

Quality Assurance Officer

Job Description

Job Title: Quality Assurance Officer

Reporting to: Operations Director

Location: Honiton

Job Role: Reporting to and taking direction from *Operations Director*.

Overview

The Quality Assurance role is responsible for supporting and improving quality standards across the organisation, ensuring full compliance with ISO 9001:2015 and ISO 14001:2015, as well as internal procedures and industry best practice.

Reporting directly to the Operations Director, the role plays a key part in maintaining the company's high standards of product, service, and process quality.

A core focus of the position is the administration and maintenance of Calibration and Equipment Maintenance records, ensuring all measurement tools, instruments, and equipment are serviced and calibrated within required timeframes.

Key Responsibilities

- Develop and implement quality assurance policies and procedures to ensure compliance with ISO 9001 & ISO 14001 standards, Achilles UVDB & Construction Line Gold
- Conduct audits, inspections, and tests of products, services, and processes to identify defects, risks, and improvement opportunities.
- Analyse quality control data and metrics to detect trends, investigate issues, and recommend corrective and preventive actions.
- Document all quality assurance activities including test results, audits, corrective actions, non-conformance reports, and compliance documentation.
- Collaborate with cross-functional teams to embed quality standards across engineering, projects, and service operations.
- Train employees in company quality standards, procedures, and best practice.
- Investigate customer complaints and non-conformances, ensuring timely and effective resolution.

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Calibration & Equipment Maintenance

- Maintain and produce accurate calibration and equipment maintenance records.
- Ensure all measurement tools and equipment are serviced and calibrated within required time periods.

Supplier Quality & Management

- Manage and maintain the supplier approval process.
- Create and maintain the Quality Audit Plan.
- Support supplier development activities by arranging audits and monitoring performance.

Additional Responsibilities

- Work with internal departments to implement improvements.
- Maintain and complete customer audits.
- Act as a company ambassador internally and externally.

Skills, Experience, and Knowledge

- Familiar with ISO 9001 & ISO 14001 standards and ideally but not essentially, Achillies UVDB & Construction Line Gold
- Knowledge of quality measurement equipment.
- Understanding of calibration practices.
- Strong communication and interpersonal skills.
- Analytical and problem-solving abilities.
- High attention to detail.
- IT skills including MS Word and Excel; SAP B1 desirable.
- Troubleshooting capability.

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