

# Quality Support Operative

 Redditch, West Midlands

 £28,000 per annum, working 38 hours per week, Monday to Friday

[www.NSG.com](http://www.NSG.com)

[www.Pilkington.com/Careers](http://www.Pilkington.com/Careers)



## WHO ARE WE?

The NSG Group is a global leader in glass manufacturing in three business areas: Architectural, Automotive and Creative Technology.

Our mission is to change our surroundings and improve our world.

## THE ROLE

The successful applicant will report to the AGR Quality Support Team Leader and have responsibility for Quality within the European Aftermarket business. The position will require the successful applicant to work closely with Manufacturing and Logistics as well as both internal and external suppliers.

### Main duties include:

- Assisting with resolution of quality and (possible resultant supply) issues which arise at the customer's site either directly or by liaising with the appropriate customer and site personnel.
- Analysing individual defective glasses and agree liability between Pilkington and the customer (with appropriate levels of financial support and authority), whilst taking quick and effective containment action to minimise the effect to the customer of quality concerns.
- Conducting Process and System audits as required. Management of temporary labour as required.
- Maintaining and execute a customer visit schedule as agreed with the AGR Quality Support Team Leader.
- Working with Various plants aligned to specific PSO certification.
- Safe certified operation of fleet FLT and VNA vehicle to support product movement requirements within of the department.



### You and your Skills

- Good understanding of automotive glazing products with manufacturing experience an advantage
- Conscientious and pro-active individual committed to supporting the business in achieving quality targets with ability to work on own initiative.
- Must be highly flexible in order to support the business and visits to customer and suppliers, both within the UK and overseas, as and when required.
- Good working knowledge of SAP transactions will be required; however, training can be provided.
- Excellent numerical skills are essential.
- Valid FLT and VNA license however training can be provided.
- Good knowledge of Microsoft Excel and general PC skills.
- Awareness of ISO9001, quality tools such as FMEAs and SPC techniques, although training will be provided.

### Benefits

- 33 days holiday per annum (inclusive of declared public holidays) plus service days.
- Site Bonus scheme – up to £100 per month based on site performance.
- Pension Plan –with up to 8% employer contribution
- Free car park