

Job Description

Job Title: Supplier Quality Engineer

Department: Purchasing

Reporting to: Purchasing Manager

Who Are We?

Fullwood Packo Dairy Group design, manufacture and distribute state of the art milking equipment worldwide and for over 85 years have been recognised as being at the forefront of milking technology. Operating primarily out of Europe with the operations based in the United Kingdom (Ellesmere, Shropshire) we have a strong European customer base and are now looking for a Supplier Quality Engineer to be responsible for the day to day quality issues within all areas which related to purchased parts and warranty of supplied parts to our customers.

Key Duties

Quality/Warranty

- Responding swiftly to new QR's raised and completing immediate Containment measures to protect both internal and external Customers from further negative impact of quality problems. This will include checking existing stock and quarantining defective stock.
- Liaise with all Departments to ensure disruption is minimised and continuity of supply of good parts is maintained. This may include reviewing stock levels, arranging replacement parts and communicating the issue to all Departments effected by the concern.
- Informing the Supplier of the concern and liaising with the Supplier to determine the cause of the concern and agreeing actions that will be implemented to prevent the concern recurring.
- Ensuring all actions agreed are followed-up with the Supplier to ensure completion and are subsequently verified by means of incoming sample inspection.
- Responsible and accountable for all aspects of Purchased part quality, including containment and problem resolution of quality concerns, managing / reducing scrap costs and improving Purchased part quality standards.
- The Supplier Quality Engineer will liaise across all functions of the business and with external Suppliers in order to improve Purchased part quality performance levels.
- The Supplier Quality Engineer is responsible for responding to all QR's (Quality Reports) relating to Purchased parts, including the investigations behind the QR (which need to contain robust corrective actions in order to prevent reoccurrence of any issues).
- The Supplier Quality Engineer shall be responsible for measurement, monitoring, improvement and escalation/de-selection of external Suppliers
- Analyse the Warranty orders upon receipt to determine if the claim is valid
- Reject claims out of Warranty or if insufficient information, communicate with the dealer informing them of our decision or request further information
- Enter valid claims onto ERP system
- Send out Warranty acknowledgements
- Deal with telephone and email warranty queries
- Update ERP System with warranty outcome
- Check supplier invoices, cross reference them with REP's, Quality Reports and Warranty Claims.
- Update MSO and QRs with supplier outcome

- Cost warranty MSO lines to invoice dealers for parts not returned, rejected and accepted claims
- Chase and communicate with dealers for outstanding returns
- Issue Disputed Warranty forms to dealers upon request
- Holiday cover for booking in faulty parts, returning to supplier or production (currently under training)
- Maintain an electronic database of all warranty claims

The Supplier Quality Engineer shall maintain records and analysis of QR's raised against Purchased parts. This shall include tracking of reoccurring issues by maintaining a Pareto of all QR's for Purchased parts. This analysis should be used as a significant input into the Approved Supplier process.

The Supplier Quality Engineer will manage the process of returning or scrapping-off defective Purchased material, including:

- Returning defective material to the Supplier for investigation and/or credit
- Scrapping defective material within applicable financial authorisation limits.
- Maintaining, tracking and analysing scrap cost data
- Ensuring defective stock or stock of unknown quality status is segregated from good stock

The Supplier Quality Engineer shall be responsible for approval of sample and first-off Purchased parts.

The Supplier Quality Engineer shall be responsible for maintaining the Approved Supplier process. Routine activities shall include:

- Collection and collation of data pertaining to Supplier performance; eg: Quality performance, on-time delivery etc
- Using data from the Approved Supplier system to inform selection of Suppliers
- Initial and on-going Supplier Assessments
- Driving improvement of Quality performance with under-performing Suppliers
- Escalation and de-selection of Suppliers with performance below required standards

Competencies

Good problem-solving skills

A large part of your role will involve fault finding and problem solving. There are many methods and tools this position requires use of such as industry standards like 8D Problem solving, Ishikawa/Fishbone diagrams and 5-Why. A Supplier Quality Engineer's main responsibility is to look at a problem and with the Supplier, find the best way to rectify it in a way that robustly prevent it recurring.

Strong communication skills

Communication is important as you will be required to liaise with Suppliers and internal departments to agree the most suitable means of improving quality issues whilst accounting for the requirements and concerns of all parties. Also ensuring all warranty claims are valid and communicating any findings with all parties concerned in the claim.

Analytical and methodical

There will be a requirement to use a PC and proprietary software such as Excel for the inputting of data, maintaining records, creating reports and creating spreadsheets/charts etc. A methodical and conscientious approach to this work is important.

Works well under pressure

The successful candidate should be used to handling stressful situations, working to the same standards regardless of urgency.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

Education and Experience

Essential

- Previous experience and/or training preferred
- Lead audit trained
- Strong administration skills
- Prioritising work in urgent situations
- Advanced skills in Microsoft Office, Especially Word and Excel

Desirable

- Experience of customer facing audits
- Previous experience in a production environment, preferably in the Aero, Pharma, Automotive, or FMCG sector
- Maths, Science, Engineering, Technology Degree

What We Offer

- An exciting position in an interesting innovative area with a growing, international company.
- The possibility to develop yourself in an organisation with a flat structure and entrepreneurial attitude.
- Full time, permanent position 37.5 hours per week.
- Life assurance
- 25 days annual leave + bank holidays
- Salary sacrifice pension scheme
- Fullwood Packo employee discount offers

Applications

Via monster or via our website

For more information about Fullwood Packo Group please visit our website www.fullwoodpacko.com.

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