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WIKA Instruments Ltd are looking for an....

Quality Returns Technician (m/f)

Job Description

- Inspect and analyze the returned product to determine whether credit should be issued or if it requires returning to a global manufacturing site.
- Verify the sales order date if available, determine whether the product was returned within the warranty sold period.
- If no purchase date, determine whether the product was returned within the factory grace period through the serial number.
- Inspect the product for customer abuse or misuse.
- Create a 4D/8D report on findings of inspection and record the status (justified/not justified) of each product inspected.
- Clearly communicate the product status and reason for your decision for all products inspected.
- Validate the 4D/8D reports coming back from the factory for customer consumption.
- Maintain constant communication with global manufacturing facilities to ensure timeliness goals are met.
- Ensure that any problems or issues that arise with any part of the returns process are escalated to the appropriate person.
- Proactively ensure that all outstanding customer queries are seen through to conclusion in line with the department KPIs.
- Promote company vision, values and reputation with all staff, customers, suppliers, partners.
- Work with the Quality & Continuous Improvement Manager on other projects and assignments where appropriate.

Candidate Profile

- Experience in a Quality / QA environment is essential.
- An engineering qualification would be advantageous.
- Experience of pressure and/or temperature instrumentation would be advantageous.
- Experience of 8D reporting or equivalent and working within quality systems i.e. ISO9001 would be advantageous.
- Previous experience working in a manufacturing and/or engineering environment with an understanding of technical drawings would be advantageous.
- Must be analytical and detail oriented.

Our company

WIKA Alexander Wiegand SE & Co. KG is a renowned partner and competent specialist for pressure, temperature and level measurement technology.

As an internationally positioned family business with an annual turnover of 750 million euros, we defend our leading position in the world market. Our success is assured by 7,900 highly qualified and motivated employees worldwide.



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- Must possess strong communication skills.
- Must demonstrate strong work ethic and requesting assistance as needed.
- Must be organised & skilled in time management, able to effectively prioritise, multi-task and manage workloads.
- Must possess a flexible attitude with a willingness to put in extra time and effort to satisfy the customer and meet requirements.
- Must have excellent computer skills, specifically on Microsoft Windows: Outlook, Excel, Word and PowerPoint.
- Must have good customer orientation skills and be a team player with ability to build effective working relationships with internal and external customers and suppliers.

We offer

- Company benefits such as competitive salary and bonus, Pension, Private Medical, Critical Health and Life Assurance (following a qualifying period)
- The benefits of working for an established and financially secure business with a Dunn & Bradstreet rating of 1

Reporting to the Quality & Continuous Improvement Manager

The QA Returns Technician will assess product returned from the customer and determine disposition, either returned to one of our global factories or inspection for fault in house and creating a report while ensuring that the expectations of the customer are achieved or exceeded.

Contact

WIKA Instruments Limited

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