

Job Title:	Continuous Improvement Engineer	Position Type:	Full-time
Location:	Judges House, Laughton	Travel Required:	<10%
HR Contact:	personnel@quorumtech.com	Date posted:	July 5, 2023
JOB DESCRIPTION			

MAIN PURPOSE OF JOB

The main purpose of the role is to improve product quality by working closely with teams to identify and help improve potential and known quality issues raised by customers, production and/or service staff. The scope of the role would also include the implementation of any agreed design changes and associated testing, along with the update of drawings (CAD – SolidWorks) and release within PDM.

RELATIONSHIPS

Reports to: Operations Director

Responsible for: N/A

Interacts with: Sales, Service, Operations, Engineering and Suppliers.

ROLE AND RESPONSIBILITIES

- Supporting and resolving product quality issues, using demonstrated problem-solving ability, problem identification, root cause analysis and effective countermeasure implementation.
- Where necessary, use of CAD (namely SolidWorks) to create design solutions and drawings to resolve identified problems.
- Bill of Material amendments and drawing release on the PDM system.
- Conduct sustaining engineering activities to support and continually improve quality levels across existing products.
- Periodically reviewing the processes and implementing changes that drive continuous improvement in all areas of product build, test, installation, and repair.
- Work closely with our suppliers to ensure effective countermeasures are introduced to prevent repeat issues or similar problems.
- Using knowledge and experience to continually improve the efficiency and effectiveness of tasks in production, test and service and supporting local management to achieve strategic objectives (cost improvement, efficiency, waste elimination and quality improvement).
- Analysing data and developing rational conclusions based upon the available information, with a strong emphasis on 'management by fact'.
- Work closely with the engineering team to ensure that all new released products have been through robust DFM/A (Design for Manufacturing/Assembly) and DFS (Design for Service) processes prior to launch.

The above is not an exhaustive list of duties and you will be expected to perform different tasks as necessitated by your changing role within the organisation and the overall business objectives of the organisation.

PERFORMANCE MEASUREMENT

- Analyse all available quality data (e.g. Service calls, service visit reports, NCP's, customer complaints), identify top problems that need fixing and effectively resolve them, demonstrating year-on-year quality improvement in product installations and reduction in repeat NCP's
- Concise, detailed, and accurate reporting of past results, future forecasts and KPIs associated with the Quality improvement initiatives, as required by senior management
- Ability to meet customer expectations and to maintain Quorum's established reputation for excellence
- Ability to ensure that all established administrative routines and records are kept accurately and up to date

QUALIFICATIONS AND EDUCATION REQUIREMENTS

- Degree or HNC/D (or equivalent practical experience) in mechanical engineering or similar technical discipline.

REQUIRED EXPERIENCE AND SKILLS

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

- Demonstrable experience in a similar role.
- Demonstrable experience using both CAD (SolidWorks) and PDM systems.
- A hands-on approach to quality improvement.
- Analytical skills with experience collecting, organizing, and disseminating abundant information with accuracy.
- Strong interpersonal, organizational, and communication skills; written and oral to deal with a wide range of internal and external customers.
- A great attention to detail.
- Ability to interact with all levels of an organisation and gain buy-in to proposed changes.
- Ability to cope with rapidly changing demands on time and prioritise jobs according to urgency;
- Excellent communication skills, the ability to challenge and question while maintaining positive relationships

PREFERRED EXPERIENCE AND SKILLS

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

- TQM, FMEA, Lean Manufacturing knowledge / experience with a toolbox of techniques and the ability to apply them.
- Experience of electro-mechanical manufacturing.
- Experience of Cryo, vacuum technologies and deposition techniques.
- Knowledge of applicable regulations and standards affecting scientific instrumentation.
- A full, UK driving license