

ACTOM POWER TRANSFORMERS PRETORIA	SUBJECT	DOCUMENT No. 1
	ACTIVITY PROFILE: Quality Control Team Leader	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 Control Team Leader role within the Quality Department.

2.0 PURPOSE

To ensure strict compliance to all documented method provisions, procedures, instructions and drawings to enhance focus and coaching on the products' quality through close monitoring and manage the inspectors reporting to this position.

3.0 POSITION

Quality Control Team Leader

4.0 DEPARTMENT

Quality Control

5.0 REPORTS TO THE

SHEQ Manager

6.0 ORGANOGRAM

As per the approved company organogram

7.0 AUTHORITY

- Place production/operations on quality hold where quality requirements, approved standards, specifications, or procedures are not being met, including instances where quality hold points have been bypassed, quality documentation/records are incomplete, or identified defects/non-conformances have not been adequately addressed and closed.
- Raise quality non-conformance reports (NCRs) based on identified defects, deviations from approved specifications, process failures, or non-compliance with applicable quality requirements.
- Reject or withhold acceptance of work/material/products that do not conform to approved quality requirements until corrective actions have been implemented and verified.
- Review and monitor quality inspection records completed by Quality Control Inspectors to ensure accuracy, completeness, and compliance with quality procedures.
- Escalate significant quality concerns, recurring defects, or production quality risks to the SHEQ Manager and relevant stakeholders for further action.

8.0 RESPONSIBILITIES/ACCOUNTABILITIES

- Manage and coordinate Quality Control Inspectors from incoming inspection through to final inspection and despatch, ensuring effective allocation of resources and compliance with quality requirements.
- Drive continuous improvement initiatives aimed at reducing repeat non-conformances, customer complaints, recurring defects, and quality-related deviations.

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- Ensure travelling files and QC documentation are maintained, complete, accurate, and readily available for internal, external, and customer inspections.
- Ensure customer quality performance requirements are achieved, including improvement of First Failure Rate (FFR), reduction of deviations, timely closure of NCRs, and elimination of repeat quality issues.
- Support customer satisfaction objectives by monitoring quality performance, analysing customer feedback, and implementing corrective actions to reduce customer complaints.
- Ensure inspections are conducted on time and support on-time delivery requirements through effective inspection planning and execution.
- Coordinate internal and external inspections in accordance with approved inspection and test plans (ITPs), Sigma cards, Memorandums of Agreement (MOAs), customer requirements, and applicable procedures.
- Provide guidance and feedback to Production Supervisors/Team Leaders regarding recurring defects, quality risks, and opportunities for improvement.
- Facilitate the investigation, root cause analysis, corrective actions, and closure of non-conformance reports to prevent recurrence.
- Participate in internal, external, and customer quality audits and ensure identified findings are appropriately addressed.
- Compile, review, and maintain customer inspection reports and quality-related documentation.
- Identify, assess, and monitor quality risks and defects, communicate risks to relevant stakeholders, and support implementation of mitigation actions.
- Ensure adherence to defined quality hold points and inspection requirements throughout the production process.
- Maintain quality statistics, analyse quality trends, and provide reports on recurring issues, defect trends, and improvement opportunities.
- Coach and develop Quality Control Inspectors to ensure consistent application of quality standards, procedures, and inspection requirements.
- Ensure quality inspection tools, equipment, and resources required for inspection activities are available and compliant with applicable requirements.

9.0 Qualifications & Experience

- Grade 12/ National Senior Certificate
- Quality-related qualification or certification i.e. Quality Management, Quality Control, Inspection, Engineering-related qualification) will be advantageous.
- Relevant quality certifications (i.e. ISO 9001 Internal Auditor, Quality Inspector certification, or equivalent) will be advantageous.
- Technical qualification within a manufacturing/engineering environment will be advantageous.
- Minimum 5 years' experience within a Quality Control environment, preferably within a transformer manufacturing, engineering, or electrical/mechanical industry.
- Minimum 2 years' experience in a supervisory/team leader capacity or demonstrated ability to lead and coordinate quality inspection activities.

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Authorised by:

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Designation: 2026/06/29

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