Job Description

Job Title	Quality Technician
Reporting to	Group Quality Manager
Direct Reports	None
Scope of the role	Oversee and monitor the inspection and testing of materials, parts and products to ensure adherence to established quality standards

Purpose

- Ensure the quality of finished remanufactured product exceeds customer expectations.
- Work closely with Group Engineering to carry out and document FMEA activities for all critical processes.
- Support Group Senior Quality Engineering and Purchasing teams to develop, implement and maintain a robust goods-in inspection for raw materials and assembled components.
- Manage cost-effective warranty processes and.
- Drive improvements across the site,

Objectives of the role (subject of 1-2-1s and Annual Appraisals):

- Timely and cost-effective warranty management and final inspections/testings.
- Timely and effective goods-inwards validation.
- Timely and accurate root cause investigation/support on internal and external nonconformities.
- Accurate and effective scrap management across the site.
- Accurate and effective calibration management for the site.
- Effective and efficacy product, process and 5s audits based on the established schedule.

Key Accountabilities

- Receive, record and investigate all Warranty concerns in Bremsbook;
- Receive, final inspect, test, and register all parts that are ready to ship to customers.
- Validate received materials, components, parts, and record and report all supplier nonconformities.
- Participate and/or support in all internal/external nonconformity root cause investigation.
- Record, analyse and report periodic scrap management reports.
- Manage the calibration equipment of the site;
- Perform periodic product, process and 5s audit according to the audit schedule or required by Senior Quality Engineer.
- To attend regular group quality and other relevant internal and/or external meetings and present with accuracy the required information.

Qualifications

Essential:

- ISO9001 knowledge/experience

Job Description

- Level 3 Qualification in a technical subject (e.g. A-Level / NVQ / Diploma or equivalent)

Desirable:

- Automotive Core Tool Training or experience (PFC, FMEA, Control Plan, MSA, SPC)

Technical Skills/Experience

Essential

- Warranty management experience.
- Inspection and product testing.
- Automotive quality and/or production experience;
- Have some understanding and knowledge of commercial vehicle braking components.
- Proven ability to consistently deliver under pressure.
- Demonstrate flexibility and adaptability to change.

Desirable

- Auditing experience (product, process, ISO9001, 5s)
- Previous experience in and knowledge of the vehicle friction and the brake industry

Key Competencies

- Takes initiative and accountability for own actions to proactively deliver what is required.
- Demonstrates flexibility and adaptability to change.
- Identifies and commits to personal development goals and continuous improvement.
- Strong communication skills with the confidence to interact with internal and external stakeholders across the business.
- Maintains a positive attitude and a strong sense of opportunity during times of turbulence.
- When faced with ambiguity, finds solutions and ways to move forward.
- Clearly assess problems, analysing the options to find solutions.
- Proven ability to consistently meet deadlines and deliver under pressure.
- Demonstrates critical thinking and ability to analyse and challenge information.
- Demonstrates organisation and prioritisation skills in managing volume and variety of work.