

## Job Description

Job Title:	Supplier Quality Engineer
Department:	Quality
Reporting to:	Group 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 all aspects of purchased part quality and warranty of supplied parts to our customers.

### Job Summary

Reporting to the Group Purchasing Manager and based at our Ellesmere Site in Shropshire, the role of Supplier Quality Engineer will primarily be responsible for ensuring the consistent delivery of conforming and reliable purchased parts from capable, high performing Suppliers.

You will provide technical assistance to our suppliers to remove roadblocks, identify the root cause of issues and come up with long term solutions to continually improve the manufacture and quality of our products.

### Key Duties

#### Supplier Quality/Warranty

- Working as part of the Quality team to continually improve quality with a specific focus on suppliers and incoming products
- Responsible for managing any Supplier non-conformance concerns that are recorded through our Quality Report (QR) process using '8D methodology'
- Implement containment measures to protect both internal and external Customers from further adverse impact of quality problems including checking stock levels, quarantining of defective stock, arranging replacement parts and communicating to all Departments effected by the concern
- Lead and drive supplier non-conformance investigations, associated root cause analysis activities and corrective/preventative solutions with both suppliers and internal functions to ensure timely resolution of supplier quality concerns

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- Manage the return process of defective purchased material to Suppliers for investigation and/or credit
- Establish and maintain Approved Supplier process and ensure the Approved Supplier List is maintained and communicated to all relevant departments
- Undertake initial and ongoing supplier audits with regards to conformity, reliability, quality assurance and certification to support supplier approval integrity and ensure compliance to applicable relevant national and international standards and specifications
- Provide support and guidance to suppliers with regards to supplier development activities to ensure product conformity, in terms of quality, cost & delivery (QCD) in line with planned requirements and to reduce risks to the business
- Compile and maintain supplier performance KPIs, ensuring that they continue to meet and exceed company expectations. This analysis will form a key input into the Approved Supplier process
- Create supplier improvement action plans where required and support Purchasing Team in escalation and de-selection of external suppliers where performance is below required standards
- Perform product validation activities including; first article inspections (FAI), warranties investigations, non-conformities, change control and product improvement
- Attend NPI meetings to review and advise on Supplier Quality Assurance requirements
- Understand customer quality requirements and ensure processes are in place, both internally and at suppliers, ensuring conformance whilst monitoring and controlling processes to ensure customer requirements are met
- Analyse the Warranty claims upon receipt to determine if the claim is valid
- Reject claims that are out of Warranty or if insufficient information, communicate with the Customer (Dealer) informing them of our decision or request further information
- Manage technical queries (email or phone calls) relating to warranty claims
- Writing, revising and reviewing standard operating procedures to include supplier material inspection and test plans (quality manual, sop, work instructions, forms, drawings, customer specifications) to ensure compliance, accuracy, efficiency and clarity
- Provide holiday cover for warranty administration activities.

## Personal Traits & Skills

- High Performance attitude & drive; not wanting to be average in terms of personal development and achieving business results
- Energy & focus to achieve results in a professional manner
- Self-starter; able to work independently, but as part of the team
- Creative & inquisitive; out of the box thinker
- Consulting & service attitude; a humble, but resolute behavior
- Equipped with strong and effective communication and interpersonal skills
- Intrinsically motivated; eager to learn
- Analytical; you can think strategically, and you can handle complexity
- Assertive; not afraid to ask questions and to make mistakes
- Capable of working with deadlines while ensuring high quality of results delivered

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- Representative, eye for detail, able to make things happen
- Exceptional ability to build and maintain effective and productive relationships with key stakeholders and suppliers
- Results orientated with the ability to plan and deliver against project deadlines
- Effective negotiation, communication, interpersonal and influencing skills
- Analytical, numerically astute with strong proven problem identification and solution abilities

## Education and Experience

### *Essential*

- Significant experience in a Quality Assurance/ Engineering role within Automotive, Aerospace or Pharmaceutical Industry
- Lead audit trained with in-depth knowledge of ISO 9001 and preferably IATF 16949 and/or AS 9100 quality standards
- Excellent administration skills
- Prioritising work in urgent situations
- Advanced skills in Microsoft Office, especially Word and Excel
- Ability to travel within UK plus limited international travel as well.

### *Desirable*

- Experience of customer facing audits
- Ideally Maths, Science, Engineering, Technology Degree
- Knowledge of working to APQP and PPAP processes
- Familiar with CI, Lean and FMEA methodologies.

## 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.

## What We Offer

- A permanent fulltime position
- An exciting role 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
- 37.5 weekly working hours
  - Monday – Wednesday 08:00 to 17:00
  - Thursday 08:00 to 16:30
  - Friday 08:00 to 12:00
- Competitive salary plus other benefits
- EAP System
- 25 days holiday + bank holidays
- Contributory pension scheme

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## Applications

Via our website, or direct email to [hr-uk@fullwoodpacko.com](mailto:hr-uk@fullwoodpacko.com)

For more information about Fullwood Packo Group please visit our website [www.fullwoodpacko.com](http://www.fullwoodpacko.com)

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