



1 in 4 people do not have access to electricity

We are an equal employment opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, national origin, disability status, protected veteran status or any other characteristic protected by law.

JOB DESCRIPTION: Quality Assurance Officer - Kenya

Job Location:	Kenya
Direct Reporting to:	Country Head of Customer Experience
Dotted Reporting to:	Sr. Quality Assurance Manager - Africa
Direct Reportees:	QC Supervisors

Position Description

The job holder will develop and implement a process that will identify and develop capability of dlight Quality Centers and support after sales service team who will then deliver exceptional service to our customers in Kenya. The job holder will develop an evaluation framework & work with Africa Support Team on models that can improve KPIs around Quality in Kenya. The QAO needs to be highly in tune with the hardware Development, Operations and the customer needs.

The Quality Center will track customer feedback, warranty reporting, product replacement management, product repair – level 4, replacement stock & spare part management tracking through accurate data entry in dlight atlas system.

R&Rs

- Work with the projects teams to identify and undertake all required testing and quality control activities associated with each construction contract, in accordance with the relevant specifications and associated standards, on schedule and within budget.
- Control incoming Goods quality control assessments.
- Set-up and monitor process for Quality Center.
- Provide detailed QA and maintenance reports for the engineering, system and manufacturing teams to improve the products.
- Work with standard bodies to develop and maintain new standards.
- Develop testing procedures for the new products and parts.
- Manage feedback reporting on field test and soft launch products.
- Create documentation for new products, services or working processes.
- Drive improvements to test framework architecture and test coverage.



- Track test gaps, quality and productivity metrics and work with other engineering teams to improve gaps from this data.
- Review and implement after sales process model in line with Africa strategy.
- Provide after sales training to service center managers, Technicians, sales team and logistic coordinators
- Drive the following Actions on products:
 - Continuous improvement techniques on the ground
 - Corrective Action
 - Preventive Action
- Evaluate Quality Centers performance and audit of the after-sales activities at the Service Centers on a quarterly basis.
- Share audit feedback with service center managers/partners and follow up on improvement areas identified during the audit period.
- Inventory management – coordinate with service center managers to ensure parts and refurbishment stock availability at all service centers.
- Implement daily cycle and weekly inventory counts to ensure it tallies with physical and system.
- Ensure 100% quality center compliance on system usage for Ticketing, Work orders, Inventory management and Parts ordering.
- Provide weekly and monthly after sales report
- Lead & create a climate that attracts, retains and motivates top quality team members

KPIs

- Quality Center quarterly targets. (100%)
- Training of new technical team.
- Quarterly performance audit of Quality Centers as per approved evaluation and audit criteria
- 100% timely utilization and accuracy of Service Module (Atlas) at Quality Center.
- Spare parts and refurbishment stock availability at the service centers
- Accuracy of Diagnosis
- Weekly and monthly reporting on Quality activities.
- Traceability and tracking of products
- Soft launch and filed test feedback



Desired Skills and Experience

- A degree in electronics / electrical , operations, management, or a related field is required
- Minimum of 5 years in an operational support role, having developed and deployed quality strategy for a technology / FMHA (fast moving home appliances) function.
- Demonstrated ability to engage and negotiate with vendors to add value to a business
- Demonstrate the ability to understand business goals and recommend new approaches, policies and procedures to effect continual improvements in business objectives.
- Strong mindset for continuous improvement and meeting or exceeding expectations and able to demonstrate complete discretion and confidentiality
- Superior verbal and written communication skills (multiple language will be an advantage), with an emphasis on tact and diplomacy
- Business driven, people focused, with exceptional influencing skills; Excellent organizational, multi-tasking, presentation and time-management skills
- Passion for social enterprise, development of people and environmental benefits
- Experience in driving change with cross functional stake holders
- Thorough understanding of Quality Management System
- Understands Quality Control Tools

How to Apply

Candidates who meet the requirements should submit their CV and cover letter to:

recruitment.kenya@dlight.com before 15th January 2020.

About d.light

Founded in 2007 as a for-profit social enterprise, d.light manufactures and distributes award-winning solar products designed to serve the more than 2 billion people globally without access to reliable electricity. With operations across Africa, Asia and the Americas, d.light has impacted close to 100 million lives with its products and solar solutions. For more information, visit www.dlight.com.

