



# THE WEST GROUP LIMITED

Design & Supply of Fluid Control Solutions & Components

**Name:** TBC

**Job Title:** Quality Engineer

**Job Role:** Reporting to The West Group Quality & Regulatory Manager. Develop and monitor quality control systems, determine root cause of quality issues, establish corrective and preventative actions, implement quality measures. Actively promote Quality throughout the organisation. Be aware of company and departmental objectives, targets and measurements and assist in the delivery of those targets

## Job Responsibilities:

- Act as an ambassador for the company, promoting a positive image both internally and externally, demonstrating support of our strategic direction
- To aid the maintenance of the QMS, recommending improvements and continuous improvement activities.
- Approve goods / materials by confirming to specification / inspection requirements inclusive of documentation; conducting visual and dimensional inspection; rejecting and returning unacceptable products / materials.
- Document inspection outcomes by completing detailed reports and performance records. Maintain traceable records.
- To investigate quality related issues occurring both internally and by the Customer, by identifying the root cause and implementing acceptable corrective actions (8Ds).
- Driving cross-functional investigation of non-conformities using recognised problem-solving methodology such as 8D/5Y/Ishikawa.
- Complete Service Call, Manufacturing and Project audits as required.
- Preparing Quality Documentation
- Collaborate with other departments, especially Production and Manufacturing, to develop and implement controls and improvements to product and process.
- Ensure that workflows, processes, and products comply with safety regulations.
- Review supplier First Article Inspection reports
- Assist in developing and implementing quality standards and control systems.
- Liaise with other departments regarding improvements to Internal QMS Procedures and Documents as necessary in addition to the creation and support
- Actively promote CI within the business and the team.
- Actively participate in relevant Kaizen events to promote Continuous Improvement.
- Adhere to a set of personal KPI's set by the Customer Services Manager which support the achievement of the Team KPI's.
- Learn and adhere to operational procedures and systems.
- Actively promote Quality throughout the organisation.
- Provide additional support to The West Group as required



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## **Required Job Skills:**

- HND equivalent or higher in relevant engineering (Mechanical, Quality etc)
- Ability to complete inspection reports, ability to read and interpret technical drawings
- Knowledge of ISO 9001
- Strong communication and interpersonal skills.
- Strong analytical and problem-solving skills.
- Project management skills.
- Microsoft Office knowledge.
- Able to conduct data analytics.
- Proactive.

## **Team KPI's (Key Performance Indicators):**

- Reviewed and updated annually.

You are required to adhere to the company standard terms and conditions of employment and to be aware of your duties as an employee of the company with regard to the quality management system, general standards, health and safety and confidentiality.