



Quality Assistant // DEVIZES WILTSHIRE, UNITED KINGDOM

NCAB Group is a global leader in the Printed Circuit Board (PCB) industry, selling over 110 million PCBs yearly from 14 different countries. We are now looking for a **Quality Assistant within the NCAB UK team** who wants to join us in becoming *The Number 1 PCB Producer wherever we are*.

This permanent role has come about due to progressive growth and expansion of our company. The successful candidate will provide support to a friendly Quality/Engineering/Sales team.

WHAT WILL YOU DO?

The primary function of this role will be to provide assistance to the Deputy QA Manager in support of customer quality issues. Key activities will include:

- Processing of customer admin and quality claims in accordance with NCAB UK procedures and work instructions.
- Maintaining a complaints and issues register for quality and admin claims.
- Create and maintain CRM software projects for customer quality complaints.
- Liaising with both customers and factories via email, phone and conferencing.
- Use of in-house laboratory to conduct verification and inspection of printed circuit boards (training provided).
- Optical and mechanical inspection of printed circuit boards (as / when requested)
- Prepare and arrange return of printed circuit boards to customers and factories.
- Independently manage low level quality investigations.
- Ad-hoc duties to Deputy QA Manager and Operations Manager.

WHAT ARE WE LOOKING FOR?

- Good commercial awareness
- Previous experience of quality systems an advantage
- Experience of working within a team
- Able to work under pressure in a fast paced environment

- Qualification or willingness to develop knowledge of IPC-A600 and IPC-A610 – acceptability of bare and assembled printed circuit boards.

WHO ARE YOU?

- Excellent organisational and planning skills
- Ability to work to tight deadlines on own initiative
- Strong communication skills
- Good interpersonal skills for building relationships with customers and colleagues
- Ability to plan and prioritise own work
- Remain calm under pressure
- Good decision maker
- Accuracy and attention to detail
- Strong work ethic

JOB OFFERS

- Annual Salary £18 - £20K subject to experience
- Free, secure parking
- Pension (5% non - contributory)
- 25 days holiday plus statutory leave days
- Opportunities to progress and develop
- Working hours:
 - Monday to Friday 8.30am – 5.30pm & Fri 8.30am to 1.30pm

WORK AT NCAB GROUP

At NCAB Group, it is the people that make us unique. We encourage employee empowerment and initiatives, and offer continuous competence development. We have a high employee engagement, and are proud to be considered as top three Employer of the year in the Powered by People award 2017. Read more about working with us on our [career pages](#).

WHAT'S NEXT?

If you want to develop together with a multicultural company in constant growth – join us, and help us become *the Number 1 PCB Producer – wherever we are*.

Please submit your resume for consideration to:

Ann Harwood
ann.harwood@ncabgroup.com
01380 736146




NCAB UK

Units 1-3 Hopton Industrial Estate
Off London Road
Devizes
Wiltshire
SN10 2EU
Tele: 01380 736146
Fax: 01380 736141

NCAB Group is a leading global PCB supplier, selling over 110 million PCBs into 45 different countries. The company was founded in 1993 and has more than 340 employees in 14 countries in Europe, USA and China. Our products are mainly manufactured in China where we have an extensive and experienced factory management team, whose focus is managing our factory partners to deliver market leading performance.

NCAB Group have an enviable reputation of delivering a high quality product, on-time, competitively, and with a culture of excellent customer service. We work towards a sustainable business and are verified according to ISO 26000 – an international standard for social responsibility.

<p>Quality First. Always.</p> 	<p>Strong Relationships. Makes the difference.</p> 	<p>Full responsibility. Easy to say. Harder to deliver.</p> 
--	---	--