



## Quality Engineer (Resident/Customer Support) – Job Description

(Job Code and Level: QQA003)

### **Definition:**

Support the customer to ensure on-going quality excellence and act as a pivotal point between own production plant and the customer. Focuses on parts and product for the customer at the customer. Carries out root cause analysis and resolution for quality and customer issues.

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

To provide a first point of contact for the Customer about quality related issues. Collect root cause analysis data and provide corrective feedback to prevent line stops due to quality issues. Responsible for ensuring that the products produced meet quality standards required to minimise quality costs and maximise customer satisfaction whilst ensuring that procedures and processes are adhered to. Ensure incoming materials meet required quality standards. Support new product introductions to ensure the robustness of product builds with a clean cut-off, minimising obsolete stock. Work in a team environment to develop and implement best practices that emphasise defect prevention, reduction in variation and waste and provide for continuous improvements in meeting all customer requirements. Manage the customer specific requirements and offer technical support. Work on many phases or sub-tasks of projects or entire projects of moderate complexity, with results impacting on project completion. Work mostly independently under general supervision, reviewed at project milestones and/or on completion by Senior Management.

### **Key Responsibilities:**

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

- Build strong, working relationships with major customer stakeholders and in-house development teams to ensure complete and transparent communication and support
- Coordinate activities to evaluate and resolve sometimes technically challenging engineering and quality-related problems encountered in assigned area of the customer's facility

- Determine and collect relevant data for product and installation improvements to understand any problems and decide when to appropriately escalate issues
- Investigate reports of defective, damaged or malfunctioning parts, assemblies, equipment or systems to determine nature and scope of problem that the customer is experiencing
- Initiate containment of stock at all locations and prevent further sub-standard production
- Investigate the fault and extent of potential recall
- Examine, measure, inspect and/or test defective part for conformance to engineering design drawings or blueprint specifications using precision measuring and testing equipment
- Identify anomalies on engineering drawings back to the design function
- Maintain records to oversee recording of information by others to ensure engineering drawings and documents are current and that engineering-related production problems and resolutions are documented
- Feedback to own company what the issues are
- Evaluate findings to formulate corrective action plan and coordinate implementation
- Control clean cut-offs throughout and ensure containment is managed while on-going corrective actions are implemented
- Organise and manage any re-work of finished goods that may be necessary
- Report into the customer what the root causes were to quality issues, the containment measures and corrective actions taken to ensure resolution
- Review production schedules, engineering specifications, orders and related information to maintain current knowledge of manufacturing methods, procedures and activities in assigned area
- Assist with training of quality awareness
- Monitor and 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 new product introduction, representing the customer and support and manage pre-production trial runs and 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
- Participate in the development and refinement of Design and Process FMEA's (Failure Mode and Effects Analysis) and represent the customer's views
- Manage and coordinate customer PPM (Parts per Million), cost recovery and supplier warranty indicators
- Keep up with current and developing manufacturing and engineering trends that concern the customer's product
- 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
- Undertake continuous training and development
- Perform root cause analysis and resolve problems
- Independently determine approach and assigned tasks

### **People Management**

- Lead and/or support technicians and trainee engineers
- Train people within own work group
- Train both team and broader organisation members

### **Relationship Management**

- Provide advice and guidance to management teams as required
- Provide technical support to all internal departments to maintain and improve product quality
- Communicate efficiently throughout the shop floor and with own and customer's management
- Liaise and communicate with other departments, customers, and other service providers
- Participate in cross-functional teams in the development of new products or changes related to current products in meeting customer requirements
- Attend various meetings and action/communicate instructions
- Develop technical relationships with the customer and business partners

### **Self Management:**

- Comply with the Health, Safety and Environmental Policies both in-house and at the customer
- 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 and Attributes:**

- Exercise substantial initiative/judgement in work methods and interpreting goals
- Work independently and is reviewed infrequently with minimal supervision
- Self-supervising within the guidance and expectations of divisional management
- Knowledge of quality systems
- Strong knowledge of APQP, PPAP, FMEA
- Lean Manufacturing knowledge

- Knowledge of TS16949
- 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
- Understanding of Health and Safety practices
- Team working skills
- Analytical skills
- Understanding of cost and financial impacts
- Ability to work on own initiative
- Commercial and financial awareness would be advantageous
- Good understanding of customer expectations and deliverables with an awareness of the impact of failure/cost of poor quality

### **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
- Previous experience in a high volume manufacturing environment, preferably automotive
- Experience of working in Quality Assurance
- Experience of dealing with customers and suppliers
- Membership of an industry related Professional Body would be beneficial

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

- Customer Engineer