Job Description

Job Title	Quality Technician
Reporting to	Senior Quality Engineer, Group Quality Manager
Direct Reports	None
Scope of the role	Oversee and monitor remanufacturing process in terms of quality requirements compliance, as well as time-effective and cost-effective management and conduct inspection and validation activities

Purpose

- Ensure the quality of finished remanufactured product meets customer's expectations.
- Audit the production line by checking the compliance of individual processes
- Work closely with Group Engineering to carry out and document FMEA activities, Standard operating procedures, and acceptance criteria for all critical processes.
- Support Group Senior Quality Engineering and Purchasing teams to develop, implement and maintain a robust goods-in inspection for incoming accessories, materials, products, with development of inspection records using Bremsbook
- Manage cost-effective warranty processes and develop records for analysis
- Using collected data present proposals of rework, scrap and warranties reduction
- Drive continuous improvements across the site
- Ensure quarantine areas are managed accurately
- Actively participate in daily production meetings on site
- Support the production department in quality related activities

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

- Timely and cost - effective warranty management
- Timely and cost - effective final inspection
- Timely and cost - effective goods-inwards inspection.
- 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 efficacious product, process 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 internal/external nonconformity root cause investigations.

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- Participate and actively support other departments and highlight quality concerns on daily production meetings
- Manage the calibration equipment on site
- Perform periodic product, process and 5s audit according to the audit schedule or required by Senior Quality Engineer.
- Attend regular group quality and other relevant internal and/or external meetings and present with accuracy the required information.

Qualifications

Essential:

- ISO9001 knowledge/experience
- Level 3 Qualification in a technical subject (e.g., A-Level / NVQ / Diploma or equivalent)
- Precious experience working in an automotive production environment

Desirable:

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

Technical Skills/Experience

Essential

- Warranty management experience.
- Inspection and product testing.
- Auditing / patrol inspection experience
- Automotive quality and/or production experience.
- Knowledge of commercial vehicles' braking components
- Proven ability to consistently deliver under pressure.
- Demonstrate flexibility and adaptability to change.

Desirable

- Specific auditing experience (ISO 9001, IATF 16949, 5S)
- Knowledge and previous experience in the brake/vehicle friction 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.

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- Demonstrates critical thinking and ability to analyse and challenge information.
- Demonstrates organisation and prioritisation skills in managing volume and variety of work.