

<b>Job Title:</b>	Quality Manager	<b>Position Type:</b>	Full Time
<b>Location:</b>	Laughton, East Sussex	<b>Travel Required:</b>	10%
<b>HR Contact:</b>	personnel@quorumtech.com	<b>Date posted:</b>	14 <sup>th</sup> January 2019
<b>Job Description</b>			
<p><b>PURPOSE OF JOB</b></p> <p>To ensure that Quorum Technologies will continue to meet the needs of our customers (and potential customers) whilst maximising the profits of the company, a new interdepartmental role will be created which focuses on collecting feedback from the market on perceived quality, highlighting gaps between expectations and reality and then working with all departments to drive through improvements in products and processes in order to ensure that we do as we promise.</p> <p><b>ROLE AND RESPONSIBILITIES</b></p> <p>The Quality Manager is an inter-departmental role, reporting directly to the Managing Director.</p> <p>The Quality Manager will create and maintain an environment and processes to support quality in all areas of the business from the sales process through production, shipping &amp; installation and onto customer support. This role has 'cradle to grave' responsibility and needs an in-depth understanding of the full business process.</p> <p>The Quality Manager will build expertise and ownership that can then be translated into 'right first time' builds and installations, improving productivity and perceived quality. The successful candidate will be a quality champion who is able to speak with authority and knowledge about the procedures and processes.</p> <p>The Quality Manager will be responsible for managing the perceived quality of Quorum's entire range of products. As such, Quality Manager will need to quickly develop an understanding of electron microscope applications and sample preparation techniques.</p> <p>Some of Quorum's product lines require on-site installation onto an electron microscope. The Quality Manager will be responsible for the quality of the shipped product as well as the quality of installations, after-sales service and related processes.</p> <p>As most of Quorum's revenues come from outside the UK, soliciting feedback from key customers and OEMs in the US, Europe and Asia will be important. Therefore, the role may require occasional overseas travel.</p> <p>The Quality Manager will be responsible for managing the Quality system at Quorum.</p> <ul style="list-style-type: none"> <li>• Maintain compliance to ISO9001. The role will be the nominated Quality Management Representative.</li> <li>• Constant review and improvement to ensure effective and efficient quality processes are in place, ensuring full stakeholder buy in. Recommend, and implement novel, modern methods and processes appropriate to the production environment.</li> <li>• Update standard operating procedures so that they reflect best practice and lessons learnt. Where necessary create and ensure adherence to SOPs.</li> <li>• Active involvement in all aspects of product change and new product development so that quality concepts are understood, tracking is in place from product launch where applicable and products have quality designed in.</li> <li>• Take over Quorum's Staff Induction Programme, conducting inductions for all new staff members.</li> <li>• Regularly review training processes and procedures to meet quality needs and provide feedback to management.</li> <li>• Ensure all necessary tools and test fixtures are tracked and calibrated as necessary. Maintain test fixture asset list and calibration register.</li> <li>• Undertake internal quality audits.</li> </ul> <p>The Quality Manager will oversee operational Health and Safety requirements at Quorum.</p> <ul style="list-style-type: none"> <li>• Incorporate health and safety policies into the overall quality management process.</li> </ul>			

- Track safety issues and ensure steps are taken to ensure safety.

The Quality Manager will be responsible for ensuring that the quality of Quorum's products and services matches the needs of our customers by implementing a system for gathering feedback on quality issues, conducting root cause analyses and implementing corrective actions needed to improve efficiency.

- Ensure validation and verification documentation is provided by Engineering for new products.
- Ensure that documentation prepared by Marketing accurately reflects the capabilities of the product.
- Implement a feedback mechanism which establishes KPIs to measure performance and captures instances when our products and services do not meet the promised standard. Produce relevant reports and graphs to help with root-cause analysis and demonstrate continuous improvement.
- Ensure corrective actions are put in place to rectify any deficiencies.
- Work with Purchasing and Engineering to provide quality updates to suppliers to ensure errors in any of the components provided by the supply chain are rectified.
- Research the marketplace and competition to keep up to date with industry developments.
- Review customer feedback and competitive positioning and use this to make recommendations for further improvements to quality processes and decisions.

#### **QUALIFICATIONS AND EDUCATION REQUIREMENTS**

Relevant Degree in Business, Quality Management, Engineering or a related field.

#### **REQUIRED EXPERIENCE**

**The successful candidate must be able to demonstrate that they have:**

Directly managed an ISO9001 system, preferably in a low volume high mix manufacturing environment;

Created and generated KPI reports using MRP/ERP system (e.g. SAP);

Project management experience in introducing a new quality system such as Lean Six Sigma or ISO standardisation;

Used formal root cause analysis tools to implement continuous improvement in a manufacturing environment;

#### **PREFERRED EXPERIENCE**

**While not essential, the following experience would be a distinct advantage:**

Interacting with demanding customers in high-tech markets, particularly in Asia;

Working with Electron Microscopes and related sample preparation equipment;

Preparing Crystal Reports and/or SQL scripting.

#### **REQUIRED SKILLS**

Excellent written and oral communication and presentation skills in English;

Ability to undertake competitive benchmarking;

Planning and project management skills;

Data management and computational skills;

Strong time management and prioritization capabilities;

Hands-on approach and demonstrated ability to influence others without having direct authority.

Willingness to work under pressure and to deadlines;

Foreign language skill would be an advantage.

#### **REPORTS TO:**

Managing Director

**LINES OF COMMUNICATION TO:**

Sales, Service, Operations and Engineering

**ADDITIONAL NOTES**

*NA*