



JOB DESCRIPTION & PERSON SPECIFICATION

Job Title:	Quality Coordinator
Department:	Quality
Reports to:	Quality Manager
Date updated:	15/09/2022
Main Purpose of role:	<p>To support with administration and maintenance of business processes to the expectations of the company, customers, and the ISO 9001 standard requirements.</p> <p>To assist with the improvement of organization's internal quality culture and support Senior Quality Engineer with coordinating investigations into identified quality problems internal and external, also support with implementation of improvement actions using standard quality tools and techniques.</p> <p>To ensure the overall quality of manufactured products meets required safety and quality standards.</p>
Specific Responsibilities/ Tasks:	<ul style="list-style-type: none"> • Create ISIR reports to customer standards including submission • Use of FARO arm for parts and jig measuring and producing reports • Assist with engineering change process • Assist with maintenance of document control process • Support with handling of customer returns • Support with handling of supplier rejections • Create SOP's including training for their use • Support with maintenance of NCR/ RMA process, carrying out investigations & guide departments through problem solving for internal, customer and supplier issues • Conduct internal and supplier audits in line with ISO 9001 and company procedures • Support with development of structure within quality department • Support with development and updating of internal processes in accordance with requirements of the current BMS and good practice • Perform PDI for customer products • Create quality care points and deliver toolbox talks • Carry out production inspections and spot checks with findings reported to relevant personnel • Respond to customer enquiries/ concerns in a timely manner • Support with maintenance of material certificates and contact suppliers if needed • Support quality team through breaking down interdepartmental barriers
Staffing responsibilities (Direct & Indirect reports)	None



Key Relationships:	<p>External: Customers, suppliers</p> <p>Internal: Quality and all other business functions</p>
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Person Specification		
Attributes:	Essential:	Desirable:
Qualifications required		Qualification to HND in mechanical engineering or engineering related field Degree in engineering or quality assurance
Experience required	Working within fast paced manufacturing/ engineering environment Minimum 3 years in similar role Ability to interpret complex drawings Experience dealing with customers/ suppliers in professional manner Experience using calibrated inspection measurement tools such as micrometres, verniers etc. Experience using FARO arm Experience in administration and maintenance of the Business Management System (BMS)	Welding/ fabrication experience ISO 9001:2015 internal audit experience Awareness of ISO 9001:2015 standard
Knowledge and Skills required	Hands on experience with BMS and testing methodologies Use of Microsoft tools Solid understanding of quality and experience in using 7 quality tools Working experience in completing documentation ie. 8D, ISIR, NCR Strong communication skills Ability to produce reports Versed in team problem solving within manufacturing environment	Working knowledge of EN 15085, EN 1090, BS EN 5817, ISO 3834 standards



Behaviours /Competencies required	Passionate about quality Resilient Approachable Assertive and open style capable of engaging and influencing other team members Excellent interpersonal skills Professional and positive attitude energetic-proactive, hands-on approach Self-motivated-must be able to identify, organise and execute tasks independently Ability to see things through fully Team player Ability to work independently with little guidance and supervision	
Approved By:		Department Manager:

** This job description is current at the date of issue. Changes in the law of the country, technology, customer demand and the requirement to improve efficiency for the survival of the company may require changes to be made at certain times. You will be consulted about such changes as the need arises and you will be expected to agree to reasonable changes.*

Signed in agreement with job description:

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Date:

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