

Job title: Depot Quality Inspector

Core information

Location: Shop/site ▾ Some shift work required	Lines of business or shared capability area: Waitrose
Reports to: Quality Technologist	
People Management: No ▾ Assignment Management: No ▾	
Partnership Level: Partnership level 8 ▾	Manager's Partnership level: Partnership level 7 ▾
Number of direct reports: None	Partnership level(s) of direct reports: None ▾

About the John Lewis Partnership

The Partnership is the UK's largest employee-owned business and home to our two well-loved retail brands – John Lewis and Waitrose, as well as expanding into new areas beyond retail.

We aren't an ordinary business, though. The Partnership is different because everyone who works here isn't just an employee. We are Partners, with a shared responsibility for our success, and we share the rewards when we're successful.

Everything we do is powered by our unique Purpose: **Working in Partnership for a happier world.** Our Purpose inspires our principles, drives our decisions and acts as our guide, so that everything we do contributes to Happier People, Happier Business and a Happier World.

Critical purpose of the role

To inspect Own Brand and Branded product categories against the designated quality standards (Quality Attribute Sheets) to ensure compliance to Waitrose brand standards. To report & communicate product assessment outcomes to all stakeholders within required timescales. To liaise with Depots in monitoring supplier quality delivery standards. To support the Warehouse partners & staff in maintaining good operational standards within the Warehouse.

Through your Profession you will have the opportunity to develop and stretch personally and professionally to achieve your potential.

The Partnership supports agile and flexible working practices, such as when, where and how we work. We have several different ways to work flexibly, including part-time, flexible or compressed hours, and job sharing. Head office areas also support a blended working approach.

Primary Outcomes & Accountabilities

- To inspect Own Brand and Branded product categories against a quality assessment standard to ensure compliance to Waitrose brand standards at designated Waitrose distribution centre and branches.

Measures of success

- Sampling plans actioned across all product ranges on an annual basis or at agreed frequency
- Effective reporting of quality issues to stakeholders
- Escalation of ongoing quality issues to the Quality Technologist and Technical Manager.

- To make appropriate decisions regarding acceptance or rejection of stock which is out of specification.
- To liaise with Depots to monitor supplier delivery standards relating to product Quality.
- To support the Warehouse partners & staff in maintaining good operational standards within the Warehouse.
- Enter, update and accurately maintain product inspection data relating to quality in the relevant Quality, Regulatory & Technical database for all product assessments conducted.
- With agreement from the Quality Technologist and Technical Manager undertake product reviews in depot with suppliers present where this could be beneficial in highlighting or resolving an ongoing quality issue.
- Carry out follow up product quality reviews after third party Benchmark fails against quality. Implement any follow up required by the TM, and QT.

General

- Build strong external networks to ensure that we carry influence at the right level across multiple stakeholders, leveraging networks to support the overall programme.
- Set the conditions for high performing multidisciplinary teams by creating and maintaining an environment, underpinned by inclusivity and collaboration, in which all professions are valued, individuals are motivated, have a voice and supported to work seamlessly and flexibly to deliver commercial and customer outcomes.
- Invest in your personal and professional development to achieve your potential, by doing more, doing better, or doing different.
- Develop culture that creates excellent Partner experience and supports democratic vitality

- Monthly product performance review with Quality Technologist.
- Liaise with Warehouse personnel regarding action required.
- Inform all relevant parties of all warehouse rejections
- Liaise with warehouse clerks regarding collection of stock and potential replacement where appropriate
- Timely reporting of non compliance to Waitrose Supply Chain Management
- All product quality assessments recorded and corrective action reports sent to and followed up with suppliers.
- All quality inspections requiring action closed to QT satisfaction in required time frame.
- Supplier assessment and review activity effective and timely
- Effective liaison and collaboration with category technical teams
- Effective reporting on outcomes shared and further action initiated.
- Where appropriate support the Quality Technologists to deliver product reviews for newly launched processed and pre-packed products.
- Follow up product assessment fails as above circulating reports as instructed.
- Benchmark fails highlighted by Quality Technologist follow up with depot inspections as instructed.
- Timely notification of issues to Quality Technologist and Technical Manager when complete and implement further action where necessary.

Skills

- Attention to detail
- Strong written communication skills
- Excellent communication skills

Qualifications & Experience (where applicable)

Essential

- Experience of quality control systems and good IT skills including Spreadsheets, Presentations and database management
- Experience of food and drink quality systems
- Experience in the implementation of food related quality systems
- Experience interrogating multiple information sources and writing reports

Desirable

- Experience of fresh produce quality management

Version	Created/updated by	Date
1.0	Andrew Holt	August 2024