



POSITION PROFILE

Position Title:	NPI Quality Engineer	Reports to:	Quality Assurance Manager
Function:	Quality Engineering	Position Code:	Engineer Level 3
Location:	Witney, UK		
Revision:	2.0 – 16/12/2020		

Profile Summary:

You will lead the provision of high-quality products and services for the organisation through the development and execution of the overall Quality Engineering function.

Key Responsibilities:

In this role you will play a key role in all aspects of Quality Engineering for the organisation.

You will be accountable for promoting high quality and valued added processes throughout the company and involved in managing overall product and process quality assurance. You will drive continuous performance improvements ensuring that the business delivers high quality services and products at all times

You will establish an effective working relationship cross functionally to ensure quality is an integral part of the design, sales and supply chain processes implementing methodologies to ensure that our products and services exceed customers' requirements within project timescales

You will ensure the quality of the design, validation, and verification processes throughout the project life cycle from development engineering assisting customer integration, production ramp up and obsolescence

Utilising KPIs and other suitable tools, you will drive continuous improvement, establish best practice and help ensuring that the overall business objectives are achieved.

Responsible for planning, coordinating, and implementing customers' new product introduction to the business to ensure a smooth delivery from 'cradle to grave'.

1. Support New Product Introduction by ensuring the correct procedures are followed through the development and release to production to meet all aspects of cost, manufacturability, process capability, delivery for successful launch.
2. Drive the Product Approval Process with Customers from prototype approval until MP ramp up,



assisting the product integration throughout each stage and ensuring product compliance requirements and designs are production ready for volume manufacture

3. Review customer quality requirements, risks and set up internal process to meet those requirements
4. Manage and assist product integration challenges carrying out investigation and countermeasures during build phases including production ramp up utilising appropriate problem-solving techniques where required
5. Assist in the development and maintenance of Product Assurance systems and Compliance ensuring Customer Specific Requirements are fulfilled and internal processes updated [APQP, PSW, BOMCheck and other specifics]
6. Manage several projects/customers at the same time but at different development stages, organising and prioritizing work within the overall project timescales
7. Prepare monthly management reports giving details on new project status, highlighting relevant risks and proposing recommendations to achieve business results
8. Assess impact of Product Change Notices to Customer/Suppliers and coordinate the Approval process without disruption to the supply chain
9. Ensure the active and high value-added involvement of the Quality function within the overall supply chain management process, driving the resolution of quality issues at root cause in relation to customers, suppliers and internally
10. Assure the incoming quality of goods and subsequent outgoing quality of goods and services to our customers
11. Participate in supplier selection, ongoing assessment, and development
12. Develop and maintain key quality metrics for partners/vendors/suppliers as well as across the organisation
13. Implement processes and tools to monitor, manage and continuously develop supplier's performance
14. In conjunction with Operations, develop the Supplier Audit plan and execute supplier audits, assessments, and supplier performance measurement.
15. Drive production problem resolution using best practice quality tools and techniques. Applying engineering and quality fundamentals to problem solving and make appropriate decisions in timely manner to prevent disruption in supply
16. Carry out Internal Audits, Suppliers Audits and represent Anders at external audits
17. Lead and develop quality awareness to develop Operations team skills
18. Ensure that the adherence to safety, legal and customer specific requirement are met throughout project lifecycle
19. Support Operations to manage the supply chain throughout the product development process, including selection, qualification of alternative vendors. And assist in the coordination of prototypes build, pre- production and design transfer to manufacturing partners
20. Provide feedback to the Engineering team to ensure products are designed for manufacturability

Continuous Improvement:

1. Manage the customer and supplier interface for all quality related issues. This will involve regular conference calls with customers and manufacturing partners overseas and site visits as appropriate



2. Be the quality champion within the organisation and work closely in partnership with key suppliers, customers and cross functionally
3. Own the customer issue resolution process from initial notification, drive root cause analysis through to final resolution and ensure that all stakeholders are adequately involved and informed
4. Drive an effective Returns process to ensure customer satisfaction, maximise salvage and repair and ensure root cause ownership at all levels
5. Responsible for all aspects of Quality Engineering throughout the product life cycle including obsolescence
6. Develop and analyse KPIs to help drive continuous performance improvements
7. Prepare quarterly the Quality Performance Report Analysis of Key Accounts and Suppliers highlighting continuous improvements achieved

Optimum Qualifications, Skill Sets, Competencies and Experience:

1. Engineering or Science degree or significant industrial experience with examples of using Six Sigma and statistical tools.
2. Experience with NPI within electronics industry and directly involved in bringing products to market.
3. Experience within the LCD, Embedded systems and/or electronics industry
4. Excellent communication and interpersonal skills [written, verbally and presentation]. Able to communicate effectively and clearly at all levels of the organisation, customers and suppliers
5. Project Management experience with six sigma black belt project leadership experience [desirable]
6. Experience in Advanced Quality, New Product Introduction, APQP/PPAP and Forward Model Quality Planning, 8D Analysis, Ishikawa
7. Strong knowledge of product and process auditing [ISO9001/IATF16949]
8. Track record of managing design validation process (internally and customers)
9. Track record of developing and implementing test fixtures required to manufacture electronics devices (desirable)
10. Strong experience and working knowledge of OEM specific requirement and ownership to resolve quality issues
11. Experience in using Quality Core tools and techniques such as 8D Analysis, Ishikawa, SPC etc
12. Strong analytical, problem- solving skills and ability to negotiate at senior level
13. Strong level of competence IT, statistical and reporting skills
14. Must be structured, organised with the ability to work on their own, within a team, and lead a small team when required
15. Thinks strategically and innovatively about continuously learning and improving business processes
16. Demonstrate a positive attitude towards change with a willingness to be flexible and adaptable to new circumstances

Optimum Personal Attributes:

1. Highly customer focused, understands the needs of the internal and external customers and focuses efforts to meeting those needs through value-added actions
2. Strong team player - creates strong partnerships with internal and external stakeholders, including supply partners
3. Results oriented - focus on achieving results with a sense of urgency
4. Integrity - demonstrates ethical behaviour at all times



5. Passion - believes in the value that our products and technologies bring to the customer
6. Values cultural diversity - understands and wholly embraces the value that cultural diversity brings to the workplace and society
7. Leadership - gains the respect of colleagues, customers, and stakeholders by taking ownership of issues and finding solutions and coaching others
8. Development - Strong interest for continuous personal learning and professional development

Working Conditions:

1. Full time, permanent position.
2. Actual working times may need to vary depending on the need to liaise with customers, suppliers or other team members and may involve different time zones
3. Travel is expected to be infrequent but when required may include international destinations
4. Travel and participation in training and development activities, which may include outdoor physical events overnight or during the weekends will be required