

Job Description & Personal Specification



Job Title: Quality Assurance & Compliance (Engineer/Manager)

Location: Williams Refrigeration King's Lynn

Reporting to: Commercial and Customer Service Manager

Direct Reports: Quality Technician

Key Objective:

To proactively deliver 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.
- Managing a lean and balanced Assurance and Quality Control System that helps identify risks, opportunities for improvement and meets the requirements of Top Management, Customers, Shareholders and other interested parties in the business.
- Plan and conduct 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.
- To oversee communication of quality assurance and control requirements to relevant department heads, stakeholders and top management to ensure strong working relationships.
- Ensure Top Management KPI and risk based aspects are reported and turned into the Quality Strategic Plans of 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 of products by regularly monitoring the Customer Concerns Log.

Ensuring the effectiveness of Continual Improvement

- Chair bi-weekly Continual Improvement management meetings, with assessing risk criteria, filtering high category aspects to senior management for guidance and resolution where necessary.
- Control and coordinate corrective action requests, which are maintained and actioned accordingly to minimise customer concerns and failures costs in the business.
- Randomly audit final output and compare properties to requirements of all interested parties and customer concerns of the time.

- To perform statistical root cause analysis of non-conforming product.
- Identify opportunities for quality improvement and develop new efficient procedures.

Effectively managing product and process audits, calibration and technical support

- Provide technical support in establishing product verification/build method.
- Responsibility for 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
- Oversee 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.

Developing 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.

Working effectively with quality technician

- Manage attendance and conduct.
- Managing staffing levels and support staff welfare to include return to work interviews
- Manage current training requirements in line with roles and responsibilities



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"> • Leadership or Management equivalent Level 5 or above • Auditor qualification/training from a recognised body. • Associated industry training 	Essential
		Desirable
		Desirable
Experience	<ul style="list-style-type: none"> • Experience of working in production. 	Essential
Knowledge	<ul style="list-style-type: none"> • In depth experience of all different types of refrigeration systems. 	Essential
Skills	<ul style="list-style-type: none"> • Management skills • Strong communication skills with the ability to adapt tone to meet the audience • To manage and strengthen relationships and engagement with quality. • To carry out audits on all required work practises. • Ability to take a 'Big Picture' view of the business and quality requirements • Ability to plan and prioritise to meet needs • High degree of attention to detail and accuracy 	Essential
		Essential
		Essential
		Desirable
		Essential
		Essential
Behaviour / Competency	<ul style="list-style-type: none"> • Customer focus • Communication skills • Concern for accuracy • Interpersonal skills • Resilience • Developing and coaching others • Analytical thinking • Initiative and pro-activity • Planning and organising 	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"> Ability to remain positive and present self professionally at all times. 	Point Score
Competency	<ul style="list-style-type: none"> Demonstrate a high level of understanding of the Quality Standards and how they impact Williams. 	Point Score
Communication	<ul style="list-style-type: none"> Build strong rapport and develop engagement at all levels. Ensure Top Management is aware of important management activities. 	Point Score
Confidence	<ul style="list-style-type: none"> Provide an environment where staff and colleagues can have faith in ability to manage and develop the quality environment of Williams. 	Point Score
Reliability	<ul style="list-style-type: none"> To demonstrate the quality of being trustworthy or of performing consistently well. 	Point Score
Initiative	<ul style="list-style-type: none"> The ability to assess and initiate tasks independently, whilst communicating back to the required stakeholders. 	Point Score
Teamwork	<ul style="list-style-type: none"> Demonstrate ability to work colleagues across all departments. 	Point Score
Management & Team Leadership	<ul style="list-style-type: none"> Ability to offer solid management to colleagues 	Point Score
Quality	<ul style="list-style-type: none"> Demonstrate that the quality processes have been completed to a high standard 	Point Score
Efficiency	<ul style="list-style-type: none"> Demonstrate efforts to improve and develop the quality standard, business and team for the betterment of the business, whilst helping to make such improvements group wide. 	Point Score
Targets	<ul style="list-style-type: none"> Demonstrate ability to achieve exceptional quality targets and actions taken in order to meet/exceed expectations 	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