



## Job Description

**Job Title** – the job title must accurately convey the nature of the work the job-holder is required to perform

Quality Engineer – Sertec Birmingham Ltd

**Responsible to** – enter job title to whom the job-holder reports

Senior Quality Engineer

**Responsible for** – enter job titles for whom this position is responsible and the number of employees

Quality Leads	2		
Quality Support	2		

**Main purpose of the job** – give summary description of the job purpose

Support All customer concerns and CARs ensure robust containment is in place.  
 Support shop floor teams with problems and team development to ensure Quality in maintained.  
 Ensure all supplier concerns raised back to the supplier and review supplier 8D's until they reach closure.  
 And any off standard is recovered using the GRN system  
 Support customer concerns off site when requested and in a professional manner representing Sertec Group Holdings Ltd.  
 Support system audits and shop floor audits as planned by Quality Manager.  
 Review customer portals regular to ensure data and systems updated on all customer web portals which align to the Sertec QOS / data.

**Principal duties and responsibilities** – list main duties or tasks to be performed, define key responsibilities of the job-holder, list any KPI's and or reports that the job holder will have to compile detailing the frequency required.

- Support manufacturing day to day quality activities including Quality Leads and Supports are carrying their duties.
- Support shop floor teams with problems and team development to ensure Quality is maintained.
- Support Supplier concerns raised with reporting to suppliers and review of supplier 8D's ensuring closure within agreed time frame.
- Support TS16949 + ISO14001 audits as and when required.
- Drive and complete internal and external 8D's as needed and support team projects set to drive quality improvements and audit results.
- Control all non-conforming parts to quality procedure.
- Support customers with regular site visits and attending requested meetings.
- Ensure customer portals reviewed and controlled on a regular basis to ensure data is live and updated, also to ensure customer performance matches Sertec data.
- These duties are not 'limited' or 'fixed' and you may be required to take on additional reasonable responsibilities, as our business needs change.

Measurable / KPI's	Targets	Review Period
Champion of internal / external 8D register	To D3 in 24hrs 8D Closed 10 Days	Weekly reviews
To present and review all concerns, 8D's raised with quality manager	Full sign off no repeat issues	Weekly reviews
Champion of internal / external BOS charts and icharts	Maintained and up to date	Weekly reviews
Reduce Off standard cost within the business 20% min	20% min on 2014 data	Weekly reviews
Recover any off standard cost from suppliers	100%	Weekly reviews
Review customer portals	All portals	weekly

Issued By: T.Willett

Sign:

Date:

Accepted By:

Sign:

Date: