



## Quality Systems Engineer – Job Description

(Job Code and Level: QMS003)

### **Definition:**

Contributes to developing the Quality strategy, policies, processes, standards and systems for the Company and its supply chain to operate within. May undertake auditing to ensure compliance although this may be carried out by a third party accredited body.

### **Overall Purpose of the Role:**

Responsible for operating the Quality Management System (QMS), writing procedures and processes to support the QMS development. Lead and undertake audits across all areas of the business as well as across the supply chain. Provide training and champion the Quality Management System. Work on many phases or sub-tasks of projects or entire projects of moderate complexity, with results impacting on project completion. Work under general supervision, reviewed at project milestones and/or on completion by Senior Management.

### **Key Responsibilities:**

#### **General and Task Management**

- Oversee effective implementation of the Quality Management System throughout the company, including any business accreditations
- Maintain the Quality Manuals and Quality Procedures and ensure contents are appropriate for business
- Analyse current and future procedural needs of the business
- Organise and manage the plant internal audit system and the corrective action reporting system
- Conduct Quality Systems audits and assist in training/guidance to other auditors
- Host external Quality System audits
- Provide training on Quality issues and business processes
- Coordinate the review of Quality procedures associated with plant continuous improvement initiatives
- Plan Standard Operating practices required under the overriding Quality procedures

- Maintain the Standard Operating Procedure content and coordinate the issuing of these documents
- Support other functional areas of the business including procurement, business services and design
- Undertake internal project and management audits during the tender, design and manufacture stages
- Collate quality data for monitoring targets
- Assist with training of quality awareness
- Report on Key Performance Indicators (KPIs) in order to adhere to process and prevent occurrence of any non-conformity relating to product, process or system
- Assist with first off sample approvals
- Promote the use of customer preferred techniques for continuous improvement such as Six-Sigma, Poka-Yoke (Error Proofing), and Measurement System Analysis
- Keep up with current and developing manufacturing and engineering trends that concern product quality
- Undertake special projects as required
- Contribute to continuous improvement activities
- Quality control of work by appropriate reviews
- Support and lead process improvement activities
- Write reports and present progress at project meetings and to clients
- Achieve goals within budget
- Conduct benchmarking studies to determine best practices/designs and future trends
- Plan projects or subtasks so they may be tracked and presented
- Attend various meetings and action/communicate instructions
- Undertake continuous training and development
- Perform root cause analysis and resolve problems
- Independently determine approach and assigned tasks

### **People Management**

- Lead and/or support trainee engineers
- Train people within own work group

### **Relationship Management**

- Liaise with Process Improvement Engineers and Learning and Development specialists to implement an effective, documented process that defines product Quality requirements, best practice and training materials to support continuous improvement initiatives
- Liaise and communicate with other departments, customers, suppliers and other service providers
- Liaise with customers, joint ventures and supply chain partners
- Communicate efficiently throughout the shop floor and with own and customer's management

### **Self Management**

- Comply with the Health, Safety and Environmental Policies

- Assertive, resilient and welcomes change
- Engages interest and participation of others and has a collaborative approach to working with others
- Proactively contributes to the team
- Actively committed to teams development
- Is self aware
- Shows moral courage, openness and honesty in all dealings

### **Skills & Attributes:**

- Knowledge of quality systems
- Working knowledge of business systems
- Strong knowledge of Advanced Product Quality Planning (APQP), Production Part Approval Process (PPAP), Failure Mode and Effect Analysis (FMEA)
- Lean Manufacturing knowledge
- Knowledge of TS16949 and ISO9000
- Understanding of ISO14001 and Health and Safety Practices
- Knowledge of measurement
- Understanding of engineering drawings and manufacturing processes
- Ability to work in a diverse and dynamic environment
- Planning and prioritising activities
- Good communication and interpersonal skills
- Negotiation skills
- Ability to present data effectively
- Problem-solving skills
- Team working skills
- Analytical skills
- Understanding of cost and financial impacts
- Ability to work on own initiative

### **Qualifications and Experience Levels:**

- Relevant business/commercial or manufacturing/engineering degree preferred, or ONC, A Levels, BTEC Diploma Level 3 or equivalent NVQ level 3 qualification
- Membership of an industry related Professional Body would be advantageous
- Previous experience in a high volume manufacturing environment, preferably automotive
- Experience of working in Quality Assurance
- Six Sigma/Lean Manufacturing skills
- Experience of dealing with customers and suppliers

### **Example roles this job description may cover:**

- Quality Engineer