



## **Customer Quality Control Engineer Engineer**

**Location:** Hilsea, Portsmouth

**Contract:** Fixed Term

### **The Role**

Due to continued expansion of the business we have a great opportunity for an experienced Quality Control Engineer to join a friendly team in our well-established Defence engineering business. The successful candidate will be responsible for the advising the Project team to implement the customers quality requirements. You will ensure customer quality flow downs are implemented, monitored and controlled.

#### **Responsibilities will include:**

- Understand Customer Quality requirements and ensure processes are in place both internally and at suppliers ensuring conformance
- Monitor and control processes and documentation to ensure customer flow down requirements are met
- Drive product and process non-conformance investigations and associated root cause analysis activities including concession management and customer reporting
- Oversee the maintenance and distribution of all documents and record retention policies
- Manage Quality escapes and Customer investigations.
- Writing, revise and review standard operating procedures to include Manufacturing Inspection and Test Plans (Quality Manual, SOP, work instructions, forms, drawings, customer specifications) to ensure compliance, accuracy, efficiency and clarity
- Attend project launch meetings to review and advise department on the customer QA requirements.
- Recommend, implement and direct others to modify operational methods and practices along with overall strategy to enhance department effectiveness
- Create and control procedures as it pertains to any new processes planned or implemented
- Assist as needed in the Change Notification process as it pertains to documentation updates
- Participate as needed in corrective/preventive actions items and their investigations
- Interact with all levels, team members, and all departments

#### **About You**

Essential requirements for this role:

- Experience and knowledge of ISO 9001 and ISO 14001 as it pertains to document and record control
- Strong customer management skills

- Demonstrate knowledge of document control and organisational skills
- Strong computer skills including Microsoft Office
- Attention to detail, integrity and organization, communication, and interpersonal, clerical and computer skills
- A detail-oriented multitasker with the ability to manage deliverables and handle multiple projects at the same time.
- Strong verbal communication, technical writing, and process improvement skills
- Experience of working within a military / defence environment.
- Knowledge of tools, concepts and methodologies of Quality Assurance, manufacturing, distribution and environmental systems
- Able to travel to other TP Group sites and to the offices of clients, sub-contractor and suppliers as required, including travel to MoD sites
- Candidates must have an existing right to live and work in the UK
- Candidates must have passed UK security clearance to Security Check level or be able to obtain this level. To gain SC clearance you will normally have had to have been a resident in the UK for a minimum of 5 years

The following are preferred, but not essential:

- Personal certifications in Quality Auditor, Quality Engineer, Quality Improvement Associate, Lean, Six Sigma, Green Belt are a plus.
- Quality inspection and internal auditing experience is a plus
- Knowledge of Safety and Environments requirements is a plus

## **About Us**

TP Group is a professional services and technology partner to global, defence, energy, space and intelligence & communications programmes.

Working in partnership with stakeholders, including systems integrators, original equipment manufacturers and end-users we design, deliver and support high-integrity mission-critical systems and services.

Based upon 75 years of engineering heritage and leveraging our unique knowledge, skills and experience, TP Group Technology & Engineering combines a range of high-end capabilities to produce high-integrity equipment from factory facilities in Portsmouth and Manchester.

TPG Maritime Limited, based in Portsmouth is a member of TP Group plc; within the Technology & Engineering business stream. We are the world's leading supplier of atmosphere management systems including submarine air purification equipment for many international programmes.

Our highly skilled multidisciplinary engineering teams apply our advanced technology to produce solutions for our customers that can be relied upon for long service life, in difficult or dangerous environments.

We have the experience of working in highly regulated industries and safety critical environments working across the whole lifecycle from concept to disposal.

## **Company benefits include:**

- 25 days' holiday

- 4.5 day week
- Discretionary annual bonus scheme
- Company pension scheme
- Free onsite parking

**To apply for this role, please send a CV and a covering letter detailing your current salary and benefits package to [hr@tpgroup.uk.com](mailto:hr@tpgroup.uk.com)**