



## Senior Supplier Quality Engineer – Job Description

(Job Code and Level: QSQ004)

### **Definition:**

Ensures that the supply chain companies continually develop their process in line with the design intent of the customer and verify their systems to ensure they are compliant with the end customer's needs. This includes on-going supply chain company verification.

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

Support the Supplier Quality Manager responsible for delivering all aspects of the Supplier Quality Assurance function. Work in a team environment with suppliers 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. Collect root cause analysis and provide corrective feedback to prevent line stops due to supply issues. Manage the customer specific requirements and offer technical support to suppliers. 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. Maintain the robustness of product builds following new product introductions to ensure continuity and improvement in supplier capability. Manage the customer specific requirements and offer technical support. Work on multiple phases or sub-tasks of projects or entire projects of high complexity, with results impacting on project completion. Work reviewed at project milestones and/or on completion by Senior Management.

### **Key Responsibilities:**

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

- Carry out supplier validation audits, with supplier support and supplier advanced product quality planning (APQP).
- Work with Engineering (Design and Manufacturing Engineers) team to define process parameters and criteria to ensure supplier process capability is effective to meet product and process requirements

- Lead the supplier approval process by assessing manufacturing/technology capabilities and Health, Safety and Environmental risks
- Support new product launches to ensure that supplier quality meets the required standards
- Facilitate root cause analysis and corrective actions of supplier quality issues
- Perform on-site supplier visits for root cause analysis and verification of correction actions of supplier quality issues
- Collate and evaluate supplier quality data to identify process improvement opportunities within the supply chain
- Work with the supplier directly, create correction action plans to address process failures
- Review supplier manufacturing processes, collaborate with suppliers on process improvement and value enhancement opportunities
- Promote the use of customer preferred techniques for continuous improvement such as Lean, Six-Sigma, Poka-Yoke (Error Proofing), Measurement System Analysis, and Process Failure Mode and Effects Analysis (PFMEA)
- Provide concise, complete and accurate documentation of inspection results relative to area of responsibility. In appropriate functional areas, this refers to supporting inspection and test status requirements defined by regulations, engineering product specifications or Control Plans, Production Part Approval Process (PPAP) approval or product warrant submission
- Facilitate the escalation of unresolved supplier quality issues within assigned projects and suppliers
- Support the Quality Manager to monitor and report on supplier product quality and performance
- Deliver 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
- Participate in cross-functional teams in the development of new products or changes related to current products in meeting customer requirements
- Manage and coordinate supplier Parts Per Million (PPM), supplier problem solving on time, cost recovery and supplier warranty indicators
- Lead quality audits
- Undertake special projects as required
- Contribute to continuous improvement activities
- Quality control of work by appropriate reviews
- Support and lead process improvement activities at the supplier
- 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

- Produce written reports and make presentations
- Stay current and up to date on any changes that may affect the supply and demand of needed products and materials and advise others of any impact
- Undertake personal continuous training and development
- Perform root cause analysis and resolve problems
- Independently determine approach and assigned tasks

### **People Management**

- Support technicians and engineers
- Train people within own work group

### **Relationship Management**

- Develop and maintain strong relationships with internal and external stakeholders to ensure optimal performance
- Communicate efficiently throughout the shop floor and with own and customer's management
- Liaise and communicate with other departments, customers, suppliers and other service providers
- Diplomatic approach to relationships

### **Self Management**

- Comply with the Health, Safety and Environmental Policies
- Assertive, optimistic, resilient and welcomes change
- Engages interest and participation of others and has a collaborative approach to working with others
- Proactively contributes to the team
- Is self aware
- Ability to work on own initiative
- Shows moral courage, openness and honesty in all dealings

### **Skills & Attributes:**

- Knowledge of quality and 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
- Knowledge of ISO45001/OHSAS18001
- Understanding of ISO14001
- Knowledge of measurement techniques
- Metrology, Inspection Methods and Equipment
- Understanding and interpretation of engineering drawings
- Understanding manufacturing processes
- Ability to work in a diverse and dynamic environment
- Planning and prioritising activities
- Good communication and interpersonal skills

- Listening 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

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

- Degree preferred, HNC, City & Guilds Licentiate, BTec Higher Professional Diploma, NVQ level 4 qualifications
- Substantial experience in a high volume manufacturing environment, preferably automotive
- Experience of working in Quality Assurance
- Experience of Supplier quality development
- Lean skills
- Experience of dealing with customers and suppliers
- Membership of appropriate professional body

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

- Supplier Technical Assistant
- Supplier Technical Advisor