



## Quality Technician – Job Description

(Job Code and Level: QOPS002)

### **Definition:**

Inspects and tests incoming parts from supply chain companies and internally produced components/vehicles to meet the quality standards and systems required.

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

Assist/support the Quality Engineers by providing production expertise to resolve Quality issues within the production operation. Ensure that the product meets customer's requirements (both internal and external) at each stage of its manufacturing process, carrying out relevant testing and where necessary take corrective action to rectify non-conformance issues. Report quality issues data, ensuring the Quality Management System is adhered to at all stages.

### **Key Responsibilities:**

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

- Carry out product tests and thorough independent final inspection of finished assemblies to defined procedures, formally reporting all defects
- Responsible for checking, progressing and collating accurate build and inspection records
- Provide technical support in the areas of machine pre-delivery inspection, Goods Inwards, and Production line Quality support activities
- Inspect and auditing of all components and all stages of the manufacturing process
- Investigate any quality issues to identify root cause and raise appropriate corrective action paperwork and ensure issues are addressed and resolved
- Ensure compliance and assist with adherence to the Quality Management system (TS16949/ISO9001)
- Support regular inspection meetings with representatives from appropriate departments to establish an action plan for improving build quality

- Attend and report at regular improvement meetings, providing secure preventative actions to external and internal quality related concerns
- Ensure all products flow through the inspection department
- Ensure all incidents of non-conformance are recorded
- Maintain the calibration system, ensuring all equipment is correctly calibrated
- Assist the Quality Engineer with new product introduction
- Manage manufacturing master drawings to ensure build standard control is maintained on assigned projects
- Produce management feedback on performance in areas of responsibility
- Carry out internal audits of other departments
- Undertake special projects as required
- Contribute to continuous improvement activities
- Quality control of work by appropriate reviews
- Support and participate in process improvement activities
- Write simple reports and provide information to management
- Achieve goals within budget
- Plan projects or subtasks so they may be tracked and presented
- Be aware and work to achieve the Key Performance Indicators (KPIs)
- Attend various meetings and action/communicate instructions
- Undertake continuous training and development
- Participate in root cause analysis and resolving problems
- Agree the approach to be taken to assigned tasks
- Comply with the Health, Safety and Environmental Policies

### **Relationship Management**

- Liaise and communicate with other departments
- Support the engineers
- Commercial and financial awareness with a full understanding of how failure impacts business financials, customer satisfaction and future orders

### **Self Management**

- Comply with the Health, Safety and Environmental Policies
- Balanced and confident
- Applies experience and logic
- Achievement Focussed
- Makes productive contributions
- Team player with a positive effect on the mood
- Consistently manages the task
- Is self aware resilient, optimistic and open to change
- Shows moral courage, openness and honesty in all dealings and has a collaborative approach to working with others

### **Skills and Attributes:**

- Understanding of quality system

- Knowledge of Advanced Product Quality Planning (APQP), Production Part Approval Process (PPAP), Failure Mode and Effect Analysis (FMEA)
- Lean Manufacturing knowledge
- Awareness of TS16949
- Awareness of ISO9000
- Understanding of ISO14001
- Knowledge of measurement
- Understanding of engineering drawings
- Understanding manufacturing processes
- Ability to work in a diverse and dynamic environment
- Planning and prioritising activities
- Good communication and interpersonal skills
- Problem-solving skills
- Understanding of Health and Safety practices
- Team working skills
- Analytical skills
- Understand lean manufacturing
- Ability to work on own initiative
- Analytical skills

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

- GCSE Level A-C, IVQ Technician certificate, BTec first certificate or equivalent, NVQ level 2 qualification
- Commitment to work towards professional accreditation with an Industry related body
- Previous manufacturing experience would be advantageous
- Experience of working in Quality Assurance would be advantageous
- Awareness of six sigma techniques

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

- Quality Assurance Inspector