

JOB ROLE

JOB TITLE: New Product & Customer Improvement Engineer
RESPONSIBLE TO: Senior Quality Engineer
DEPARTMENT: SMRUK Quality

The purpose of this Job Role is to indicate the general level of responsibility of the post. The detailed duties vary from time to time without changing the general character or the level of responsibility entailed.

JOB PURPOSE

Customer focused, responsible for ensuring key customer deliverables and satisfaction. Managing the Quality aspects of New Product Introductions and program improvement activities to exceed Customer and SMR KPI targets.

RESPONSIBILITIES

- To lead and project manage all Customer and SMR improvement activities, following completion of Feasibility via the SMR internal Change Request system, following SMR SDS Process.
- For NPI, Initiate process controls from flow chart, FMEAs and Characteristics list.
- Process control development.
- Plan Measurement system sourcing, implementing and verification.
- Incorporate customer specific requirements in product and process.
- Ensure Product, material and components approved for production.
- Ensure product development as per APQP phases and follow master schedule from Quality perspective.
- Responsible for the customer interface whilst managing the improvement plans.
- Support the customer KAM in the development of good customer relations.
- Ensuring all change management business targets and measurables are available, agreed and understood with the customer and SMR cross functional teams and suppliers.
- Deliver project on time to quality and cost targets.
- Ensure lessons learnt are captured and communicated back to the relevant functions and processes and procedures are updated.
- Provide regular communications and reports to the SMR management team.
- Ensure that you comply and adopt the CANDO programme regarding the organisation of your work environment.

Further NPI Responsibilities

- Study and initiate preliminary characteristic list in PCP with support of FMEA and PFD.
- Create and control proto type and prelaunch control plan.
- Refine gauging and measuring system needs
- Refine production training needs.
- Prepare Quality plan for the product
- Prepare quality documents for the lines/cell like Inspection check sheet.
- Obtain customer approvals wherever needed
- Conduct R&R studies for the measuring equipment
- Conduct R&R studies for all the inspectors.
- Generate inspection and analysis report for the parts.
- Make timely correction and validate gauges.
- Determine and prioritise corrective actions for the development issues.
- Maintain records for the developmental issues.
- Conduct Audit for the process before conducting run@rate

Any other duties as may be reasonably requested by the Quality Manager & Senior Quality Engineer.

Agreed by jobholder:

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Sign

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Date

Agreed by jobholder's Manager

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Sign

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Date

PERSON SPECIFICATION

Each attribute is marked as essential for the post, or desirable.

ATTRIBUTES	ESSENTIAL	DESIRABLE
EDUCATION/TRAINING		
Degree/HND in Engineering qualification or equivalent	X	
EXPERIENCE		
Project management and co-ordination.	X	
Leading cross functional teams	X	
Automotive Customer experience		X
Product development and assembly processes		X
KNOWLEDGE		
Competent Engineering skills	X	
Commercially aware	X	
Launch Management	X	
CAD awareness		X
SKILLS/ABILITIES		
Excellent team building skills	X	
The ability to build strong customer relations	X	
Good negotiation skills	X	
Good organisation and presentation skills	X	
Recognised project control tools & experience	X	
PC literate	X	
Microsoft 2007 Office / Project		X
COMPETENCIES		
Motivated	X	
Commitment	X	
Good Communicator	X	
Team Player	X	
TRAINING REQUIREMENTS:		
<ul style="list-style-type: none"> • Product development and manufacturing operations experience • SMR SDS process • SMR Project Management tools • TS16949 / ISO 14001 		