**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
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| **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
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| **Supervisory Responsibilities** |
| * QA Assistant
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| **Fiscal Responsibilities** |
| * N/A
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| **Key Performance Monitors** |
| * Customer Returns & Complaints
* NCRs
* On time delivery
* Overall quality performance
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| **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.
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**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
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| **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
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| **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
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| **Languages** (written and oral) |
| * English
* Chinese or German would be desirable but not essential
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| **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
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| **Total Rating** |  |