



WILLIAM GRANT & SONS

ROLE PROFILE

Role Title	Quality Technician
Internal Reference	OBU-0089
Business Unit / Group Function	OBU
BU Team / Sub-Function	Quality
Location	Dufftown
Team Leader Role	Bottling Team Leader
Role Level	5
Team Members	No
Role Purpose	
To ensure product quality, food safety, regulatory compliance, and process effectiveness across packaging operations through quality assurance activities, auditing, data analysis, non-conformance management, supplier collaboration, quality systems maintenance, and continuous improvement initiatives.	
• Perform in-process, incoming material, and finished product quality inspections, ensuring all quality checks and documentation are completed accurately. • Control and investigate non-conforming products and materials, raising MDRs, concessions, reworks, and non-conformance reports as required. • Monitor AQL performance, MDNs, and Loginspect rejects, identifying trends and escalating issues where limits are exceeded. • Conduct quality, process control, glass breakage, and compliance audits, driving adherence to quality standards and continuous improvement. • Complete quality analysis, complaint investigations, root cause analysis, and corrective/preventative action activities. • Maintain quality records, HACCP documentation, SOPs, Quality Standards, Quality Control Plans, and IQMS documentation. • Work closely with suppliers, Procurement, Compliance, and operational teams to resolve quality issues and support supplier performance improvement. • Support New Product Development and line trials, recording results and providing quality input throughout the process. • Monitor quality performance metrics, average weight data, air rinse verification results, and production quality data, reporting findings to site leadership and external quality teams. • Train and support operators in quality standards and process controls, ensuring competency and compliance requirements are met. • Promote a strong quality culture across the bottling operation through coaching, guidance, and collaboration with line teams and leadership. • Collaborate with cross-functional teams across the company to support business, operational, and quality improvement objectives.	
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