



Unit B, City Park
Watchmead
Welwyn Garden City
Herts
AL7 1LT

Quality Engineer - Technical Queries

Basic Job Description:

Manage the systematic resolution of issues advised to the department by internal or external customers or suppliers.

Manage the systematic resolution of issues found with parts.

Control of Internal Audits, planning and facilitating as necessary, ensure appropriate follow up, etc.

Prepare for and control customer and third party audits, ensuring necessary follow up.

Primary contact for receipt and handling of customer queries, questionnaire completion, etc.

Management of customer complaints, ensuring a systematic approach involving all necessary functions.

Customer approval management

Primary contact for completion and amendment of FAIRs.

When necessary, ensure that Product at Risk process is followed, involving all the appropriate functions.

Control and improvement of the consistency of part numbers in the ERP system.

Deputise for Quality Manager when required.

Key Skills:

Liaison with internal process owners and others to ensure an effective system
Teamwork
Delegation

Desirable Skills:

Understanding of engineering drawings and specifications
Aerospace sector experience, including AS9100 series
Understanding of customer requirements as applied to Swift