

Product Quality and Reliability Engineer

Who is Infotec?

Infotec is a long-established, award-winning company that designs and manufactures a wide range of electronic Passenger Information Displays for on-station and on-vehicle applications within the transport sector.

Dedication, experience and a detailed understanding of the industry are brought to every aspect of every project. Our people feel part of the team and they get a huge sense of satisfaction from using their skills, experience, drive and motivation to identify and deliver innovative solutions to our high-profile customer base.

There has never been a better time to join us; we are expanding both in the UK and across export markets and we are looking for the right person to help influence and steer us on this journey; one who can see the bigger picture and knows how to achieve results!

The role

As the single point of responsibility for Product Quality & Reliability Improvement, you will be responsible and accountable for product quality and reliability improvement across the business, from piece parts to customer deliverables.

You will be a leader of change, implementing Quality improvement projects throughout the business to meet agreed Operational objectives. You will be influential across the full business in our drive from traditional Quality Control to Assurance by design.

This is an excellent opportunity to join an innovative and highly knowledgeable system solution provider, with a strong focus on delivering high quality solutions within the transport sector.

This role offers significant scope to be able to directly shape the future of our business.

Key Areas of Responsibility

- Being the individual who takes full responsibility for Product Quality & Reliability Improvement throughout the business, from the smallest components to complete comprehensive projects.
- Being solely responsible and accountable for all-important product quality and reliability improvement in every aspect of our work.
- To enhance and develop processes to ensure predictability and reliability in our manufacturing environment.
- Implement measures and standards to establish process capability and control variation to ensure long-term sustainability.
- Drive effectiveness of the product quality and reliability process, including fault finding, 1st level and detailed investigation, root cause analysis, containment and corrective action.
- Be a leader of change; defining, developing and implementing improvement projects to meet agreed manufacturing objectives.
- Lead our Customer Support Team, ensuring full visibility on all customer cases. Ensure the provision of accurate and relevant technical advice and support as part of our service offering. Establish KPIs to manage both the support service and product performance.
- Support the transfer of new processes or new products (NPI) from Development to Manufacture.
- Early engagement with Development to ensure DFM (Design for Manufacture) and DFT (Design for Test) are inherent within our NPI process.
- Coach and mentor the quality team and other stake holders in support of reliable Quality Assurance.

This role would suit someone who:

- Has a minimum of 5 years' experience in a lead and influential Quality role within a manufacturing business.
- Is self-propelled, inquisitive and resilient.
- Experienced in the application of various improvement tools to enhance essential key processes throughout the business landscape.
- Has a strong working knowledge of certified management systems and products to include ISO9001, ISO14001 & ISO18001/45001 plus CE marking.
- Has a technical background in support of delivering business solutions.

- Uses their creative mind with real interest to solving complex, technical quality problems.
- Has a drive and passion for Best in Class Customer Service and someone who strives for continuous improvement.
- Adapts or condenses complex subjects or problems into simple, understandable concepts or conclusions.
- Has a drive and passion for 'Right first time, every time' as an output of continuous improvement initiatives.
- Extremely competent in Microsoft and other IT, to both effectively analyse data then present outputs and new information in a meaningful way, appropriate to the target audience.
- Can recognise and differentiate between strategic versus important plus urgent tasks to then prioritise without impact on deadlines and revenue.
- Has precise and effective communication skills, whilst retaining the necessary discretion to protect business reputation and brand when required.

We need people passionate about their trade; original thinkers to drive progress. People who will look beyond current processes and bring benefit through alternative experience.