



JOB DESCRIPTION

JOB TITLE:	DEPARTMENT:	REPORTING TO:
Quality Assurance Manager	Quality	Site Director - Hook
LOCATION:	GRADING LEVEL:	DATE OF JOB DESCRIPTION:
Hook	9	September 2018

JOB PURPOSE:

To be responsible for identifying and providing the controls that assure the business processes are capable of repeatedly delivering to customer requirements. To work with relevant staff within the business to identify customer and industry requirements, publish procedures and training modules and then maintain compliance to these procedures through measurements of performance and process auditing.

KEY RESPONSIBILITIES AND TASKS:

- Providing the 'voice' of the customer to the business, representing company Quality Assurance at a senior level
- Representing the company in quality matters, visiting customers to resolve quality related issues
- Assessing customer requirements and relevant industry certifications and ensure that they are met
- Taking full ownership of hosting external bodies for all new certification and ongoing surveillance audits, and ensuring any non-conformances and/or observations are closed accordingly
- Ensuring the company adopts the principals of relevant industry standards, such as AS9100/9102
- Publishing and maintaining the company Quality Manual and relevant Policies
- Taking direct managerial responsibility for the Business Management System, Calibration Compliance and associated team members
- Working in collaboration with the Product Quality Engineering Manager and associated team members to identify and realise opportunities for improvement
- Taking full ownership of the Quality Clinic; setting the standards and governance, managing training and resource allocation and providing constant monitoring and publications of successes
- Ensuring that quality data is collected as per business requirements. Examples are; Returns Material Approval (RMA) analysis, inspection data, on-time delivery, test yield and Corrective Action Reports (CARs)
- Ensuring quality metrics are regularly reviewed by the appropriate teams and that corrective/preventive actions are undertaken
- Identifying and participating in continuous improvement activities
- Defining and documenting the quality policy and quality objectives, ensuring that both the policy and objectives are understood and implemented by all employees at all levels
- Ensuring that appropriate processes are implemented to fully satisfy customer needs and expectations and Company objectives – performing internal audits and constant monitoring
- Defining and documenting the responsibility, authority and interrelation of key personnel managing the quality systems
- Providing adequate resources for implementing and maintaining the quality systems
- Conducting scheduled management reviews of the quality systems to assess their continued suitability, adequacy, effectiveness and efficiency
- Identifying areas, in conjunction with the management team, where our business systems can be used to improve efficiency, through standardisation of processes, automation of administrative tasks, error proofing, reporting etc
- Ensuring that statistical information is recorded, analysed and distributed accordingly

**PROFESSIONAL RESPONSIBILITIES:****People Management**

- This role has people management responsibilities at a departmental / local managerial level

Training and Development

- To take responsibility for own training and development
- To be regularly supervised in accordance with good practice guidelines and policies
- To participate in the annual performance review process
- To attend all relevant mandatory training as and when required to do so

Health and Safety

- To ensure that all health and safety requirements are followed in line with Company policies and procedures

General

- To comply with all Company policies, procedures and values
- To ensure that all duties are carried out to the highest quality standards

ROLE & PERSON REQUIREMENTS:**Role Specification**

- Excellent technical knowledge
- Strong working knowledge of relevant industry standards such as: ISO/AS/EN / Nadcap / IPC
- Strong working knowledge of the working practices, procedures and challenges of a large CEM
- Strong working knowledge of RRCA, Risk Analysis, APQP, PPAP, ASQR, Quality Tools
- Strong working knowledge of IT tools such as Excel

Person Specification

- Project management skills
- Ability to manage changes to business processes
- Strong problem solving ability
- Excellent communication and interpersonal skills, able to successfully liaise with employees across different levels of the Company
- Excellent time management and delegation skills
- Flexible and proactive approach
- Able to respond to changes in demand and meet tight deadlines

JOB EVALUATION & GRADING INFORMATION:**Driving Business Forward**

- Working under: Director
- Level of decision making / influence: high
- Involvement in strategy & growth decisions: supports

Output and Consequences of Work

- Level of consequence of output: high
- Impact of consequences of output: multiple areas
- Focus on the quality of output: high
- Level of accountability: high
- Area of accountability: departmental level

Work Demand and Level of Responsibility



- Work demand: high
- Level of responsibility: multiple areas
- Level of responsibility for business activities: normal & assigned activities by leaders

People Management

- Managerial responsibilities: at a departmental / local managerial level

Communication

- Level of communication: high
- Scope of communication: internal, some cross departmental, external customers typically with senior positions, whole business
- Requirement to influence others, change behaviour & define direction: high to multiple audiences

Skill Level

- Level of skill required: significant
- Scope of skill level required: multiple areas
- Dealing with issues: use initiative & be problem solving
- Processes & procedures: to be implemented or set
- Involvement in strategy decisions: supports

JOB HOLDER:**MANAGER:**

Signature:.....	Signature:.....
Date:.....	Date:.....

Please note that this job description is not an exhaustive list of duties and responsibilities. The post holder is required to be flexible and undertake other duties to assist with meeting operational needs.