



## Supplier Quality Manager – Job Description

(Job Code and Level: QSQ005)

### **Definition:**

Responsible for ensuring that the supply chain companies 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-site supply chain company verification.

Will have people and budgetary management responsibility.

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

Responsible for delivering all aspects of the Supplier Operations Quality Assurance function on an on-going basis in line with the Quality Management System and Quality Policy to ensure that the business' products and services are fit for purpose and meet customer expectations. Responsible for ensuring that suppliers continue to develop and implement best practice that emphasise defect prevention, reduction in variation and waste and provide for continuous improvements and continue to meet quality standards required to minimise quality costs and maximise customer satisfaction whilst ensuring that procedures and processes are adhered to. Responsible for providing leadership, outstanding people skills and management to a team of Supplier Quality Engineers.

### **Key Responsibilities:**

#### **Strategy and Development:**

- Contribute to the creation and implementation of best practice quality vision, strategy, policies, processes and procedures to aid and improve operational performance
- Contribute to new business initiatives and projects and review and communicate the impact on Supplier Quality activities

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

- Lead supplier development strategy, designing the metrics for the function and supplier performance

- 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
- Support Purchasing with the supplier approval process by assessing manufacturing/technology capabilities and Health, Safety and Environmental risks
- Support new product launches to ensure suppliers are capable of delivering to the required quality standards
- Manage the root cause analysis and corrective actions process of supplier quality issues
- Perform on-site supplier visits for root cause analysis and verification of corrective actions of supplier quality issues
- Review and evaluate supplier quality data to identify process improvement opportunities within the supply chain
- Where appropriate work with the supplier directly, create corrective 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 FMEA (Failure Mode and Effects Analysis)
- Manage the development and refinement of Design and Process FMEA's (Failure Mode and Effects Analysis)
- Review documentation of inspection results across all areas. In appropriate functional areas, this refers to supporting inspection and test status requirements defined by regulations, engineering product specifications or Control Plans, PPAP approval or product warrant submission
- Monitor and report on supplier product quality and performance understanding any commercial issues and impacts
- Manage the Supplier Key Performance Indicators (KPIs)
- Manage customer PPM (Parts per Million), supplier PPM, supplier problem solving on time, cost recovery and supplier warranty indicators
- Lead quality audits for suppliers
- 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
- 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
- Keep up with current and developing manufacturing and engineering trends that concern product quality
- Conduct benchmarking studies to determine best practices/designs and future trends

- 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
- 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

#### **People Management:**

- Manage, coach and develop a high performing Supplier Quality team that meets agreed objectives and which delivers best practice results, added value and continuous improvements
- Provide leadership, direction, management and development to the Supplier Engineering team
- Set department objectives/KPIs and review and assess ongoing performance of direct reports
- Report on achievement of targets and identify any actions required
- Manage and lead the team, ensuring adequate staffing levels, managing holiday allowances, recruitment, training, development, appraisal, attendance, disciplinary issues and daily supervision to maximise efficient productivity
- Motivate and coach the team to operational success
- Monitor the completion of tasks and ensure good performance and record on appropriate systems
- Consistently promote high standards through personal example and roll out through the team so that each member of the team understands the standards and behaviours expected of them
- Review, implement and update company records e.g. training matrices, performance reviews, risk assessments
- Communicate KPIs from the strategic annual plan so that each employee is aware

#### **Financial Budget and Control:**

- Input and hold responsibility for Supplier Quality budgets
- Responsible for achieving budget and forecast
- Prepare the annual Supplier 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:**

- 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 purchasing strategy
- Communicate with stakeholders the impact of market change and potential effects on engineering design and development. Recommend solutions without compromising quality or service while optimising cost

- Work with Engineering (Design and Manufacturing Engineers) team to define process parameters and criteria to ensure supplier process capability is effective to meet product requirements
- Assist in the supplier approval process by assessing manufacturing/technology capabilities and Health, Safety and Environmental risks
- Participate in cross-functional teams in the development of new products or changes related to current products in meeting customer requirements

#### **Self Management:**

- Comply with the Health, Safety and Environmental Policies
- Proactively contribute to creating a good team atmosphere
- Anticipates and overcomes obstacles
- Makes useful links to arrive at insightful plans and solutions
- Embraces personal challenge
- Confident, rounded thinking
- Takes ownership for team cohesion and team development
- Is self aware
- Is resilient, optimistic and open to change
- Has an Adult:Adult, collaborative approach to others
- Excellent interpersonal skills
- A self-starter, motivated and able to positively motivate others
- Focused, target driven with a positive, can-do attitude

#### **Skills and Attributes:**

- Excellent leadership and man- management skills
- Ability to manage a variety of cross-functional team members
- Excellent written, verbal and presentation skills
- Excellent organisational and follow-up skills
- Competent in problem solving, team building, planning and decision making
- Very Commercially aware

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

- Relevant manufacturing/engineering degree is preferred, or HND, BTec Professional Level 5 Award or equivalent NVQ Level 5 qualifications.
- Membership of an appropriate professional body would be advantageous
- Significant experience in a high volume manufacturing environment, preferably automotive
- Experience of working in Quality Assurance
- Six Sigma/Lean skills
- Experience of dealing with customers and suppliers

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

- Quality Manager