production Part Approval Process)
- Practical experience of Quality tools application
- Practical experience of customer and supplier concern management
- Internal or Lead auditor qualification IATF16949:2016 or AS9100/ISO9001 Management Systems
- Automotive or Aerospace manufacturing experience or background
- Practical experience of lean methodology application
- Excellent problem-solving skills
- Microsoft Office package skills (Excel,Powerpoint,Word,Project)

Desirable:

- Time Management
- Working to Targets
- Man, Management skills
- Good Organization Skills

WORK SKILLS

Indicate what skills specific to the job are required, e.g. language fluency, typing skills, etc.

Essential:

- Must be fluent with written, and spoken English
- Accuracy and attention to detail
- Able to maintain focus in a high-pressured environment
- Evidence of either implementation, development, or maintenance of quality management systems
- Evidence of consistent customer quality performance improvement

Desirable:

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GENERAL SKILLS/ ATTRIBUTES: What more general characteristics are required to do the job effectively, e.g., communication skills, writing skills, ability to delegate, motivation etc.

Essential:

- Effective communicator to customers and all levels of the organisation
- Self-Motivated
- Organised
- High level of accuracy and attention to detail
- Organised
- Good interpersonal Skills
- Good leadership/mentoring skills

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Desirable:

- Lead Auditor IATF16949: 2016 Management Systems Standards

EXPERIENCE: What experience and/or achievement in a field, profession or specialism are required? E.g. a minimum period of experience in a defined area of work etc.

Essential:

5 years experience in a leadership role in a quality improvement position

Desirable:

- Good Understanding of Manufacturing/Production Environments

EDUCATION: Indicate the level of education required.

Essential:

- Minimum HNC/HND Level or equivalent in an engineering discipline

Desirable:

BEng Automotive Engineering
IOSH Supervisory Level diploma

QUALIFICATIONS Indicate the professional qualifications and/or specific occupational training needed.

Essential:

- Minimum HNC/HND Level or equivalent in an engineering or related discipline