



The International Committee of the Red Cross (ICRC) is an impartial, neutral and independent organization whose exclusively humanitarian mission is to protect the lives and dignity of victims of armed conflict and other situations of violence and to provide them with assistance. The ICRC also endeavors to prevent suffering by promoting and strengthening humanitarian law and universal humanitarian principles. Established in 1863, the ICRC is at the origin of the Geneva Conventions and the International Red Cross and Red Crescent Movement. Please visit [www.icrc.org](http://www.icrc.org) for more information.

## Vacancy Notice

The ICRC Regional Delegation in Bangkok seeks to fill the following position:

### Quality Technician, based in Bangkok

We are looking for a spirited with a team player and can-do attitude to join our dynamic team.

The Quality Technician is responsible for managing the quality management process for non-medical goods in accordance to the ICRC's quality policy. S/he supports the Buyers worldwide in assessing test laboratories and suppliers and in validating item specifications for contracts.

#### **ACCOUNTABILITIES AND RESPONSIBILITIES:**

##### **Quality Management System**

- Records and follows up on the monitoring-customer-complaints (MCC) process, investigates any complaints received from the internal customers on items quality/quantity before further action.
- Reviews current work practices to identify areas in which the quality-management process could be improved and developed.
- Is responsible for training to support staff involved in the quality-management process in coordination with the Quality Manager.
- Maintains all controlled documents and quality records in an accurate manner, including archiving for the mandatory period.
- Evaluates data, using statistical methods for analysis, interpreting results, and maintains the quality Dashboard, charts, and KPIs on the quality-management system's performance.
- Communicate on monthly basis dashboard to Quality Manager (including among others QC, QSE Assessment, loading and offloading reports).
- Advise and support transport and warehouse processes on best practices.
- Participates in the construction and revision of Standard Operating Procedures (SOPs) related to Quality Management.
- Encourages continuous improvement of the Quality Management System (QMS).
- Upon request performs measuring, examining, testing or gauging of items in order to ensure that the quality requirements are met.

##### **Items Specifications**

- Supports and creates Acceptance Quality Limit (AQL) document, ensures the validation process has been correctly performed, publishes the AQL on GVA Quality Management database and ensures proper communication with the team.
- Ensures that validated AQL is used in RFQ, RFT and Contracts to enable Quality Controller and/or Inspection Companies to inspect the purchased products correctly (measuring, examining, testing or gauging characteristics of a product or service).
- Ensures that detailed specification is used in RFQ, RFT and Contracts to enable Quality Controller and/or Inspection Companies to inspect the purchased products correctly (measuring, examining, testing or gauging characteristics of a product or service).
- Advises quality team and internal customers on specification improvements.
- Ensures to have an overall knowledge of the projects, for which specific needs are requested.
- Helps Internal Customers, Supply Chain and Purchasers to define the description and coding, advises requester on specifications and quality issues/differences and seeks clarifications with the requester if needed.
- Works in close collaboration and supports Purchasers regarding corrective action and supports/advises for any update needed for goods specifications; collects and validates required Certificate of Analysis.
- Ensures that the JD Edwards quality-management module is properly used.

##### **Quality Control and Management of Inspection Service Contracts**

- Supervises the quality-control process (documentation, Equipment and Sample Management), ensuring that only the latest versions and standard QC documents are used by Quality Controller or Inspection companies.
- Ensures that Quality Control and Inspection Company's work is performed according to ICRC standards, in a transparent and accountable manner.
- Ensures that QC equipment (and used by inspection companies) is regularly calibrated, identified and registered.
- Prepares and communicates inspection report forms to inspection companies and prioritizes inspections tasks.
- Validates and releases inspection reports (reference-samples testing, internal Quality Control, quality inspection reports prepared by subcontracted Inspection companies and lab reports).

- Communicates results/ validated inspection reports to Purchaser, Warehouse Manager, and Quality Manager respecting QM reporting rules.
- Investigates any discrepancy in quality, or quantity of items received from Suppliers before further actions.
- Suggests corrective actions in case of non-conformity (i.e. quality penalty, or lot rejection)
- Ensures adequate control of nonconforming products and follows corrective action plans requested to suppliers/manufacturers.
- Responsible for Annual Tender & Frame Agreement(s) for Inspection Services.
- Performs Quality Social and Environmental assessments/audits of inspection companies/laboratories using ICRC standard procedures.
- Evaluates regularly the performance of inspection companies for selection process and suspension.
- Carries out prospecting of the market in order to identify new Inspection Companies.
- Ensures that Inspection Companies' registration and validation is completed in cooperation with the Procurement manager and Quality Manager.

#### **Assessment/evaluation of ICRC Suppliers**

- In close cooperation with buyers conducts supports and follows Quality Social and Environmental assessment of suppliers' manufacturing sites in the country.
- Gives feedback (based on QC and QSE assessment standard reports) and suggests improvements (using Corrective action plan form) to the Buyers based on findings.
- Supports buyers when communicating Corrective Action Plan to suppliers, monitors the implementation and provide coaching if needed.
- Monitors and follows up on aspects of supplier-relationship management (SRM) linked to the quality-control and assessment processes.
- Support for QSE assessment of suppliers and QC including short support missions when necessary.
- Performs training to international organizations part of the QSE working group (UNHCR, UNICEF, IFRC, IOM and MSF) in coordination with Quality Manager.

#### **YOUR PROFILE:**

- Minimum 3 years tertiary qualification in Quality Management or related degree;
- Minimum 6 years of relevant experience in metrology, sampling, quality inspection and/or purchasing/warehousing;
- Proven experience in assessments/audits;
- Extensive knowledge in the application of ISO requirements;
- Excellent command of written and spoken English. French is a plus;
- Advanced computer skills (Word, Excel, Power Point, Databases) and fluent internet user;
- Able to write clear and concise documents and assess legal aspects of supplier/manufacturer capacity;
- Precise with keen eye for details, rigorous with high sense of confidentiality and integrity;
- Team spirit and good communication skills with a customer focus orientation;
- Analytical and organizational skills;
- Able to work efficiently under pressure with minimum supervision;
- Independent with sense of responsibility and initiative;
- Staff supervision and management skills
- Able to travel for short support missions within the region.

#### **WE OFFER:**

- Dynamic and challenging work in the humanitarian sector and international environment
- Competitive salary with benefits, good working conditions and in-house training/development
- Open-ended resident contract (subject to organizational requirements)

Preferred starting date: **ASAP**

Submission deadline for applications: **29 November 2024**

The ICRC values diversity and is committed to creating an inclusive working environment. We welcome applications from all qualified candidates, regardless of background, race, religion, gender, age, disability, or status.

Qualified applicants are requested to submit their comprehensive **CV** and **letter of motivation** in English, as well as **salary expectations**, following this format for the subject line: *POSITION – First Name Surname* by email only to: [ban\\_recruitment\\_services@icrc.org](mailto:ban_recruitment_services@icrc.org)

*Kindly note that only short-listed candidates will be invited for the interview and the ICRC will not keep the files of applicants who were not shortlisted*