



WILLIAM GRANT & SONS

ROLE PROFILE

Job Title	Quality Technician
Business Unit / Group Function	OBU
BU Team / Sub-Function	Quality
Location	SBP
Team Leader	Manufacturing Quality Specialist
Team Members	No
Job Level	5
Role Purpose	
To monitor and record product quality and incoming material quality within the bottling operations, communicating issues as necessary to relevant stakeholders to enable the business to meet and exceed customer and consumer Quality expectations.	
Accountabilities	
<ul style="list-style-type: none">• Conduct in process quality check validations, incoming material evaluations and finished product inspections to support packaging operations, maintaining all relevant documentation of checks and analysis.• Ensure non-conforming products are suitably held in accordance with documented processes to ensure avoidance of being shipped from site.• Conduct audits to ensure compliance to quality standards, identifying deviations and support improvement activities with packaging operations.• Complete required quality analysis on products/materials and report on findings.• Complete required complaint/issue investigations and make recommendations for improvement actions.• Perform line audits on glass breakage, record issues found and communicate to relevant line operators and management.• Support investigations of quality non conformances on both product and process with a focus on corrective and preventative action, raising appropriate NCs via Qpulse• Check and collate data supporting quality performance measurement and share quality performance data with Line Teams, supporting and participating in improvement activities when required.• Support the maintenance of all Quality Standards, Quality Control Plans, SOPs and all relevant quality documents in accordance to the WGW governance structure and the requirements of Q Pulse.• Promote and support quality standards in the bottling hall, advising line operators and team leaders on issues relating to product quality.• Work collaboratively with peers and colleagues, and apply learnings from identified training and development activities required to perform in role.	
Created by:	John Shields
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INDEPENDENT FAMILY
DISTILLERS SINCE 1867

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