

JOB ROLE



JOB TITLE: WARRANTY ANALYSIS / REDUCTION & RECOVERY ENGINEER
DEPARTMENT: QUALITY
RESPONSIBLE TO: SENIOR QUALITY ENGINEER

JOB PURPOSE

Ensure that all customer warranty returns are analysed / tested in detail, to confirm the faults, identify liability and determine acceptance ratios. Provide sufficient detailed analysis to enable warranty cost reduction activities across all SMR-UK customers. To identify and co-ordinate improvement activities aimed at warranty cost reduction across all SMR-UK customers and where applicable implement warranty cost recovery from the SMR supply chain.

RESPONSIBILITIES

- To conduct analysis of all warranty returns, on site at SMR and at Customer Locations as required, confirming faults. Identify liability and determine acceptance ratios
- To ensure that analysis data is reported to customers within agreed time scales in customer specific format as required.
- To communicate fault and liability information to the relevant internal and external suppliers in order to obtain robust interim and permanent corrective actions aimed at warranty prevention and cost reduction.
- To conduct detailed trend analysis of warranty return parts, claims costs & exposure going forward using Weibull analysis
- To identify warranty reduction opportunities from warranty analysis using robust root cause analysis tools (G8D, 6Sigma etc)
- To Project Manage warranty reduction activities working with cross functional teams (Customer, SMR-UK & Supply Chain) whilst also ensuring that a quick/cheap field fix is developed and introduced to mitigate warranty costs
- To generate from warranty analysis internal QOS sheets/trend analysis.
- To identify warranty recovery opportunities within SMR-UK supply chain
- To support SMR Purchasing department with warranty recovery claims
- To ensure lessons learnt from warranty analysis are communicated across all product / customer platforms and captured on new projects within DFMEA/PFMEA/CP
- To report out warranty reduction and recovery status to Customers, Suppliers and SMR Departmental Managers

JOB ROLE

- Central to budget preparation on future warranty spend
- Ensure that you comply and adopt the 5S programme regarding the organisation of your work environment.
- Comply with the Health & Safety Policy and observe all the safety rules to ensure your personal safety and the safety of others.

Agreed by jobholder:
Sign Date

Print Name:

Agreed by jobholder's Manager
Sign Date

Print Name:

PERSON SPECIFICATION

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

ATTRIBUTES	ESSENTIAL	DESIRABLE
EDUCATION / TRAINING		
Qualified in an Engineering discipline to HND level or equivalent	X	
Formal qualification in a recognized Quality discipline or equivalent	X	
EXPERIENCE		
Automotive OEM / 1 st Tier Supplier Experience		X
An experienced and qualified engineer with experience in a Quality environment with proven Problem Solving skills and Project Management capability	X	
KNOWLEDGE		
6 Sigma	X	
8d	X	
Weibull analysis		X
SKILLS/ABILITIES		
PC Literate	X	
Especially Microsoft Office	X	
• Word	X	
• Excel	X	
• PowerPoint	X	

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<ul style="list-style-type: none"> • Access • Outlook 		X X
<p>COMPETENCIES</p> <p>Able to work as an individual and on own initiative, as well as function as an effective team leader and or member.</p> <p>Able to develop good working relationships with customer and supplier contacts</p> <p>Able to clearly communicate and present detailed technical data to all levels of personnel both internal and external</p>	X X X	
<p>OTHER</p> <p>Hold a current, clean driving license</p> <p>Be willing to travel as a regular part of role (UK & ROW)</p>	X X	