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

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| **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 Line  The jobholder will report to the Director of Quality |

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| Job Location  The 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: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |