ASTON MARTIN

External Job Advert

Field Quality Engineer (Initial Investigations)

Department: **Quality**
Based at: **Gaydon**
Reports to: **FQO Manager**
Reference: **PVT052**

Job Purpose:
To carry out initial investigation and respond to field quality concerns. Provide fast reaction to concerns in order to understand the scope and severity of issues, then follow up to communicate and have issues contained, whether in-house or external. Then take the issues forward to ensure permanent corrective action is being taken. This role covers all areas of the vehicle so a good knowledge of full vehicle is required.

Key Responsibilities & Tasks:

- Review incoming field items, assess the priority take initial action in order to protect the customer.
- Decide the priority of issues and communicate within the company and externally to ensure permanent corrective action is taken.
- Investigation of vehicle structure, systems & diagnostics of vehicles to support problem investigations. The role will cover all vehicle areas and commodities.
- Investigate concerns using PPS/8D methodology.
- Develop and assist in deployment of field fix where appropriate.
- Liaison with Service departments and Dealerships to get clear facts about issues in order to take accurate action.
- Liaison with manufacturing departments to implement vehicle quality standards.
- Liaison with Manufacturing departments, Product Design and Current Engineering in order to start permanent corrective actions.
- Prioritising issues and communicating the detail and progression status to all levels of the business.
- Analysing warranty data in order to spot emerging issues for action.
- Along with core job functions the engineer will also be responsible for implementing cross-department projects, systems or window roles.

Qualification & Experience:

- Degree or equivalent in engineering discipline.
- Worked in OEM or Tier 1 supplier responsible for automotive quality.
- Experience of practical problem solving particularly for full vehicle issues.
- Meeting lead, presentation and reporting.
- Experience using Outlook, Word, Excel and PowerPoint.
- Ability to manipulate and understand data.
- Must be reliable and punctual with a drive to complete investigations.
- Able to work overseas.
- Support flexible working day as required.

Applicants should submit a CV and covering letter to careers@astonmartin.com**.** Please state your hourly rate and salary expectations.