

Job Description: Warranty Lead Engineer (MC557)



Department: Warranty

Job role overview:

The role of Detect and Define Lead Engineer involves providing coordination of the warranty detect and define activities, working closely with the technical support team, Quality and Design teams. The role will supervise the warranty engineer/s and the warranty analyst.

The objective of the Detect and Define team is to identify new and emerging warranty trends, process them into active workstreams as per the Triumph Motorcycles Limited Warranty process and initiate robust problem solving by completing the first steps of the 8D process. We ensure that there is good problem definition, and as a result, we identify the correct 'resolver team' for a 'D2 Handover' of the project.

Once the warranty issues are clustered into an active workstream the Lead engineer will initiate the following activities: analyse the project cluster and all of the available warranty data sources, against our process framework, in order to propose the fault hypothesis (which may include but is not limited to, further Warranty claims data analysis, process checks/verification (at plant or at supplier), part level investigation, (component, system or vehicle tests) to determine the Problem Definition.

Support and coordinate the rework activities across all markets as required by the business.

Report to: Head of Warranty

Location: Triumph Factory 2, Hinckley

Duties and Responsibilities:

The Warranty Engineer duties revolve around identification new and emerging warranty trends, process them into active workstreams as per the Triumph Motorcycles Limited Warranty process and initiate robust problem solving.

- Identify new and emerging trends by using data processing tools and the already existing Triumph detection algorithm.
- Lead all definition data analysis, parts testing & measurements, and definition activities.
- Perform or request from the relevant piers robust Level 0 reports from Plants, Design, and Dealers.
- Work with the Warranty technical support team to define the test plans and test activities as part of the Problem Definition.
- Supervises the Warranty parts return process and ensures all parts are Visual Inspected as required.
- Work collaboratively to ensure a smooth 'handover' to the 8D team, at D2 completion.
- Ensure all projects are (on average) completed in the target time identified.
- Maintain own workload to be fully effective in maximising project handover.
- Present project analysis findings at the Quality review meetings.
- Liaison with Quality and Design depts. including the provision of data, information, and parts.
- Support and coordinate the rework activities across all markets as required by the business.
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- Processes reports for management guides and makes recommendation in line with the business targets and KPIs.
- Produce and maintain warranty policy and procedure documentation.
- Works closely with and supports Procurement with all the Supplier Recovery activities

Person Specification: Warranty Lead Engineer (MC557)



	Essential	Desirable
Qualifications and Attainments	<p>Six Sigma experience</p> <p>Previous experience in Automotive minimum of 5-year experience in Warranty and Quality.</p> <p>Good understanding about Problem solving, Development & Supplier Recovery activities.</p>	<p>Full motorcycle driving licence.</p> <p>Six Sigma Certification Green Belt</p> <p>5+ years of Warranty/Quality and Supplier recovery experience.</p> <p>Holds a degree in a technical discipline.</p>
Professional Experience and Skills	<p>Relevant experience of working with Engineering data and 8D Problem solving experience.</p> <p>Experienced team player who motivates, develops and enthuses team members.</p> <p>Analytical skills supporting the ability to manage and interpret statistical data in product quality.</p> <p>Interpret Engineering drawing, Specifications & test reports.</p> <p>MS Office 365 skills – experienced using TEAMS, Excel, Word and PowerPoint.</p> <p>Experience of working to tight deadlines and generating high quality output in parallel.</p>	<p>Dealer/customer interaction experience.</p>
Personality and Motivation	<p>An individual who is results driven with the ability to deliver operational plans in a highly demanding environment.</p> <p>An individual with the ability to prioritise their work load.</p> <p>A good communicator with the ability to communicate complex ideas.</p> <p>An effective team player who supports team members</p> <p>Self-motivated and resilient.</p> <p>Flexible and adaptable.</p> <p>Able to take instruction and work under pressure.</p> <p>Excellent communication skills, clear and concise written and verbal skills</p>	
Appearance and Characteristics	<p>Well-presented and the ability to engage with emotional intelligence with all stakeholders and customers.</p>	
Circumstances		