



Job Title	Quality Performance Analyst
Job Level	4B
Location	SBP
Business Unit	Group Packaging & Supply Chain
Function	Quality
Leader	Quality Systems and Governance Leader
People Leadership	N/A
Role Purpose To drive improvement in Global Quality Performance through implementation of root cause analysis and action planning of all quality incidents and through ongoing development of all quality metrics, data capture methods, tracking, review and global reporting of key quality information. Investigation Lead for Global Quality Incidents including development, maintenance and analysis of the Global Quality Scorecard.	
Responsibilities <ul style="list-style-type: none"> • To generate, maintain and continually develop the Quality Scorecard owning the administration, analysis and reporting of data. • Input, manage, trend and report on complaints highlighting themes are areas of concern. • To coordinate complaint investigations, liaising with relevant quality/operational function to ensure sign off prior to complaint closure. Managing consumer/customer expectations throughout and ensuring they are kept informed and complaint is closed out in a timely manner. • To identify and implement improvements across quality reporting systems globally to ensure consistency in metrics, data capture methods and reporting. • To build cross functional relationships to ensure robust root cause analysis investigations into quality incidents • To interpret quality results to identify trends and highlight opportunities for improvement. • Support incident crisis team with data interpretation, proving insight and advice to facilitate resolution. Conduct evaluation of incident investigation. • Be committed to delivering excellence – act as an innovator, driving change and identifying and implementing continuous improvement initiatives • To create reports and develop procedures that manage quality processes for inbound material inspection. • To drive the Quality Improvement agenda through continual development of quality metrics. • To capture, analyse and communicate Quality data analysis and reporting to facilitate management review and improvement. • To participate in progressing system improvements that improve data capture, analysis and reporting and provide any necessary data to support new initiatives. • Demonstrate behaviours in line with our diversity and inclusion aim, which is to create and promote a diverse and inclusive culture at WG&S where ideas, differences and views are respected and where all employees are encouraged to create their own personal legacy. 	

Values



BE PROUD

We are proud of our brands, our heritage, and our commitment to superior quality in our products



BE RESPONSIBLE

We expect every individual and their teams to be accountable and to perform to their full potential



BE SUSTAINABLE

We wish to make a positive contribution to our communities and to our environment



BE PROFESSIONAL

We value integrity, transparency, professionalism and constructive debate within a team working culture



BE ENTREPRENEURIAL

We foster a forward thinking and innovative culture that recognises the need for innovative thinking and continuous improvement



THINK LONG TERM

We are proud of our brands, our heritage, and our commitment to superior quality in our products

Core Competencies:

Persuading and Influencing:

- Makes a strong personal impression on others
- Gains clear agreement and commitment from others by persuading, convincing and negotiating.
- Promotes ideas on behalf of self or others
- Makes effective use of political processes to influence and persuade others.

Applying Expertise and Technology:

- Applies specialist and detailed technical expertise
- Develops job knowledge and expertise through continual professional development
- Shares expertise and knowledge with others
- Uses technology to achieve work objectives
- Demonstrates appropriate physical co-ordination and endurance, manual skill, spatial awareness and dexterity.
- Demonstrates an understanding of different organisational departments and functions.

Presenting and Communicating Information:

- Speaks clearly and fluently
- Expresses opinions, information and key points of an argument clearly
- Makes presentations and undertakes public speaking with skill and confidence
- Responds quickly to the needs of an audience and to their reaction and feedback
- Projects credibility

Analysing:

- Analyses numerical data, verbal data and all other sources of information
- Breaks information into component parts, patterns and relationships
- Probes for further information or greater understanding of a problem
- Makes rational judgements from the available information and analysis
- Produces workable solutions to a range of problems
- Demonstrates an understanding of how one issue may be part of a much larger system.

Writing and Reporting:

- Writes clearly, succinctly and correctly
- Writes convincingly in an engaging and expressive manner. Avoids the unnecessary use of jargon or complicated language.
- Writes in a well-structured and logical way
- Structures information to meet the needs and understanding of the intended audience

Delivering Results and Meeting Customer Expectations:

- Focuses on customer needs and satisfaction
- Sets high standards for quality and quantity
- Monitors and maintains quality and productivity
- Works in a systematic, methodical and orderly way
- Consistently achieves project goals.

Skills and Qualifications:

Essential:

- Can demonstrate comprehensive knowledge of Quality tools and best practice application.
- Proven record of successful application of problem solving techniques and process improvement ideally within a Packaging and Supply Chain environment.
- Proven ability to deliver robust root cause analysis methodology.
- Experienced in the use of Analytical tools and is comprehensively IT literate.



- Confident and experienced engagement in cross functional operations.
- Proven team member who can work towards their objectives, performance within the team environment and develop skills in order to achieve their potential development and flexibility within the quality team.

Created by:	Colin Kelly
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