

Job Description and Personal Specification



JOB TITLE:

Quality Manager

OVERVIEW OF THE COMPANY:

We are a Specialist Manufacturer of High Performance Structural Adhesives, Sealants and Coatings, based in Newton Abbot. FORGEWAY focuses on epoxy, polyurethane, methacrylate and MS Polymer chemistries. With a global distribution network, backed up by BS/EN AS9100 full traceability and on-site laboratories which utilise advanced technology, FORGEWAY offers proven solutions to many business sectors, including aviation, automotive and transportation vehicles.

Since our beginning in 1994 our aim has always been to solve our customer's problems and offer enhancement to their products. We have become known for our ability to develop bespoke products to suit our customer's needs, fully supported by our research and development capabilities.

PURPOSE OF THE JOB: An overview of the job, its context in the company, and the contribution that it makes

To ensure that the company's product portfolio is fit for purpose, is consistent and meets both internal and external requirements, including legal compliance and customer expectations.

DUTIES & RESPONSIBILITIES: Outline the main daily duties, tasks and responsibilities of the position.

- Establish, maintain and update the company's quality procedures, standards and specifications
- Maintain and update the QMS processes and procedures to ensure compliance with BS EN 9100, Rev D
- Ensure effective implementation of the QMS through scheduled internal audits
- Review customer requirements to ensure they have been met
- Work with purchasing staff to establish quality requirements from external suppliers
- Make sure that production processes meet national and international standards
- Define quality procedures in relation to operating staff
- Set up and maintain controls and documentation procedures
- Provide technical support to the business
- Monitor performance by gathering relevant data and producing statistical reports
- Conduct root cause investigations and corrective/preventative action plans on any non-conforming product
- Ensure timely release of product through quality control testing
- Establish and maintain a quarantined product action plan
- Conduct internal and external audits to ensure compliance
- Use relevant quality tools to ensure managers and other staff understand how to improve the business
- Line management of the Regulatory Officer

Any other duties as required by management.



WORKING CONDITIONS: Details of where the role is based and any special working conditions, including working hours

This is an office based role

PHYSICAL REQUIREMENTS: Details of whether the role includes any physical demands

None.

LINE REPORTS: The following roles will report to the person holding this job role

None

REPORTING TO: The person to whom the role reports

Technical Director

WORKING HOURS: Full/Part Time; Contract/Permanent; Hours of Work

Full time
Permanent
Monday to Friday 08:00 – 16:30 with a 30 minutes lunch break and two 10 minute breaks throughout the day.

Person Specification



EDUCATION AND QUALIFICATIONS: An Indication of the level of education required, including an indication of the professional qualifications and/or specific occupational training needed.

Essential	Desirable
<ul style="list-style-type: none"> • CQ1 Certificate in Quality Management • IRCA accreditation • IRCA Lead Auditor qualification 	<ul style="list-style-type: none"> • Project Management qualification

KNOWLEDGE: Knowledge required to do the job, e.g. an understanding of a defined system, practice, method or procedure.

Essential	Desirable
<ul style="list-style-type: none"> • Knowledge of adhesive technology • Knowledge of ISO 9001 Quality Management System 	<ul style="list-style-type: none"> • Working knowledge of BS EN9100 • Industry testing standards

WORK SKILLS: An indication of what skills specific to the job are required, e.g. language fluency, typing skills, etc.

Essential	Desirable
<ul style="list-style-type: none"> • Competent to navigate Microsoft Outlook, Word, Excel and PowerPoint 	<ul style="list-style-type: none"> • Line management skills

GENERAL SKILLS/ PERSONAL ATTRIBUTES: General characteristics required to do the job effectively, e.g., communication skills, writing skills, ability to delegate, motivation etc.

Essential	Desirable
<ul style="list-style-type: none"> • Passionate, conscientious and disciplined with a 'can-do' attitude; • Positive and personable attitude; • Innovative; • Dedicated to continuous learning and development; • Ability to 'think on your feet' and make informed decisions after considering all options; • Excellent organisational skills; • Excellent spoken and written communication skills; • Ability to delegate; • Self-motivated; • Flexible approach to work; • Ability to work independently but also as a team • Excellent time keeping; • Ability to work with people from different backgrounds/nationalities; 	<ul style="list-style-type: none"> • Results driven



<ul style="list-style-type: none">• Customer focussed;• Assertive• A keen eye for detail	
--	--

EXPERIENCE: Experience and/or achievement in a field, profession or specialism required. e.g. a minimum period of experience in a defined area of work etc.

Essential	Desirable
<ul style="list-style-type: none">• Proven experience as Quality Manager• Experience in project management• Quality Control – batch acceptance and batch release• Working with iso 9001 standards• Experience of working in an office environment	<ul style="list-style-type: none">• Working in a manufacturing environment• Testing of structural adhesives