|  |  |  |  |
| --- | --- | --- | --- |
|  **Job Title:** | Quality Assurance Manager | **Job Holder:** |  |
| **Division:** | Engineering & Quality | **Grade:** | SG6 |
| **Discipline Area:**  | Quality (Quality Assurance) | **Last Updated:** | 9th April 2025 |

|  |
| --- |
| **Job Purpose:**  |
| * Provide independent Quality Assurance support to the company. Aim to provide processes that build in quality and add value to our supply chain.
* Lead and maintain the company’s Quality Management System (QMS) in compliance with AS9100, ISO 9001, and other applicable standards.
* Maintain quality levels and support improvement activities.
* Ensure that the products or services meet the established standards of quality, reliability, and performance.
* Plan, implement, and oversee the quality assurance policies and procedures of the organization.
* Monitor and analyse the quality metrics and data and identify areas for improvement, and report on KPIs
* Coordinate with other departments and stakeholders to resolve quality issues and ensure customer satisfaction.
* Lead provision of Quality support to the various project teams as required.
* Lead quality interaction with project teams regarding the quality aspects of new product introduction by supporting existing or identifying/introducing new processes in the supply chain.
* Audit host and lead, for external and customer audits.
* Maintain the internal audit schedule ensuring compliance to company and regulatory requirements.
 |
| **Responsibilities:**  |
| **General Responsibilities:*** Responsibilities as per job purpose
* Develop strong relationships with our customers, internal stakeholders and regulators to ensure that our business goals are achieved
* Report on Non Compliances and events that affect or pose a risk to the companies statutory, regulatory and reputational status.
* Lead root cause analysis and corrective/preventive action (RCA & CAPA) initiatives for non-conformances and customer complaints.
 |
| **Key Result Areas:** |
| The jobholder will be expected to:  |
| The Jobholder will be expected to:* Maintain and manage BMS (Business Management/Quality System)
	+ Hold BMS Change Control Boards
	+ Maintain and update live BMS/QMS system
	+ Maintain and manage the incident/ deviation SIMS proccess
	+ Manage changes and updates to the BMS/QMS
	+ Manage reporting from the BMS/QMS, including relevant quality metrics, and quality reporting
* Undertake audits of projects and processes
* Schedule companywide audits
* Perform trend analysis of audit results
* Highlight areas of concern to relevant process owner
* Instigate deeper investigations when required
* Host external company QA visits & audits
* Act as bid and project QA advisor

Operational Standards and Objectives: * Work is to be carried out to customer satisfaction and not attract customer complaint.
* Work is to comply with the Business Management System and the Company Quality System as applied through the Project Management and Quality Plans.
* Comply with the provisions of Health and Safety legislation to assist in the maintenance of a safe workplace.
* Have obtained or be working towards CQI Practitioner status, with potential to progress towards chartered status.
* Maintain contacts with professional bodies, suppliers and institutions.
 |
| **Values:*** **Safety First –** We operate safely and responsibly, protecting each other and the environment.
* **One SEA Team –** We are in this together. One team, working ethically, respectfully & professionally. We take responsibility and challenge each other constructively
* **People Focussed –** We all contribute to making our culture one that is supportive and empowering; where everyone can grow and develop, feel valued and rewarded. We prioritise a healthy work-life balance
* **Delivery Excellence –** We exceed our commitments by delivering timely, quality outputs whether that’s for each other or our clients and partners. We are always looking for ways to innovate and continuously improve
* **Trusted Partners -** We partner strategically, collaboratively, and always with integrity, whether that is between us inside SEA or externally
 |
| Training: (if applicable)N/A |
| Reporting LineThe jobholder will report to the Director of Quality |

|  |
| --- |
| Job LocationThe job will be located a SEA location for 3 days, with 2 days to WFH. Needs Permanent Desk, some travel to other SEA sites will be required within the role. |
| **Job Holder Declaration:**I accept the purpose and key result areas of my role with SEA are as outlined above.Signature:­­­­­­­­­­­­­­­­­­­­­­­­­\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| **Line Manager Declaration:**I confirm that the purpose and key result areas of this role are as outlined above have been agreed with me as line manager.Signature:­­­­­­­­­­­­­­­­­­­­­­­­­\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |