



## **Job Specification**

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**Job Title:** Quality Administrator and Analyst

**Reports to:** Quality Manager

**Contract Type:** Permanent

### **Job Purpose:**

To provide analytical and administrative support to assist the daily operations of the Quality Department and maintain the Company Business system to ensure it continually meets the requirements of the quality standard.

### **Key Responsibilities:**

#### Reporting

- Use MRP system to obtain real time scrap data and provide thorough analysis to spot trends and insight to where any process issues have been encountered;
- Obtain data from various sources to provide a suite of reports on quality issues to enable management team to make informed decisions;
- Respond to ad hoc requests for reports on a range of quality issues with by being able to manipulate and analyse data from MRP system and excel spreadsheets;
- Use internal systems to report monthly QOS departmental goals, in relation to Customer returns, supplier performance, internal audits and internal scrap for all processes.

#### Customer Service and Corrective Actions

- Manage the customer investigation database to log, respond and proactively follow up and report on customer concerns relating to quality or delivery issues;
- Triage customer concerns and ensure that responses are appropriate and tracked to ensure that all issues are dealt with efficiently and subsequent investigations are concluded in a timely manner;
- Analyse trends in customer feedback/complaints and recommend/facilitate a cross functional problem solving team where necessary;
- Assist Quality Engineers in the follow up of all Corrective Action Reports (CAR) and assist where necessary with appropriate personnel in the investigation of each CAR
- Manipulate customer returned samples/materials to determine which process the defect has occurred and establish what testing is required to confirm a claim, have the ability to categorise returns, review and determine if there any trends;



### Quality Team Administration

- Manage departmental goals through facilitated meetings and progress reviews to ensure that all objectives are progressed to ensure deadlines and targets are met.
- Facilitate daily fast response meeting, ensuring that minutes are circulated and action points are followed up and progressed to completion.
- Provide administrative support to quality engineers.
- Co-ordinate the scheduling of Department meetings and produce and circulate minutes as required.
- Manage internal audit timetable, ensuring that all audits completed and any findings followed up.
- Assist the Quality Technicians with Calibration in conjunction with the Purchasing function
- Coordinate arrangements for World Quality Day;
- Type reports, correspondence and special projects as assigned by Senior Managers and members of the Quality Department;
- Filing, photocopying, ordering goods, opening/sorting incoming mail for quality section.
- Provide cover for reception desk as required;

### Document Control

- To ensure the integrity of the company business system is maintained by accurately and proactively managing the Company Control Procedure by:
  - Ensuring that documents are approved for adequacy prior to use
  - Documents are reviewed and updated a necessary and revised documents are re-approved
  - Ensuring that changes and the current revision status of documents are identified
  - Ensuring that relevant versions of applicable documents are available at points of use
  - Ensuring that documents remain legible and readily identifiable
  - Preventing the unintended use of obsolete documents and to apply suitable identification to them if they are retained for any purpose
- Ensure that Company procedures for the identification, storage, protection, retrieval, retention and disposal of records are followed at all times;
- Play a key role a proposed project for an automated document control system;
- Provide training on the Business System during employee's induction and as required



### **Education and Experience required for the role**

- High standard of education, ideally to a degree level
- High Level computer Skills with demonstrable experience of using Microsoft Excel to an advantage level with the ability to write macros and the ability to manipulate SQL databases
- Experience with manufacturing or a quality department would be advantageous
- Experience of working with quality systems in particular TS16949

### **Personal Competencies required for the role:**

#### Customer Service

- Puts the customer first, responding positively to their requests;
- Takes appropriate action to ensure that customer problems do not reoccur;

#### Interpersonal Skills

- Supports and help others when needed
- Takes personal responsibility for their actions

#### Planning and Organising

- Consistently meets deadlines
- Adopts strategies to manage own work independently

#### Quality Focus

- Carries out tasks with due regard to KPMF's policies and procedures and the Quality Management System
- Pays attention to the details that are critical to work

#### Continuous Improvement

- Accepts changes in ways of working and understands the need for it
- Seeks to continuously improve self and working practices by gathering , evaluating and acting on feedback from all available sources

#### Attitude/Leadership

- Takes personal responsibility for their work and development



- Has an awareness of the needs of other departments