



HWM Global

Innovations that keep
critical resources flowing.

Job Profile

Title: Service Manufacturing Lead

Reporting to: Service Manager

Department Profile:

The Service function supports the business vision of designing, building and providing world-class products and services to its customers. It does this through the creation and maintenance of accredited business and quality management processes, which satisfy external and internal requirements. The function identifies, drives and supports continuous improvement action in business processes through a range of methods including process and product audit, failure analysis identifying root cause and corrective action, supply quality analysis and service and warranty failure data. The function designs and operates appropriate procedures to manage the end-to-end process for the return, upgrade and repair of customer product both in and out of warranty, meeting customer service levels and cost expectations. This includes the full logistical process of raising quotes, receiving, repairing and returning product and providing detailed customer fault reports and invoices.

Role Profile:

Working with the Service team to support and maintain test equipment while also investigating issues and feeding the outcome back into the business.

Roles and Responsibilities.

- Ensure Service lines are kept running, run immediate corrective actions and liaise with the Test team to implement permanent solutions. Raise all issues to the Tier 3.
- Ensure the Service layout is fit for purpose and complete HC calculations to make recommendations.
- Complete timing assessments of each line and ensure they're accurate and maintained.
- Support new product introduction activities including carry out first off validation when suited with Aftersales.
- Analyse Service data, to recognise trends and initiate independent initial investigations and record appropriately to be shared with the Service Manager and Aftersales team.
- Support service repair technicians with new fault investigations.
- Systematically ensure Service data accuracy by carrying out a series of checks.
- Support RCA investigations through testing with the Service department.
- Develop & write service instructions for new product returns and ensure existing Work Instructions are updated on an annual basis or when changes occur.
- Liaise with the Compliance team and Service Manager on new product issues.
- Responsible for continuous improvement activities within the department.

Objectives

- Reduce Service down time.
- Improve communication between Service and other departments, such as Test and Engineering.
- Determine accurate head count requirements.
- Drive continuous improvement within the department.

Knowledge & Skills:

- Minimum HNC (Higher National Certificate) in Science/Engineering/Manufacturing discipline.
- Experienced in PFMEA, DMAIC, 6S.
- Lean or Lean Six Sigma qualification preferred.
- Strong documentation skills (SOP, work instructions, manufacturing plans, experimental reports, validation) with a keen eye for detail.
- CAD experience desired.
- Experience in executing cross-departmental projects.
- Excel skills to an advanced level.