

Product Assurance and Quality Management Engineer

WGS Workgroup Solutions GmbH

Description

WGS Workgroup Solutions GmbH is seeking for a Quality Assurance Engineer to join our Service Team for our client, EUMETSAT. The service will primarily be provided on-site in Darmstadt, Germany, with some flexibility for remote working.

Responsibilities

In relation to **Process Quality Assurance**:

- a. definition and documentation of Department Processes, including the support to the definition of working practices and guides,
- b. definition, gathering and analysis of process indicators, metrics and dashboards,
- c. definition, performance and improvement implementation follow up of Department process quality assessments (i.e. audits),
- d. Department process improvement analysis and actions implementation follow up,
- e. process implementation follow-up and performance analysis of the Anomaly Management process implementation (including attendance to Anomaly Review Board meetings),
- f. the provision of Quality Assurance training.

In relation to **Project Quality Assurance**:

- a. tailoring and application of the QA Reference Requirements for Projects,
- b. preparation and execution of Project Reviews (System Requirements Review – SRR, Preliminary Design Review – PDR, Critical Design Review – CDR, TRR/TRBs, etc),
- c. review of technical and managerial documentation from the quality assurance point of view,
- d. preparation and execution of Risks Review meetings, maintaining risk registers, following up mitigation actions, and producing report information,
- e. quality management aspects during the Project execution phase and according to the agreed baseline,
- f. production and report of the quality assessments as part of the project reporting,
- g. performance and guidance of the quality audits related to project processes.

In relation to **Service Quality Assurance**:

- a. tailoring of service management and operational quality requirements (based on ISO 20000 and ITIL),
- b. follow up, assessment and reporting of the compliance to the service quality requirements of service-based contracts, projects and engineering activities,
- c. definition and assessment of SLA KPIs and process indicators for the evaluation of the quality of service-based processes.

Qualifications

The Key Person shall have the following experience and background:

- **Quality Assurance & Standards:**

- Strong knowledge of ISO 9001, ECSS standards E-40 and Q-80.
- Hands-on experience in QA process definition, implementation, monitoring, and control.

- Experience with QA audits and process assessments.
- Experience in anomaly/non-conformance reporting (NCR), management, and root cause analysis.
- Experience with formal reviews and managing RIDs (Review Item Discrepancies).
- **Project & Service Management:**
 - Experience with risk management and lessons learned processes.
 - Experience with Test Readiness Reviews (TRRs) and Test Review Boards (TRBs).
 - Knowledge of general project management processes.
 - Experience with service management practices like ISO 20000 and ITIL.
 - Experience with team management (for Service Level Manager role), including effort allocation, task assignment, and performance evaluation.
- **Software & System Engineering:**
 - Knowledge of system engineering processes.
 - Knowledge of Space Ground Systems.
 - Experience in software development projects.
 - Knowledge of ISO 12207 software life cycle processes.
 - Experience with Agile practices.
 - Hands-on experience with software development methods and tools.
 - Experience with data analysis and metric generation for both project management (risks, actions) and software development (bugs, metrics).
 - Experience with tools like JIRA for anomaly and action management.
- **General & Foundational Skills:**
 - A technical university degree or equivalent.
 - At least 3 years of experience in a Process Assurance or Project Quality Assurance role.
 - Proficient verbal and written English communication skills.
 - Proficient in using Microsoft Office applications (Word, Excel, Outlook).

Complementary Skills

- **Auditing:** Possession of a formal auditing qualification (e.g., for ISO 9001).
- **Standards & Quality Models:**
 - Experience with software-related standards (ECSS E40, ECSS Q80, ISO 12207, ISO 25000).
 - Knowledge of software quality models such as ECSS, ISO, and SQALE.
 - Knowledge of ISO 31000 for Risk Management.
- **Experience:**
 - Additional experience in project management.
 - Additional experience in software development.

Contacts

Interested applicants should submit their CV and Cover Letter in **Word** (*.docx) or in **PDF** (*.pdf) from WGS website or by emailing the WGS recruitment team at **vacancies@workgroup-solutions.com** before **05.09.2025**