

JOB DESCRIPTION

Quality Manager

Overview

Whether it is industrial embedded computing, custom lithium battery packs, secure communication systems, antennas, or imaging technology we design, manufacture, and supply it is from the ocean floor to the edge of space, Steatite innovation is making sure that vital technology operates consistently, reliably, and above all safely, around the clock.

Our products can be found gathering scientific insight in the cold and crushing depths at the ocean floor, transmitting high bandwidth data across hostile terrain, processing colossal amounts of traffic data, and enabling secure ticket sales on board a train.

From the first day of your employment with us, you will be part of an organisation that cares for your safety and wellbeing and strives to make every day at work rewarding.

Summary Details

Job Type:	Site based
Job Title:	Quality Manager
Location:	Redditch, Worcestershire
Hours:	38 hours per week, worked Monday - Friday
Salary Package:	Competitive
Benefits	<p>25 days holiday increasing to 28 days after ten years' service, plus bank holidays.</p> <p>Discretionary annual bonus</p> <p>Pension – 5% employee, 4% employer (salary sacrifice)</p> <p>Development opportunities relevant to your role</p> <p>Enrolled in Employee Share Scheme following 12 months service.</p> <p>Access to Westfield Healthcare scheme, including:</p> <ul style="list-style-type: none"> • Corporate Health Cash Plan including cover for dependents. • Employee Assistance Programme • Discounted Gym membership • Retail & Travel discount scheme • Wellbeing App

Qualifications:	<ul style="list-style-type: none"> • Educated to Diploma / Degree level (or equivalent) – preferably in an engineering environment. • Previous work experience as a Quality Manager or similar role • In-depth understanding of technical documentation • Experience in Product and Process Validation, including FMEA, DOE, Test Method Validation, sampling plan analysis, etc
-----------------	--

The type of person we are looking for:

We are seeking someone who has a flexible and adaptable approach to their workload, who is curious and open minded and keen to seek out evolving and innovative ways to add value to the role. You must be able to work effectively and inclusively with a range of people and be determined, resourceful and driven to deliver the best results for our customers and the business. You will have a passion for and be eager to learn new skills and seek development opportunities in the course of your employment. Reporting to the Head of SHEQ, the purpose of this role is to lead the Quality team to ensure that products and processes are maintained in line with Business and Customer requirements.

The Role

This role encompasses the following responsibilities:

- Maintain the company's quality procedures, standards, and specifications.
- Review customer quality requirements and ensure they are met.
- Monitor the quality of products and processes and implement necessary remedial actions when deviations from quality standards are identified.
- Ensure that manufacturing or production processes meet international and national standards.
- Manage a team of quality control technicians and support staff.
- Maintain effective documentation control procedures.
- Monitor, measure, and report on performance and identify any areas of weakness, recommending and implementing improvements.
- Manage the inspection and certification control plans.
- Support the project management team with contract reviews.
- Provide manufacturing support to the production areas with reference to quality issues.
- Ensure procedures are implemented or updated where appropriate.
- Provide support for the Engineering team to create Bills of Materials (BOMs) on the Epicor ERP system including all supporting documentation required for manufacture, assembly, validation, verification, and formal quality processes.
- Manage the process for Engineering Change Requests (ECRs) obtaining sign-off, checking the scope/impact of the changes, and updating relevant documentation on Epicor ERP system.

- Support Production by checking manufacturing documentation packs and Epicor BOMs are correct and sufficient for all manufacturing, assembly, validation, verification, and formal quality processes prior to release for production.
- Collaborate closely with the Production/Engineering teams, to identify and eliminate quality defects, ensuring a streamlined manufacturing process.
- Conduct regular audits of our Quality Procedures to ensure adherence to established standards and protocols.
- Managing of all related non-conformance issues

Key Competencies

- Previous experience of managing Quality from within a manufacturing/production environment.
- ISO Lead Auditor – ISO 9001:2015; ISO 14001:2015
- In-depth understanding of engineering/technical documentation
- A natural leader, who can motivate and lead with excellent interpersonal skills.
- Excellent verbal and written communication skills as this is a customer faced role.
- Ability to compose clear and concise reports & documentation.
- Able to work under pressure to achieve deadlines consistently.
- Ability to communicate complex technical issues in a simple and concise manner.

Useful Additional Expertise

The following would be advantageous but are not essential:

- Experience of Advanced Product Quality Planning & Control Plan (APQP), Failure Mode and Effects Analysis (FMEA)
- Six Sigma experience
- ISO 45001:2018 Awareness/auditing experience.
- Competent with standard Office software, Engineering CAD, ideally Dassault Systems SolidWorks and ERP/MRP systems.