



WILLIAM GRANT & SONS

## ROLE PROFILE

<b>Role Title</b>	<b>Quality Performance Analyst</b>
<b>Internal Reference</b>	OBU-0096
<b>Business Unit / Group Function</b>	OBU
<b>BU Team / Sub-Function</b>	Quality
<b>Location</b>	SBP
<b>Team Leader Role</b>	Quality Systems & Insight Leader
<b>Role Level</b>	4B
<b>Team Members</b>	No
<b>Role Purpose</b>  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.	
<b>Accountabilities</b> <ul style="list-style-type: none"><li>Analyse and communicate Quality data analysis and reporting, to identify trends and highlight opportunities for improvement for management review and approval.</li><li>Actively participate in progressing system improvements that improve data capture and analysis to ensure consistency in metrics, data capture methods and reporting.</li><li>Support incident crisis team with data interpretation, providing insight and evaluation to advice to facilitate resolution.</li><li>Oversee and coordinate complaint investigations, liaising with relevant quality/operational function, ensure timely sign off prior to complaint closure and pro-actively manage consumer/customer expectations throughout the process.</li><li>Work closely with key stakeholders and teams to ensure robust root cause analysis investigations into quality incidents.</li><li>Generate, maintain, and continually develop the Quality Scorecard, owning the analysis and reporting of data, highlighting areas of concern and potential solutions.</li><li>Continually review quality metrics and identify areas for metrics improvement that support business objectives.</li><li>Follow and comply with all WGW processes, standards, and guidelines in the performance of your role, reporting any non-conformances in a timely manner.</li><li>Deliver guidance on quality systems procedures and their practical implementation were required.</li><li>Work collaboratively with peers and colleagues and apply learnings from identified training and development activities required to perform in role.</li></ul>	