**JOB DESCRIPTION for QUALITY ASSURANCE MANAGER**

**Job title:** QUALITY ASSURANCE MANAGER  

**Department:** QUALITY CONTROL  

**Reporting to:** GREG SMITH, TECHNICAL SUPPORT MANAGER  

**Salary:**  

**Hours:** Due to the nature of our business, the Company operates seven days a week under a shift work system. You will work under this system as a shift worker, which means that you do not have normal hours of work. You will be required to work 60/76 hours each fortnight in accordance with a shift pattern. The rota will also set out details of any breaks that you are required to take during your shift. The shift pattern is drawn up in line with the operational requirements of the business. 

The Company reserves the right to change the frequency of publication of the shift pattern or the timing of any of the shifts at any time according to the needs of its business. The Company will give you reasonable advance notice of any change to either the frequency of publication of the shift pattern or to the timing of any of the shifts. 

**Uniform:** A The Company wishes to portray a corporate and professional business image to its clients and customers. It also wants to ensure that clothing is compatible with safe moving and handling practices, reducing the risk of injury. To this end you will be supplied with Company polo shirts that you will be required to wear.  

**Staff reporting:** 1 x Quality Engineer, 1 x Quality Technician  

**About the Company:** Brompton Bicycle manufactures in its factory in West London a folding bike that is generally considered the best portable bike there is. The company is privately-owned, successful and profitable, and we have good relationships with our distributors and users. 

Sales have grown steadily from the outset, and the company recently won Queen’s Awards for Enterprise in both the International Trade and Innovation categories. About 2/3rds of our output is exported, with Germany and the Netherlands historically being the largest overseas markets, but sales are growing strongly everywhere, especially in Asia, other parts of Europe and North America. Demand often exceeds our ability to supply, though great efforts have been made to raise output over recent years and this should exceed 30,000 this year. 

**Description:** The Quality Assurance Manager will lead the quality assurance effort for Brompton Bicycle to move from the current configuration to a new world class manufacturing site able to meet demanding customer requirements and deliver operating profit to the company. Working with a team of highly skilled engineers and operations management personnel, this position will guide our company to achieving “best practice” quality systems. 

You will be responsible for the management of the quality control department, ensuring the systems and procedures operated within the department move towards the requirements of ISO 9001, although it is not currently expected that the company will seek registration to this standard. More important to the business is the continued assurance that the end product meets the CEN and other international standards for the manufacture and assembly of what is known as a ‘City’ bike. 

With appropriate leadership this position will guide the quality team members to a long term quality assurance vision, formalising quality policies & procedures, and establish performance metrics for the department. 

The QA Manager will work closely with our suppliers and our Logistics Manager to create data
collection techniques for control of supplied products or sub-contracted production services; direct and conduct supply chain audits; create quality technical specifications for suppliers; audit their quality procedures and control complaints and return authorisations.

The QA Manager will work with the design team and participate in product change control activities, devise and ensure implementation of quality plans within component drawings, and also assist the design team in ensuring our products comply with the relevant regulatory standards.

The QA Manager is also responsible for ensuring continuous training of employees on aspects of the QA systems that are relevant to their position, particularly with production and assembly personnel and their team leaders. This position will also ensure that quality procedures are documented, audited and maintained in all other areas of the business. The role includes implementation and performance management of all sections against their quality procedures and, through the completion of quality audits, the QA Manager will work with all sections and teams to improve their procedures.

On-going Quality Systems development is a major focus for Brompton Bicycle Limited over the next 5 year period. We will implement procedures and utilize tools that have proven to be successful “best practices”; in summary the QA Manager will:

- Direct and coordinate the company’s quality program, including the implementation of ISO9001 systems and procedures.
- Compile quality control reports, create statistical process control metrics, manage non-conformity material discrepancy reports, recommend continuous improvement activities.
- Prepare monthly summaries of quality issues for the Technical Support Manager for presentation to the senior management team.
- Review and improve the existing Brompton Staff Quality Record (SQR) database.
- Implement quality training programs for key quality & manufacturing personnel and supply chain partners.
- Ensure appropriate calibration of quality equipment.
- Work with Production Management to apply pertinent Six Sigma Green/Black Belt attributes and other quality procedures appropriate to the business objectives.
- Work with Logistics to integrate quality standards as part of the Service Level Agreement for core suppliers and, where appropriate, assess supplier return products with failure analysis.
- Issue and manage supplier Corrective Action Reports.
- Support Logistics with annual business reviews of key suppliers.
- Work with Design on new component introduction, alternative raw materials, tooling requirements, test plans, and product qualification requirements.
- Design and implement Quality Plans for all parts to be integrated into CAD drawings.
- Communicate and share the company quality philosophy to key personnel in the company.
- Keep senior management abreast of significant developments identified during quality control activities.
- Investigate and record customer complaints regarding product performance, specifications, and reliability.
- Refine and develop the existing product warranty and return policy for finished goods.
- Assure adherence to CEN and international product regulations regarding quality.

**Knowledge, Skills and Abilities:**

- Bachelor’s degree required, preferably in Business Management or a related field, or equivalent work experience of Quality Assurance management.
- Must be fluent in written and spoken English.
- Minimum of 6 years of relevant quality management experience.
- Must have experience of running quality training programs; Certified Trainer an asset.
- Proven experience and ability to manage people, processes, and technology.
- Possess senior management leadership abilities and skills, such as the ability to build teams and manage operational, organizational and financial elements. Demonstrated experience coaching and developing individuals.
- Strategic thinker and strong analytical skills.
- Ability to influence and motivate others.
• Excellent leadership and developmental skills.
• Good business acumen, including superior written and verbal communication skills, presentation skills, and organizational abilities.
• Demonstrated success managing new initiatives while meeting operating and budgetary requirements.
• Analyze problems, detect root causes and resolve all issues.
• Excellent time management, planning, organization and prioritization skills.
• Empathetic self motivator with solid interpersonal skills, achievement oriented.
• Be aware of Health and Safety standards and their implication in the workplace.
• Have a good understanding of the requirements of Dignity and Diversity in the workplace.

**Additional duties:** To attend supervision, training and meetings as and when required. Any other jobs around the factory that may be deemed necessary.

**Prepared by:** Greg Smith – Apply in writing to Greg@brompton.co.uk

**Date:** January 2012

**Closing Date:** 30th April 2012

The Company reserves the right to vary or amend the duties and responsibilities of the post holder at any time according to the needs of the Company’s business.

The statements contained in this job description reflect general details as necessary to describe the principal functions of this job, the level of knowledge and skill typically required and the scope of responsibility. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absences of relief, to equalize peak work periods or otherwise to balance the workload.