**IQD Job Specification**

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| **Job Title** | QA Manager (Electronics) | **Revised** | 16May17 Colin Smith |
| **Department(s)** | QA | **Reports To** | Operations Director |
| **Main Purpose** | Leading the QA function throughout the business including the day-to-day management of the QA department and supporting our strong constant improvement culture that is absolutely focused on meeting and exceeding customer expectations. | | |
| **Main Duties & Responsibilities include the following; other duties may be assigned.** | | | |
| * Maintaining ISO9001 approval in line with latest BSI Standards * Ensuring 'best in class' customer service is delivered to all internal and external customers. * Ensuring that the QMS is maintained, developed and updated as necessary in line with the company's current and future approvals. * First point of contact for customer Quality issues, responsible for resolution of issues and feedback to Sales team as required. * Process improvement and automation of QA systems where appropriate * Day to day management and administration of the QA department. * Producing and maintaining short, medium and long term strategic plans and objectives for your department(s) as part of the company's business plan and providing six monthly revisions. * Coordinating the internal audit team, ensuring the company's QMS is reviewed annually. * Leading and promoting the company's quality philosophies and practices, both internally and externally. * Control of all automotive product through the company, ensuring these products are handled correctly and that all the appropriate documentation is available and supplied when required. * Maintaining and developing a knowledge of the company's market, products, industry trends, competitors and leading customer strategies. * Carry out any reasonable request from your line manager | | | |
| **Other Duties & Responsibilities** | | | |
| * Member of Senior Management Team * Deputising for Director of Engineering in management of IQD test facility * RoHS/REACH compliance throughout the company. * Maintain Conflict Minerals Reporting Template (CRMT) * Signing off new model/ Data sheets * Generate, control and issue Product and Process Change Notifications (PPCNs) * Control and maintain the Company’s international, national and customer standards library * Generate and authorise other non-specific company statements | | | |
| **Supervisory Responsibilities** | | | |
| * QA Assistant | | | |
| **Fiscal Responsibilities** | | | |
| * N/A | | | |
| **Key Performance Monitors** | | | |
| * Customer Returns & Complaints * NCRs * On time delivery * Overall quality performance | | | |
| **Location** | | | |
| * Your normal place of work is at the Company’s Somerset based head office, however the role will require national and international business travel involving nights away. | | | |

**Person Specification**

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| **Job Title** | QA Manager | **Revised** | 16May17 Colin Smith | |
| **Department** | QA | **Reports To** | Operations Director | |
| **Qualifications** | | | | **Rating** |
| * A degree or HND in an engineering related subject, ideally electronics | | | |  |
| **Essential Experience** | | | | |
| * Maintenance of ISO9001 approval/ BSI relationship * Customer interface skills * Quality Inspection, external and internal auditing skills * Highly organised and very effective time management skills * Process and QA systems improvement | | | |  |
| **Desirable Experience** | | | | |
| * Certified Quality Auditor, Chartered Quality Institute (CQI) Associate * Managing Automotive products, including requirements for PPAP and related subjects * Experience with implementation of corrective action programs * Electronics industry experience * Knowledge of tools, concepts and methodologies of QA * Knowledge of electronics industry regulatory requirements | | | |  |
| **Languages** (written and oral) | | | | |
| * English * Chinese or German would be desirable but not essential | | | |  |
| **Personal Skills** | | | | |
| * Confidential and trustworthy with strong integrity * Dynamic self- starter able to work on your own initiative * Tenacious, determined and well organised with meticulous attention to detail * Adaptable & flexible * Highly computer literate and able to use CRM, ERP and general office software tools * Strong written and verbal communication skills * Team player with good interpersonal skills * Methodical with strong planning skills * Problem-solving skills * Numerical and statistical analysis | | | |  |
| **Total Rating** | | | |  |