



Head of Quality – Job Description

(Job Code and Level: Q006)

Definition:

Overall UK responsibility and accountability for quality. Guarantees the continual compliance of quality standards for products and processes to ensure component/vehicle reliability, consistency and safety.

Will have people and budgetary management responsibility and is part of the senior management team or board, which determines overall strategy and all business decisions. May have responsibility for Health, Safety and Environmental Management Systems for the business.

Overall Purpose of the Role:

Strategic and tactical responsibility for implementing Quality strategy and strategic operational goals to exceed customer expectations for product quality, cost and delivery, optimising production quality levels and supporting operational excellence. Work closely with internal and external key stakeholders, manufacturing and customers regarding technical support of their activities. Responsible for all areas of the Quality function and provide support within Operations. Lead and develop the Quality Management system, striving for best in class products and business practices to deliver to the customer's expectations, managing teams and projects across the business. Provide clear leadership and vision, inspire and motivate staff to achieve excellence and mentor them as they develop new skills. Monitor and report Key Performance Indicators across all areas of the business to ensure that all projects are delivered on cost and on time to the highest quality standards. Ensure Health, Safety and Environmental issues are prioritised and facilitate Lean Business and drive Continuous Improvement across all quality related areas of the business in line with the strategy.

Key Responsibilities:

Strategy and Development

- Overall responsibility for Quality activities across the business
- Create and implement best practice quality vision, strategy, policies, processes and procedures to aid and improve business performance

- Ensure that quality strategies and processes are in place to meet business objectives and operational needs in terms of price, quality and delivery targets and which enables the company to function and compete effectively in the market and in a sustained manner
- Evaluate the challenges faced by the business and take action to mitigate risks and develop opportunities
- Contribute to overall business strategy and annual budget process

General and Task Management

- Lead and manage the quality function from new product conception through to warranty analysis to ensure a proactive culture so that customers receive the product to the highest standard of quality possible
- Drive any necessary culture change and improvement in business performance to deliver strategic goals
- Establish quality and reliability standards by studying industry benchmarks and the requirements of customers and research/design and development, and define the metrics required to assess performance against standards required
- Actively lead the reduction of Customer PPMs (Parts Per Million), Warranty, Cost of Quality and in-house scrap and waste
- Implement new quality processes and systems where appropriate
- Assist in continuous improvement activities throughout the business ensuring that problems are prevented and that customer requirements are met with any problems resolved effectively and economically
- Work to prevent non-conformances, customer complaints, concession and rework alongside Manufacturing/ Engineering and Operations to develop corrective and preventative actions within required time-frame
- Develop the Quality Management System, updating procedures and train team members where required
- Maintain procedures and processes to TS16949, ensuring companywide compliance to UK, legal and customer specifications and standards
- Ensure effective internal and external audits happen as well as assessment and audit of subcontractors to minimise non-value added
- Ensure that corrective actions are delivered and non-compliance issues are resolved on time
- Develop improvement and communication protocol within all systems and processes across the business
- Review all new potential business for feasibility and profitability, and any SDS (System Design Specification) project management milestone reviews to ensure successful on quality, cost and timing
- Support project management to cross functional activity required for project execution
- Report on Quality activities on a regular basis to the Senior Management team, ensuring accurate and timely reporting of the relevant Key Performance Indicators
- Drive and develop Environmental, Health and Safety processes and procedures within the organisation implementing a behavioural approach to safety and a zero tolerance culture

- Ensure that Environmental, Health and Safety, and quality standards and procedures are adhered to

People Management

- Provide leadership to departments under their control and coach, mentor and develop direct reports and manage a high performing team that delivers continuous improvement, added value and cost reductions
- Set department objectives and monitor ongoing progress and performance in a timely manner
- Ensure strong communication between teams under leadership to facilitate exchange of information and in order to implement change and improvements
- 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 and any other organisational and ethical requirements
- Responsible for developing the appropriate organisational structure, resource plans and culture to support the business objectives and customer deliverables
- Knows and develops the team
- Provide leadership, coordination and coaching to the team, ensuring they are trained enabling them to achieve the operational and financial metrics within their areas of responsibility and succeed in their roles
- Complete regular performance reviews, and manage any other people issues in conjunction with HR

Financial Budget & Control

- Input and hold responsibility for quality budgets
- 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

- Coordinate with engineering to ensure repeatable manufacture of product while maintaining quality, safety and environmental standards and achieving cost targets in a timely fashion
- 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 technology change and potential effects on supply. Recommend solutions without compromising quality or service while optimising cost
- Contribute to new business initiatives and projects and review and communicate the impact on manufacturing activities

Self Management

- Inspire and motivate the team

- Consistently manages performance firmly and fairly and in a supportive manner
- Resilient, optimistic and open to change
- Is self aware
- Self motivated and able to work well under pressure
- Shows moral courage, openness and honesty in all dealings
- Is confident, assertive and self assured
- Has an Adult:Adult, collaborative approach to others
- Support, comply and ensure complicity with Health & Safety regulations, the Company Handbook, Quality and Environmental standards, and all other Company policies and procedures

Skills and Attributes:

- Proven leadership and management skills with the ability to optimise team performance and development
- Excellent relationship management skills with the ability to engage, negotiate and manage key stakeholders and suppliers
- Strong and confident negotiator with the ability to negotiate at all levels
- Excellent communication, interpersonal and influencing skills
- Excellent analytical and problem solving abilities
- Results orientated with ability to plan and deliver against project deadlines
- Commercially and financially astute with experience of managing budgets
- Technical mindset
- An appreciation of and an ability to positively resolve issues arising from different cultures

Qualifications and Experience Levels:

- Educated to degree level (preferably Masters) in a relevant commercial or engineering discipline or equivalent NVQ Level 7 qualification
- Appropriate qualification in quality management
- Considerable and diverse demonstrable experience of leading a quality function with a proven track record in strategic quality leadership delivering effective quality strategies, policies, processes and systems
- Ability to add value, reduce costs and make business improvements
- Proven project management and quality experience
- Experience of operating and influencing at a strategic level
- Knowledge and technical understanding of automotive processes, components and manufacturing techniques
- Chartered Membership of an industry related Professional Body

Example roles this job description may cover:

- Quality Director or VP
- Quality Manager (where they are the most senior person in the UK business)