



## QA ASSISTANT

### Job Summary

Working as part of an experienced team, you will be based at our Crewkerne office and will support our quality assurance team with the day-to-day running of the department which mainly involves managing the quality aspects of the business, however, there is increasing workload relating to the newly implemented environmental management system. There are opportunities to be involved with different aspects of the business and cross-functional team projects are a regular occurrence. Travel may be required, subject to business need.

**Full Time: Monday to Friday**

**Hours: 35h/pw**

**Standard patterns 8-4, 8.30-4.30, and 9-5. Other patterns may be available. There is flexibility with working hours.**

**Lunch: 1 hour or 30 minutes**

**Homeworking: 2 days per week available.**

**Salary: Negotiable**

### Duties

- Ensuring 'Best in Class' customer service is delivered to all internal and external customers.
- Supporting the QA department in the effective resolution of customer complaints and returns.
- Dealing directly with customer enquiries relating to outstanding investigations and product compliance.
- Processing the non-conformance reports and functioning the disposition of parts in a timely manner.
- Liaising with suppliers on outstanding investigations and other quality related requests.
- Liaising internally with relevant personnel, as appropriate.
- Generating and coordinating the completion of 8D investigation reports, as required.
- Generating concessions, permits and product compliance related documentation, RoHS, REACH.
- Supporting in the update and maintenance of the company conflict mineral status.
- Collecting data from suppliers on certifications and regulatory status.
- Working with suppliers to improve their performance.
- Internal audits of business processes & process improvement and development activities.
- Working with our QA and environmental team as required, based in Waldenburg, Germany.
- Supporting the QA team members in their roles and assisting in any tasks, as reasonably required.
- Contributing to the ongoing effectiveness and improvement of the quality management and environmental management system.

### Skills and Experience

- Computer literate; Microsoft word, excel, outlook, etc.
- Knowledge or interest in electronics and manufacturing beneficial.
- Willingness to learn and develop.
- Adaptable to rapidly changing business needs and priorities.

Desirable:

- Knowledge of ISO 9001:2015 and ISO 14001:2015.
- Experience of quality management and environmental management.
- Internal auditing experience or trained internal auditor.

### Company background

IQD Frequency Products has operations in America, Asia and Europe; offering a comprehensive frequency product range. From low cost commercial grade product to that used in high reliability military and professional grade applications, including Quartz Crystals, Crystal Clock Oscillators, Silicon/MEMS Clock Oscillators, VCXOs, TCXOs and OCXOs and frequencies from the kHz range up to around 500MHz.

In November 2017 IQD became part of the Würth Elektronik Group.