
Quality & Certification Manager

About ION Science Ltd:

ION Science has over 30 years of industry experience designing, manufacturing, and supplying PID gas sensors, gas detection instruments and leak detectors for a wide range of industries and applications. We are an unrivalled worldwide Gas and Leak detection Company, with a Team of workers who strive to deliver exceptional product quality and customer satisfaction.

This is a fantastic opportunity to join our growing Team and be part of a well-recognised brand associated with quality.

MAIN PURPOSE OF JOB:

You will be responsible for developing, maintaining and continuous improvement of Ion Science Integrated Quality Management Systems (i.e. ISO 80079, ISO 9001, ISO14001, ISO 45001), and also to ensure compliance with the various HazLoc product approvals and certification, that we maintain to serve our customer applications; -



The role is a senior leadership role and will require excellent collaboration with all internal functions, as well as external approval and certification bodies to ensure that we employ best practice to develop, maintain and administer product approvals.

This role will need an experienced Quality Manager with a Technical/Engineering background to manage the QMS and product approvals. In addition, the Quality Manager will lead a small team of Quality and Product Verification Laboratory Technicians to ensure that product Quality is maintained and verified in accordance with the required specifications. Key success factors for this role will be the ability to collaborate effectively with all internal functions and, in particular, R&D & Operational Teams, as well as customers and external certification bodies.

TEAM AND REPORTING TO:

This role will report to the Operations Director, or alternately the appropriate Ion Science Limited Board Director.

JOB ROLE:

- Take the lead as the businesses appointed HazLoc Product Quality Management System Planning Authority, and lead communication with relevant notified bodies where applicable (Products for ATEX & IECEx Applications). **Note:** Most of Ion Science Products have Intrinsically Safe Product Certification (i.e. ATEX & IECEx etc.).
- Exemplify Ion Science values and lead by example to ensure that Quality, Environmental, H&S and Product Safety is prioritised throughout the business.
- Lead all activities within the business to develop, maintain and continuous improvement of the Ion Science ISO 9001, ISO14001, ISO45001 and ISO 80079 Quality Management Systems.
- Lead the Product Verification Team and Laboratory to ensure that all products meet or exceed the required specifications.
- Work collaboratively across the business to drive Quality improvements by leading activities to reduce product warranty returns, customer complaints, wastage and cost of poor quality.
- Lead customer complaint and warranty return issues, using structured problem-solving methods to ensure that true root causes are identified, and that sustainable and robust solutions are implemented to prevent reoccurrence.
- Effective coordination, leadership and communication of all Quality and HazLoc product safety and certification audits to ensure standards and compliances are maintained to the highest possible standards.
- Lead all activities within the business to ensure that required HazLoc product safety approvals and certifications are achieved in order to meet applicable market requirements and specifications.
- Work collaboratively with the R&D, Commercial and Operations teams to ensure products are specified correctly and achieve compliance with all applicable HazLoc product safety approvals and certifications.
- Lead the Management Review Process within the business.
- Provide high levels of Technical and Quality related support to R&D and Operational Teams.
- Coordinate all environmental and regulatory reporting requirements, such as WEEE, RoSH & Battery Compliance Schemes etc.
- Coordinate the internal audit and supplier audit/approval program.
- Maintain high quality administration and documentation using the company documentation systems, within the ISO9001, ISO14001, ISO 45001 & ISO80079 Integrated Quality Management Systems.

SKILLS:

This is a senior leadership role, and the person appointed will be; -

- Graduate level in a related Engineering, Quality and/or Science based discipline.
- Minimum 5 years' experience in a Senior Quality, Engineering and/or Technical Manufacturing related role, ideally from a relevant Technical Manufacturing Industry.
- Excellent man management/leadership skills.
- Expert in leading an ISO9001/ISO14001 & ISO45001 Integrated Quality Management System and Lead Auditor Trained.
- Demonstrable experience in leading an extended Quality Management System (i.e. Ideally ISO80079, or alternately ISO13485).

- Working knowledge and experience of HazLoc product safety (i.e. ATEX, IECEx etc.), including intrinsically safe products and/or flameproof design aspects and certification requirements.
- Able to conduct structured root cause analysis of high sensitivity electronics and/or instrumentation to enable robust problem solving and provide robust solutions.
- Desirable to have Electronic & Electrical measurement competence & capability.
- Excellent & confident communication skills (including excellent English language skills both written & spoken).
- Self-organised, methodical, logical and detail oriented.
- High degree of IT literacy, & proficient with Microsoft Office tools.
- Excellent at building rapport with internal departments, as well as the ability to maintain excellent customer and supplier relationships.
- Have a flexible approach, and prepared to work additional hours where necessary to meet customer demand.
- Process Control knowledge and experience desirable (i.e. 6-Sigma, SPC etc.).
- Lean Manufacturing Experience (ideally in a modern electronics/technical manufacturing environment)
- Ability & willingness to learn and develop.
- Safety Conscious.

BENEFITS:

- 25 days annual leave + Bank Holidays (annual holiday increasing with service)
- Pension Scheme
- Life Assurance Scheme
- Private Medical Scheme
- Bike purchase Scheme

WORKING PATTERN:

Monday to Thursday: 08:30 – 17:00;

Friday 08:30 – 15:45

Full time

Permanent position

LOCATION:

This role is based at the Ion Science head office, located in Fowlmere, 10 miles south of Cambridge. The role is required for you to be on site.

