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|--------------------------|---------------------------------|
| Job Title | Quality Technician |
| Job Level | 5 |
| Location | SBP |
| Business Unit | Group Packaging & Supply Chain |
| Function | Quality |
| Leader | Quality Improvement Team Leader |
| People Leadership | N/A |

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.

Responsibilities

- To perform line sample inspection audits to measure and record product quality within operations and action as appropriate.
- To control stock which fails to meet required quality standards and report internally within the business.
- Investigate production quality issues to support the identification of root cause and contribute to the development of solutions
- To record, communicate and investigate material defects and liaise with external suppliers as required.
- To record line quality records submission and report on issues and update and maintain records in all quality databases as necessary.
- To promote quality standards in the bottling hall and support and advise line operators on issues relating to product quality.
- Assist and supervise quality criteria / inspections for new product and engineering trials.
- To perform line audits on glass breakage, record issues found and communicate to relevant line operators.
- Analysis and verification of material compliance to specifications (physical and performance) using appropriate measuring equipment.

Key Performance Metrics: *Include the top 3 KPIs for the role (without reference to any commercial or confidential information or particular targets)*

| KPI | Description |
|-----|-------------|
| 1. | |
| 2. | |
| 3. | |



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:

Working with People

- Demonstrates an interest in and understanding of others
- Adapts to the team and builds team spirit
- Recognises and rewards the contribution of others
- Listens, consults others and communicates proactively Supports and cares for others
- Develops and openly communicates self-insight, such as an awareness of own strengths and weaknesses

Health, Safety & Environment

- Follows safe working procedures and seeks advice if unsure about a task
- Only uses authorised and fit for use equipment
- Reports accidents, unsafe acts and unsafe conditions to their leader
- Co-operates with Leaders and other Team Members in promoting and improving health and safety within the team
- Makes full use of any equipment provided for their health and safety
- Considers the impact of actions on the environment
- Acts in a safe manner

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.

Adapting and Responding to Change

- Adapts to changing circumstances
- Accepts new ideas and change initiatives
- Adapts interpersonal style to suit different people or situations
- Shows respect and sensitivity towards cultural and religious differences
- Deals with ambiguity, making positive use of the opportunities it presents

Following Instructions and Procedures

- Appropriately follows instructions from others without unnecessarily challenging authority
- Follows procedures and policies
- Keeps to schedules; arrives punctually for work and meetings
- Demonstrates commitment to the organisation
- Complies with legal obligations and safety requirements of the role.

Coping with Pressures and Setbacks

- Works productively in a high pressure environment
- Keeps emotions under control during difficult situations
- Balances the demands of work and personal life
- Maintains a positive outlook at work
- Handles criticism well and learns from it

Skills and Qualifications:

Essential:

- Previous experience of working in a quality/technical role desirable.
- Working knowledge of Production and Packaging Processes
- An understanding and working knowledge of Bottling Standards and appropriate quality measuring devices.



- Computer literate and working knowledge of IFS, Word, Excel.
- Knowledge of dry goods materials and supplier contacts.
- Knowledge of problem solving techniques and ability to put into practice.

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| Created by: | Kenny Ringland |
| Date: | 10 August 2016 |
| HRBP: | Louise Callaghan |
| Date of last revision: | |