



UNDERFLOOR HEATING



HEAT PUMPS



SOLAR THERMAL



## Quality Control Engineer

### Role Description:

To monitor internal and external customer feedback in order to prioritise improvement initiatives that have the biggest impact or benefit to the business and the customer.

To drive continuous improvement by resolving process errors and by defining or clarifying sales and fulfilment policies.

To reduce product quality nonconformance, maintaining a close working relationship with suppliers through whom to manage corrective actions.

To provide training and supporting documentation for the Product and Technical Support teams and wider business.

To work closely with the technical teams in order to deliver agreed strategic and tactical initiatives.

To support sales and operational teams with the fulfilment of non-standard systems and products, subject to management approval.

The role requires continuously identifying, developing and implementing improvements to ensure the highest levels of product and service are provided to our customers in the most efficient manner.

**Responsible to:** Product Manager

Key Responsibilities	Activities
<p><b>Manage quality control of product, process and policy</b></p>	<ul style="list-style-type: none"> <li>• Identify and quantify quality control improvement opportunities through customer feedback, internal feedback, data analysis and team brainstorming</li> <li>• In conjunction with all business departments (and where necessary, suppliers), action quality control improvements by implementing preventative measures and providing training and supporting information</li> <li>• Engage with the supply chain in order to manage product quality, ensuring issues are rectified at source, whilst fostering good working relationships</li> <li>• Analyse data, themes and root causes to inform quality control improvements</li> <li>• Maintain a hands-on approach to ensure that improvements are realistic, practical and effective. This includes updating customer-facing literature such as installation manuals</li> <li>• Consult regulation, suppliers, customers and use internal feedback in order to inform and prioritise actions and initiatives</li> <li>• Measure and report quality and root cause trends and the effect of implemented improvements</li> </ul>
<p><b>Strategic projects to improve customer service and team efficiency</b></p>	<ul style="list-style-type: none"> <li>• In conjunction with the technical teams, identify and investigate new and existing areas for development or improvement</li> <li>• Create business proposals/project scopes for strategic improvement projects</li> <li>• Manage the implementation of strategic improvement projects, providing supporting information and training</li> <li>• Review, analyse and report efficiencies and successes whilst considering the commercial impact and business benefit</li> </ul>
<p><b>Technical and operational support</b></p>	<ul style="list-style-type: none"> <li>• Support the leadership team with the management and resolution of escalated customer complaints, implementing preventative actions when required</li> <li>• Develop policies, supporting documentation and training for the sales and operational teams, improving their ability and consistency to correctly specify and fulfil systems</li> <li>• Support sales and operational teams with the fulfilment of non-standard products and systems, subject to the approval of the relevant managers</li> </ul>

	<ul style="list-style-type: none"> <li>• Provide technical training and support to Nu-Heat staff as required</li> <li>• Occasionally you will be required to provide direct telephone support to customers during peak periods to support the Technical Team</li> </ul>
<b>Other Duties</b>	<ul style="list-style-type: none"> <li>• To participate in the company's PDR process</li> <li>• To undertake relevant development/training</li> <li>• To be responsible for the health and safety of self and others</li> </ul> <p><i>The list of job duties within this description is not exclusive or exhaustive and the post holder will be required to undertake such tasks as may reasonably be expected within the scope of the post</i></p>

<b>Key Skills &amp; Knowledge:</b>	<ul style="list-style-type: none"> <li>• Well-developed verbal and written communication is essential</li> <li>• Strong IT skills are essential</li> <li>• Electrical engineering skills and qualifications are a key advantage</li> <li>• Ability to edit and update documentation including using relevant graphics package such as Adobe Illustrator and AutoCAD, although training will be provided</li> <li>• Knowledge of NetSuite and relational databases is an advantage</li> <li>• Analytical skills are essential</li> <li>• Great written and verbal communication skills are essential</li> <li>• Confidence in leading change is essential</li> <li>• Attention to detail is important</li> <li>• HND/HNC/Degree in an engineering-based field is essential</li> <li>• Mechanical and electrical services knowledge is an advantage</li> <li>• Project management experience is an advantage</li> <li>• Construction industry and legislation knowledge, including MCS, building regulations, British Standards and electrical regulatory compliance is an advantage</li> <li>• Logical, pragmatic and practical approach to problem solving is essential</li> </ul>
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