
Product Quality Manager

About ION Science Ltd:

ION Science has over 36 years of industry experience designing, manufacturing, and supplying PID gas sensors, gas detection instruments and leak detectors for a wide range of industries and applications. We are an unrivalled worldwide gas and leak detection company, with a team of workers who strive to deliver exceptional product quality and customer satisfaction. In 2022 ION Science were awarded the Queen's award for Enterprise for MiniPID Sensors. This is a fantastic opportunity to join our dynamic and growing team and be part of a well-recognised brand associated with quality.

MAIN PURPOSE OF JOB:

As a key member of the Management Team, the Product Quality Manager will champion product quality and performance, ensuring adherence to specifications, certification and customer requirements.

This role will drive continuous improvement of in-house manufacturing & calibration/test processes as well as the development of supplier & 3rd party product quality, with an additional focus on safety and environmental objectives.

This role is pivotal in maintaining the highest quality standards throughout the product lifecycle and enhancing overall business resilience.

JOB ROLE:

Product & Process Quality Management:

- i. Lead all aspects of product quality for both manufactured and 3rd party products.
- ii. Implement robust product quality control plans, along with rigorous Production end-of-line test, inspection & calibration processes.
- iii. Ensure effective levels of Product Verification Testing & QC are carried out on all in-house manufactured products, with appropriate surveillance sampling rates.
- iv. Collaborate with New Product Development (NPD) teams to ensure products are designed for manufacture, test & calibration.
- v. Lead and facilitate problem resolution through true root cause analysis and robust problem-solving methodologies.

Supplier & 3rd Party Quality Control:

- i. Lead Supplier Quality Engineering (SQE) activities to ensure suppliers and 3rd party product suppliers can meet the required product specifications and certification requirements.
- ii. Ensure effective levels of Product QC and Verification Testing are carried out on all 3rd party supplied products, with agreed surveillance sampling regimes.
- iii. Oversee all incoming quality control inspection requirements and address defects, leading cross functional and structured problem-solving processes & swarms.
- iv. Collaborate with Supply Chain, R&D, Manufacturing Value Stream Teams to ensure supplier qualification and continuous monitoring.

Manufacturing Quality & Process Control:

- i. Monitor and improve product quality through established quality objectives.
- ii. Drive improvements in product & process quality with a focus on critical process & test equipment (K' Stations), ensuring that these are process capable and are within the required calibration & service intervals.
- iii. Support the introduction of new products and processes, ensuring proper documentation and controls are in place.
- iv. Maintain the calibration system database is maintained and that all calibrated gauges and test equipment are logged and calibrated within required intervals, ensuring compliance with required standards.

KPIs (quantitative) or CRITICAL SUCCESS FACTORS (qualitative):

- Warranty Returns Rate reduction (RPPM)
- Supplier Quality (PPM)
- Scrap (Wastage) reduction (% of Factory Revenue) & Assembly Rework %
- Maintenance of Quality, H&S & Environmental Certification
- Zero Lost Time and/or Reportable Accidents or Incidents
- Risk assessments in place across ISL and robust mitigations for all high-risk activities.

QUALIFICATIONS:

Essential:

- Minimum HNC/HND/Degree level in related technical subject (i.e. Engineering &/or Science related Subject).

Desirable:

- ISO9001 Quality Management Training (ideally Lead-Auditor Trained)
- Level 3 Certificate in Safety & Health (i.e. IOSH / NEEBOSH) or equivalent.
- 6-Sigma Trained

SKILLS/EXPERIENCE:

Essential Skills:

- In-depth knowledge of Quality Management Systems (ISO9001 or equivalent) in relation to technical design and manufacturing business.
- Strong understanding of Engineering &/or Scientific principles (i.e. Electronics, Mechanical, Physics, Chemistry etc.).
- Proficiency in advanced process control methodologies (i.e. 6-Sigma, SPC etc.).
- Excellent problem-solving abilities, with experience in methodologies such as 8D and A3 problem solving.

- Strong communication and leadership skills, with a high degree of IT literacy.

Desirable Skills:

- Experience in manufacturing products for hazardous locations (e.g. ATEX, IECEx).
- Knowledge of Health & Safety (ISO45001) and Environmental Management (ISO14001) systems.

QUALITIES:

- Significant experience gained working in a Quality Assurance Role.
- Significant experience gained working in a Technical (Engineering based) Manufacturing. business or similar.
- Manufacturing Process Control experience.
- Experience conducting supplier and/or internal audits (i.e. Quality, Safety etc.).

BENEFITS:

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| • 25 days annual leave + Bank Holidays (annual holiday increasing with service) | • Monthly lunch & drinks laid on by the company |
| • Excellent employer pension contributions of 8% after probation | • Sick Pay |
| • Life Assurance of 4 times of pensionable salary | • Christmas party |
| • In-house training | • On-site parking |
| • Discretionary Annual Bonus | • Private Medical with AXA |
| • On site shower & changing facilities | • Bike Purchase Scheme |
| • Long term service awards | • Car share scheme |
| | • Early finish on Fridays |

WORKING PATTERN:

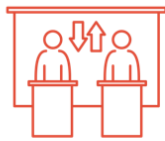
- Monday to Thursday: 08:30 – 17:00
- Friday: 08:30 –15:45
- Immediate start available
- Full time – Permanent position

**LOCATION:**

This role is based at the ION Science head office, located in Fowlmere, 10 miles south of Cambridge. The role is required for you to be on site.

Our Core Values:

Fun



**Embrace
change**



Respectful



Responsive



**Challenge the
status QUO**



Committed

See what our employees have to say about working at ION: <https://ionscience.com/en/careers/>

Due to the high volume of CVs we receive, it might not be possible to provide feedback to all applicants. If you are successful, we will be in touch to arrange a call with our recruitment manager.