



**KENSA HEAT PUMPS LIMITED**

**JOB DESCRIPTION**

**Job Title: Quality Engineer**

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**Workbase:** Mount Wellington Mine, Fernsplatt, Chacewater, Truro, TR4 8RJ

**Normal working hours:** 8am-5pm Monday - Friday

*(Note: You may be required to work at another of the company's locations or on-site from time to time.) - If needed*

**Responsible to:** Director of Operations

**Responsible for:** N/A

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Kensa Heat Pumps Ltd is the UK's leading manufacturer and specialist supplier of ground source heat pump systems. Established in 1999, Kensa supplies its products and services to a wide range of customers, including self-builders, installers, house builders and social landlords.

**Environment:**

The Quality Engineer works as part of the Production Management team to ensure highest quality in production.

**Main Purpose of Job:**

To ensure that Kensa products are manufactured to meet required quality standards in accordance with the design and production processes. The Quality Engineer monitors and manages day-to-day quality in production and drives continuous improvement of Kensa processes to ensure that quality and process effectiveness are improved over time.

**Duties and Responsibilities:**

1. To implement maintain and update production quality management systems to ensure products are manufactured to the highest quality standards.
2. To support the maintenance and continual improvement of the business processes and ensure that the requirements of BS EN ISO 9001 are satisfied.
3. To ensure production procedures are suitably documented and ensure staff are sufficiently trained.
4. To implement and operate quality monitoring procedures, process controls, KPIs and reports. To monitor quality metrics and use them to ensure on-going high quality in production.
5. To provide reports on quality performance to production management and senior management
6. To collaborate with operations managers to develop and implement controls and improvements.
7. To investigate customer and shop-floor quality non-conformances, lead root cause analysis and problem-solving and ensure implementation of interim and permanent corrective actions.

## Schedule 1 to Statement of Employment Particulars

8. To work with the purchasing team to manage supplier quality issues, returns and rejects.
9. To ensure that appropriate corrective actions, resulting from recorded non-conformances, are implemented and effective.
10. To working closely the Purchasing Team to assess Supplier quality during supplier selection.
11. To work at all times in accordance with the Health & Safety at Work Act 1974 and to follow all company procedures and guidelines which assist this. Whilst working at external sites comply with all on site health and safety procedures and guidelines applicable to that site.
12. To work at all times in accordance with the company's Dignity & Diversity Policy.
13. To undertake such other duties as may be required within the general scope of the job.

### **Key Behaviours and Skills:**

1. Experienced in the management of a QMS within a manufacturing environment; preferably within electrical / mechanical industry using ISO9001, ISO/TS 16949 or AS9100 QMS standards
2. Qualified to minimum HND or higher in engineering, quality assurance or manufacturing.
3. A confident and credible communicator, able to interact plausibly in all settings within the business
4. Experience with quality management approaches such as Zero-defect or Six-sigma
5. Experienced in using problem solving methodologies within an SME and with suppliers, to find root causes and implement permanent corrective actions.
6. Able to create and develop clear and concise QMS elements including processes, procedures and workflows
7. Experience coding and using QA software tools and processes.
8. Able to work on own initiative and to facilitate effective cross functional cooperation
9. Degree in quality, industrial, or mechanical engineering.
10. 2+ years of experience in quality engineering, quality assurance, or a similar role.
11. Strong communication and interpersonal skills.
12. Strong analytical and problem-solving skills.

### **Package and Benefits:**

Annual salary of £30,000 - £35,000 depending on qualifications and experience.

28 days holiday (including bank holidays) rising progressively to 33 days after 5 years' service.

### **Other:**

This job description may be subject to change, in consultation with the postholder, in response to new circumstances and employment will be subject to a probation period.