

JOB DESCRIPTION Technical & Quality Manager:

SCOPE:

Reports to **Senior Operations Manager**

This is a pivotal role within Operations, supporting in depth technical knowledge of production and fitting of our products in a range of materials. This person will understand the process and workflows from 'project concept to sign off' and explore areas for improvement and efficiencies to maximise our customer experience, whilst applying vigilance to our quality processes and practice. Works closely with the Senior Operations Manager and other supervisory members of the team, giving feedback, overseeing change in terms of recommendations, giving advice and guidance and leading the implementation of smart working. This person will be a firm advocate of quality and efficiency in our business.

EDUCATION/EXPERIENCE:

- > Experience of working within manufacturing at a managerial level
- > Ability to work to write clear process plans, prioritise and manage to deadlines
- > Able to influence and implement change
- > Experience in the quality management
- > A keen eye for detail and a results-driven approach
- > Thorough knowledge of quality control standards and testing methodologies
- > Project Management skills and IT literate
- > Excellent communication skills both written and verbal
- > Experience of leading and directing others in the drive for results

MAIN RESPONSIBILITIES:

- > Oversees continuous improvement in workflow and processes required from 'work in, to work out' across all areas within Operations ensuring PVL UK products and services are in accordance with our QA system, ISO 9001
- > Develop and execute an ongoing plan for the development of PVL UK Ltd production and fitting resource
- > To feedback on industry, competitor, peer and product innovations
- > To provide structured feedback on process and product improvements including new product opportunities
- > Approve or reject raw materials to quality standards and record supplier performance
- > Select kit samples and check them for quality using appropriate methods (measuring dimensions, comparing them to customers specifications and drawings etc.)
- > Maintain records of information, and various metrics such as number of defective products per week, etc.
- > Inspect procedures of the entire production cycle to ensure they are efficient and comply with our standards
- > Monitor the use of equipment to ensure it is safe, well-maintained and fully utilised to meet operational demand
- > Prepare and submit weekly / monthly reports and recommendations to the senior team.

Key Skills:

- > Leadership and management capabilities
- > Excellent communication skills both written and verbal
- > Able to act on own initiative / forward thinking / excellent problem solving
- > Good with detail and able to deliver structured feedback and solutions when things go wrong
- > Good diary management, forward planning, reporting and commercial acumen
- > Practical and hands on
- > Attention to detail and ongoing improvement identification

KPIs:

- > Improved product quality and output
- > Fitting and templating quality and control (reported through NCRs and customer feedback)
- > Makes a significant contribution to training plan for the Operations Department.
- > Improved processes and workflows
- > Manage and report on Customer Complaints and Returns.
- > NCR, Free issue, scrap, yield, and cost
- > Equipment Effectiveness (OEE)
- > Reporting on wastage / rework levels

I confirm that I have read the Company Quality Policy Statement and I understand its relevance to my specific job function.

ACCEPTED >>

NAME:

SIGNATURE:

DATE: