

Business Unit Head Office	SUBJECT	DOCUMENT No. 1
	ACTIVITY PROFILE: Quality Assurance Technician	REVISION No. 00
		WRITTEN BY: PS
		APPROVED AND DATED: 2026/03/16

1.0 SCOPE

Covers all functions, duties and responsibilities related to the Quality Assurance Technician role within the Quality Department.

2.0 PURPOSE

To support and ensure compliance with established quality procedures, standards, and regulatory requirements by coordinating and facilitating quality assurance activities, monitoring quality performance data, and supporting the effective implementation of the Quality Management System across the organisation. The Quality Assurance Technician plays a key role in monitoring compliance, supporting internal and external audits, tracking quality performance trends, and driving continuous improvement initiatives to enhance product and process quality performance.

3.0 POSITION:

Quality Assurance Technician

4.0 DEPARTMENT:

Quality Assurance

5.0 REPORTS TO THE:

Quality Assurance & Laboratory Manager

6.0 ORGANOGRAM

As per the approved company organogram.

7.0 AUTHORITY

- Request and obtain quality-related records, reports, and information from all departments to support quality monitoring, compliance verification, and reporting requirements.
- Raise Non-Conformance Reports (NCRs) where deviations from quality procedures, specifications, standards, or regulatory requirements are identified or reported.
- Review root cause analyses and corrective action submissions and return them for revision where they are incomplete, insufficient, or do not adequately address the identified non-conformance.
- Track and follow up on corrective and preventive actions (CAPAs) to ensure timely implementation and effective closure.
- Escalate unresolved, recurring, or high-risk quality non-conformances to the Quality Assurance & Laboratory Manager for further action.
- Verify completion of corrective actions based on documented evidence and feedback from relevant departments, in line with the approved Quality Management System procedures.

Business Unit Head Office	SUBJECT	DOCUMENT No. 1
	ACTIVITY PROFILE: Quality Assurance Technician	REVISION No. 00
		WRITTEN BY: PS
		APPROVED AND DATED: 2026/03/16

8.0 RESPONSIBILITIES/ACCOUNTABILITIES

- Maintain and control quality records, registers, reports, and controlled documentation in accordance with company procedures and quality management system requirements.
- Ensure quality documentation is accurate, up to date, and readily available for internal, external, and customer audits.
- Act as a liaison between Quality Control (QC), Quality Assurance (QA), Production, and Engineering to ensure effective communication of quality issues and timely resolution of non-conformances.
- Facilitate the flow of quality-related information across departments to support effective decision-making and problem resolution.
- Maintain and monitor the Non-Conformance Register, ensuring all actions are tracked and completed within agreed timelines.
- Facilitate the investigation, review, and closure of non-conformance reports, including coordination of root cause analysis and corrective action implementation.
- Monitor effectiveness of corrective actions and escalate overdue or ineffective actions to management.
- Ensure customer complaints are recorded, investigated, and tracked in accordance with company procedures.
- Maintain records of complaints, investigations, and corrective actions taken to address customer concerns.
- Coordinate calibration activities for dimensional and measuring equipment in line with applicable standards and schedules.
- Liaise with external calibration service providers and ensure calibration certificates and records are maintained.
- Monitor calibration status of equipment and ensure only compliant equipment is used in production and inspection activities.
- Analyse quality performance data and prepare KPI, trend, and performance reports for Management Review meetings.
- Identify recurring quality issues, deviations, and risk areas through data analysis and reporting.
- Coordinate, schedule, and maintain records for internal, supplier, customer, and certification audits.
- Support audit readiness by ensuring documentation and evidence are complete and compliant with applicable standards.
- Monitor compliance with company procedures, specifications, customer requirements, and applicable quality standards.
- Identify opportunities for process improvement based on quality data, audit findings, and operational feedback.
- Promote quality awareness and support continual improvement initiatives across the organisation.

9.0 Qualifications & Experience

- National Diploma in Quality Management (essential)
- Training in ISO 9001:2015 Quality Management Systems
- 2- 3 years of work experience in a quality, manufacturing, or inspection environment.

Business Unit Head Office	SUBJECT	DOCUMENT No. 1
	ACTIVITY PROFILE: Quality Assurance Technician	REVISION No. 00
		WRITTEN BY: PS
		APPROVED AND DATED: 2026/03/16

Authorised by:

Accepted by:

Name: Paballo Senyolo

Name: David Humphris

Designation: 2026/06/29

Designation: 2026/06/29