

Quality Manager Job Description

Emtelle UK Quality Manager is responsible for the implementation and execution of inspection testing, and evaluation methods to ensure that products supplied to a customer conform to regulatory, industry, customer and company standards/ requirements over three sites – Hawick, Jedburgh & Wrexham.

Main Roles & Responsibilities

- Development of the IMS in line with the company strategy and framework requirement
- Promoting adherence to Policies and Procedures
- Responsible for establishing and maintenance of quality records, instructions, standards and documentation
- Positively and proactively Communicate with personnel at all levels, internally and externally to the company in relation to quality matters
- Introduce new systems and procedures where appropriate
- Act as the site(s) authority on all Quality issues (including tube, subduct, sheath, fibre and CPR)
- Continuous and consistent development, implementation and maintenance to enhance Products quality whilst increasing customer satisfaction, retention and attraction
- Ensuring provisions for staff training and compliance with the requirements of the IMS programs
- Documenting and controlling containment, correction, corrective and preventive actions related to non-conforming outputs
- Responsible for ensuring the planning and execution of product internal & external audit programme
- Controlling and managing the investigation of customer claims across functional departments/ areas to a recognised timeline.
- Gathering and analysing of data & inputs from various forums for communication to the business through daily and weekly KPI data presentation & reports (leading and lagging)

Required, skills, experience & abilities

- Proven experience as quality manager
- Relevant manufacturing/engineering/quality degree, HND, BTEC, professional level 5 award or equivalent
- ISO Lead Auditor Qualified
- Comfortable working with suppliers & customers, industry & legal authorities, in surer ad other keys stakeholders
- Experience of working in quality assurance and quality control at management level
- Significant experience in a high-volume manufacturing environment, preferably fenestration
- Excellent leadership and person/team management skills#
- Excellent interpersonal skills with the ability to communicate effectively within a team and engage with stakeholders at all levels of the business and external stakeholders
- Confident and all round thinker, self-aware, resilient, optimistic and open to change
- Ability to manage a variety of cross-functional teams
- Excellent written, verbal and presentations skills with good attention to detail
- Excellent organisational and follow-up skills
- Competent in problem solving, team building, planning and decision making
- Six sigma/Lean Enterprise/CI knowledge/skills would be Positive 'Can Do' attitude with strong a sense of urgency
- Commercially aware
- Positive 'Can Do' attitude with strong a sense of urgency
- Proficient in MS Office