



Role Description

Role Description	Quality Engineer
Document owner:	Quality Manager and Operations Manager
Version:	220622
Keep informed:	Quality Engineer

1. Overview

Reporting to the Quality Manager, the Quality Engineer is responsible for monitoring, testing, and reporting the quality of assembled products as well as the inspection of purchased materials, components, and assemblies to ensure we maintain high levels of service and delivery of product to our customers across the globe, and maintain certification to applicable standards including, but not limited to ISO 9001.

2. Duties and responsibilities

2.1. Quality in the Supply Chain

- Determine, maintain, and communicate detailed guidelines to identify which products require goods-in inspection, covering:
 - How to conduct the relevant checks, and who is approved to do so
 - What the quality standards are
 - How to process documentation correctly
 - How to raise non-conformances
- Ensure internal systems are kept current with relevant inspection notes (as identified in bullet above)
- Approve or reject raw materials as necessary with respect to quality standards
- Resolve supplier quality issues using structured investigation and reporting techniques
- Communicate quality issues to supplier and work closely, as required, to resolve issues
- Coordinate management of RMAs and commercial implications with Purchasing
- Provide technical support during supplier visits and audits
- Capture and report supplier quality performance to support the supplier review process
- Quality check remaining stock when an issue has been identified with a part or component and ensure effective containment of affected items
- Support new supplier and new product introduction, and manage change qualification activities with suppliers and in house

2.2. Quality in the Production Cycle

- Monitor the First Time Pass Yield of the production cycle and routinely carry out inspection, on a sampling basis, for the purposes of
 - identifying improvement and efficiency opportunities
 - designing, and implementing countermeasures and
 - ensuring the ongoing effectiveness of change

- Monitor for product, equipment and system failures which may impact the quality of the service provided by the company to our customers. Ensuring that failures are escalated as appropriate.
- In the event of a failure,
 - work to ensure that timely and accurate containment and corrective actions are instigated and followed
 - identify the root cause; recommending and implementing preventative actions
- Work with Operations teams to increase customer satisfaction by improving the overall quality of the products

2.3. Quality (Standards, Audits and Documentation)

- Working with relevant stakeholders to support and lead audits within Operations (and across the organisation as necessary) against applicable standards, (including ISO9001) requirements
- Work with the Operations Manager and Quality Manager to identify any quality metrics that support continuous improvement for manufacturing procedures
- Work with external bodies to support on-going certification to both new and current standards and ensure legal compliance
- Ensure related quality documentation is reviewed, maintained, and updated as necessary

2.4. Other

- Any other duties as required

3. Revision History

Revision	Changes
220622	NT: Role description created