

	Doc Type: <b>TIER 3 - FORM</b>	Document Number / Issue
	Title: <b>JOB DESCRIPTION</b>	<b>HR-FM-02 Issue 2</b>
	Department: <b>HUMAN RESOURCES</b>	Issue Date : 25/04/2023

## JOB DESCRIPTION

Job Title:	Quality Engineer		
Department:	Quality	Reporting To:	Product Quality Manager
Location:	CIL House Andover, Hampshire		
Contract:	Permanent	Hours:	Monday - Thursday: 08:30 – 17:00 Friday: 08:30 – 15:30
Salary:			

### ABOUT US

At Custom Interconnect we plan to succeed and never fail! Our values dictate that we have an unrivalled passion for providing the best Electronics Manufacturing Support on offer, with an honest and open attitude to business.

Our vision is to be customers' first choice for the manufacture of mission critical, high technology electronics, adding value globally, and we are dedicated to delivering innovation and service excellence by investing in; design, build and fulfilment of our Customers Products.

Formed in 1987, as a company CIL have grown steadily to become one of the major Electronics Manufacturing Service companies available today. Located in Andover, Hampshire, our 3 manufacturing facilities comprises 80,000sq ft of modern production space to meet our customers' needs.

### PURPOSE OF ROLE

As Quality Engineer, you will support the development and maintenance of Custom Interconnect Limited's (CIL) Business Management System by promoting and developing a positive Quality culture within the organisation. More specifically;

- Supporting all other departments to ensure they remain compliant to the accreditations strategic to CIL. Primarily, the AS9100, ISO 9001, ISO 13485 (Medical Devices) accreditations for the Company and such other schemes or programs which arise through Customer or market needs of the business such as IATF 14969.
- Leading product quality in production, which would include containment, investigation, correction, implementation, and validation of corrective actions.
- Assisting in the development of a Continuous Improvement culture throughout the Business.
- Supporting the introduction of Customer lead Quality Initiatives such as Total Preventative Maintenance.

## PRIMARY ROLES & RESPONSIBILITIES

- To assist with the maintenance and development of CIL's Quality Management Systems through the following activities:
  - Developing operational procedures for all departments,
  - Developing a detailed understanding of all of CIL's manufacturing processes, customers and products,
  - Developing, maintaining, monitoring, and reviewing Quality Manufacturing Plans and PFMEAs for key products,
  - Supporting the production departments to ensure all control measures are followed (material expiration, training records, preventative maintenance, etc.),
  - Conducting Quality spot-checks within the production departments, such as:
    - Internal spot/scheduled audit of a process or team
    - Direct inspection of work-in-progress or completed assemblies
    - Direct measurement of a process e.g. wire bond pull-test
  - Ensuring calibration of equipment is audited at CIL,
  - Conducting procedural and product audits to ensure conformity to CIL's standards,
  - Identifying common/repeat issues and conducting the appropriate level of investigation to address the root cause, suggesting, and implementing the appropriate corrective actions, and verifying the effectiveness of the changes,
  - Dispositioning any non-conformities within the business through liaison with internal stakeholders,
  - Liaising with CIL's suppliers to bring quality concerns to their attention, as well as conducting planned supplier audits,
  - Supporting CIL's Customer communications/enquiries about CIL's Quality Management Systems, including product complaints,
  - Identifying risks to the business through involvement within the New Product Introduction, Sales Order Reviews and Change control procedures,
  - Assisting with inspections at various points of the manufacturing stages to support the business needs, such as goods inwards, in-process inspection, and counterfeit inspection,
  - Supporting the management and release of the Business Management systems documentation into the company intranet,
  - Communicating any findings to internal and external stakeholders, at all levels of the business.
- To support in the introduction of any accreditations deemed necessary to reach CIL's strategic direction.
- To support the compilation and review of strategic company and departmental KPIs.
- To identify and highlight opportunities for improvement in their day-to-day activities.
- To work closely with all other departments to ensure cohesion and synergy between teams to achieve quality product to the customer on time.
- To undertake any other training/education identified by the company for career progression.

## TECHNICAL KNOWLEDGE/QUALIFICATIONS

- Ideally educated to HNC level (Level 4) in a discipline beneficial to the Company's needs, such as Electronics Engineering
- Ideally holds IPC qualifications in electronics engineering or equivalent.

- Experience (minimum 2 years) in a quality position within a manufacturing/engineering environment.
- Experience working within one of the following regulated industries: ISO 9001, AS 9100, ISO 13485, IATF 16949.
- Experience in problem solving and investigation tools such as 8D, CAPA, 5-Whys.
- Experience in quality systems auditing.
- Experience in inspection, including first article inspection.
- Experience in planning and conducting supplier audits.
- Proficiency in Microsoft Office (or equivalent), data handling and analysis.
- Demonstrable ability to communication with internal and external stakeholders at all levels of the business.

**Note:** This job description is not exhaustive and will be subject to periodic review. It may be amended to meet the changing needs of the business. The post-holder will be expected to participate in this process and we would aim to reach agreement on any changes.  
Custom Interconnect are unable to provide sponsorship to individuals who do not hold Right to Work in the UK.

## PERSON SPECIFICATION

*'Job Description'*

Competency Definition	Description of Activities/Behaviours
<p><b>Planning and Organising</b>            Organises and prioritises to achieve results.</p>	<ul style="list-style-type: none"> <li>• Reprioritises when plans change in line with business plans.</li> <li>• Organises resources to achieve deadlines.</li> </ul>
<p><b>Performance Improvement</b>            Initiates support or responds to change by continually striving to improve processes or performance consistent with the needs of the business.</p>	<ul style="list-style-type: none"> <li>• Sets improvement objectives for self and team.</li> <li>• Identifies opportunities for change in line with best practice.</li> <li>• Highlights blockages in processes and implements change.</li> <li>• Embraces new ideas from other departments.</li> <li>• Demonstrates a high level of business and personal integrity.</li> </ul>
<p><b>Problem Solving</b>            Identifies problem and takes appropriate action based on evaluation of all possible options.</p>	<ul style="list-style-type: none"> <li>• Seeks feedback and continuously strives to improve service.</li> <li>• Sets stretching targets.</li> <li>• Takes ownership for results.</li> <li>• Achieves targets and cost savings.</li> </ul>
<p><b>Analytical Thinking</b>            Thinks logically and obtains all relevant data in order to make objective decisions.</p>	<ul style="list-style-type: none"> <li>• Tackles problems systematically using all relevant supporting information.</li> </ul>
<p><b>Understanding the Business</b>            Recognises and understands the complexity of the market place and the business and how these impact on each other.</p>	<ul style="list-style-type: none"> <li>• Demonstrates a clear knowledge of the business priorities.</li> <li>• Relates department objectives with Company goals.</li> <li>• Utilises central functions to best effect.</li> </ul>
<p><b>Influencing</b>            Gains commitment and cooperation from others using appropriate interpersonal style.</p>	<ul style="list-style-type: none"> <li>• Gains commitment to Company initiatives.</li> <li>• Presents information positively and enthusiastically.</li> <li>• Uses clear concise and positive language in all communications.</li> </ul>