

# Job Description & Personal Specification



**Job Title:** Quality Technician

**Location:** Williams Refrigeration King's Lynn

**Reporting to:** Quality Assurance & Compliance (Engineer/Manager)

**Direct Reports:** N/A

## Key Objective:

To support in the delivery of quality excellence. To ensure product, and process systems integrity and compliance to meet business need and associated customer quality requirements in accordance with national/international standards.

## Key Management Responsibilities:

### Ensuring the effectiveness of quality systems

- Working in partnership with the internal standards to ensure the delivery of quality excellence in line with the Standards.
- Supporting a lean and balanced Quality Control System that helps to identify risks, opportunities for improvement and meets the requirements of Top Management, Customers, Shareholders and other interested parties in the business.
- Plan and conduct in liaison with Line Manager internal product, systems and supplied item audits in compliance with ISO 9001.
- Review internal and external quality/reliability failures or products by regularly monitoring the customer concern log and reporting to the business.

### Ensuring effective quality control and quality assurance

- Promote best practice in Quality Control & Quality Assurance.
- Promote Continual Improvement with maximised influence/balance to financial margins and customer satisfaction.
- Review internal and external quality/reliability failures in conjunction with Line Manager of products by regularly monitoring the Customer Concerns Log.

### Ensuring the effectiveness of Continual Improvement

- Attendance as required to Continual Improvement Management meetings.
- Control and coordinate corrective action requests, which are maintained and actioned accordingly to minimise customer concerns and failures costs in the business.
- In liaison with Line Manager randomly audit final output and compare properties to requirements of all interested parties and customer concerns of the time.
- Identify opportunities for quality improvement and make recommendations for new efficient procedures.

### **Supporting the management of product and process audits, calibration and technical support**

- Provide technical support in establishing product verification/build method.
- Monitoring the compliance of all inbound and outbound materials and products.
- Conduct product audits and report findings for –
  - Williams manufacturing and operating facilities
  - Williams Manufactured products
  - Third party products promoted by Williams Refrigeration (eg Multidecks)
  - Williams Sales , Service and Administration activities
- Carry out calibration checks on production tools and equipment in line with the required timescales.
- Randomly audit business process outputs and compare properties to requirements of all interested parties and customer concerns of the time.

### **Supporting the development of quality principles and best practice initiatives within the business**

- Understand new and changing customer needs and requirements, to develop effective quality control routines in conjunction with manufacturing and engineering personnel.
- To promote good principles of quality awareness through training requirements of colleagues.
- Attending required meetings with internal and external stakeholders to ensure quality delivery in all departments
- Lead mentor and develop staff from all departments to meet the Standards.

### **Ensure timely and comprehensive quality control documentation and reporting**

- Keep accurate documentation and perform statistical root cause analysis on non-conforming products.
- Submit detailed reports to appropriate stakeholders, as required.

### **Safe working practices**

- Adhere to all company policies including the H&S Policy and other guidance notes issued by the company.

### **Other duties and responsibilities**

- Any other ad hoc duties as may be requested by your Line Manager including the attendance at other Williams facilities, customer and supplier sites
- You may be required to work additional hours in ensuring that management duties, responsibilities and reporting requirement are met

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### Personal Specification:

The job role requires the following attributes to successfully carry out the responsibilities and duties as set out above.

Attribute	Description	Requirement
Qualifications	<ul style="list-style-type: none"> <li>• Auditor qualification/training from a recognised body.</li> <li>• Associated industry training</li> </ul>	Desirable
		Desirable
Experience	<ul style="list-style-type: none"> <li>• Experience of working in production.</li> </ul>	Essential
Knowledge	<ul style="list-style-type: none"> <li>• In depth experience of all different types of refrigeration systems.</li> </ul>	Desirable
Skills	<ul style="list-style-type: none"> <li>• Strong communication skills with the ability to adapt tone to meet the audience</li> <li>• To manage and strengthen relationships and engagement with quality.</li> <li>• To carryout out audits on all required work practises.</li> <li>• Ability to plan and prioritise to meet needs</li> <li>• High degree of attention to detail and accuracy</li> </ul>	Essential
		Desirable
		Essential
		Essential
		Essential
Behaviour / Competency	<ul style="list-style-type: none"> <li>• Customer focus</li> <li>• Communication skills</li> <li>• Concern for accuracy</li> <li>• Interpersonal skills</li> <li>• Resilience</li> <li>• Coaching others</li> <li>• Analytical thinking</li> <li>• Initiative and pro-activity</li> <li>• Planning and organising</li> </ul>	Essential
		Essential
		Essential
		Essential
		Essential
		Essential
		Essential
		Essential
		Essential

### Performance Assessment Measures:

The following performance measures shall be reviewed initially after 5 months in readiness for a 6 month review with the company and yearly thereafter with the Group Contracting Director.

Performance Criteria	Description	Measure
Behaviour	<ul style="list-style-type: none"> <li>Ability to remain positive and present self professionally at all times.</li> </ul>	Point Score
Competency	<ul style="list-style-type: none"> <li>Demonstrate a high level of understanding of the Quality Standards and how they impact Williams.</li> </ul>	Point Score
Communication	<ul style="list-style-type: none"> <li>Build strong rapport and develop engagement at all levels.</li> </ul>	Point Score
Confidence	<ul style="list-style-type: none"> <li>Able to manage day proactively with minimum input from others.</li> </ul>	Point Score
Reliability	<ul style="list-style-type: none"> <li>To demonstrate the quality of being trustworthy or of performing consistently well.</li> </ul>	Point Score
Initiative	<ul style="list-style-type: none"> <li>Proactively take responsibility for all aspects of role.</li> </ul>	Point Score
Teamwork	<ul style="list-style-type: none"> <li>Demonstrate ability to work with colleagues across all departments.</li> </ul>	Point Score
Leadership	<ul style="list-style-type: none"> <li>Lead by example to demonstrate excellent quality and compliance values.</li> </ul>	Point Score
Quality	<ul style="list-style-type: none"> <li>Demonstrate that the quality processes have been completed to a high standard</li> </ul>	Point Score
Efficiency	<ul style="list-style-type: none"> <li>Complete tasks in an accurate and timely manner.</li> </ul>	Point Score
Targets	<ul style="list-style-type: none"> <li>Demonstrate ability to achieve exceptional quality targets and actions taken in order to meet/exceed expectations</li> </ul>	Point Score

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The above performance criteria is based upon the following scale of 1 to 5 and achieve an expected score.

Score System:

Assessment Criteria	Rating	
Score	5	Regularly Exceeds Task
	4	Occasionally Exceeds Task
	3	Manages Task Effectively
	2	Occasionally Misses Task or Makes Mistakes
	1	Regularly Misses Task or Makes Mistakes