



DUTY SHEET – these may be reasonably updated for further clarity as any time.

Position Description: Sales & Operations Co-ordinator

Core Responsibility: To be a responsible employee of Reliable Pressings, always acting as an ambassador for the business, always adhering to our Code of Conduct. Which you can reference online at any time <https://www.reliable-pressings.co.za/downloads/RP-Code-Of-Conduct.pdf>

General duties

1. Effectively manage the Reliable Pressings back office by providing thought leadership, and establishing recognised procedures and protocols across the business value chain.
2. Develop effective working relationships with other areas of the business and in so doing enable the business to deliver on its commitments to customers.
3. Be proactive in dealing with any problems, concerns, risks or issues in the workplace.
4. Lead by example by being punctual, reliable, focused on quality, and adhering to workplace policies and procedures, such as safe working practices.
5. Arrive at work each day in time for your team & production planning meetings.
6. Act responsibly and safely in the workplace for your own safety and that of your colleagues.
7. Adopt an attitude of continuous improvement, using the principles of ISO9001:2015 quality management as your guide.

Core Responsibility: Role Specific Duties, Responsibilities & Deliverables

- a. Understand and appreciate the end-to-end business value chain and in particular the manufacturing process involved in all products that the business produces for its clients.
2. Attend and actively participate in Production Planning meetings which,
 - a. Recording of job allocation required for performance tracking and costing. You are free to add whatever data fields you deem necessary, however at the very minimum we need to record¹:

As we prioritise work:

 - i. Date Allocated
 - ii. Job Card #
 - iii. Description of what is needed
 - iv. Assigned to which toolmaker
 - v. Estimated Duration in Hrs
 - vi. Actual Start and Actual End
 - vii. Is Material needed and to be ordered?
 - viii. What else is needed?

In Review we must assess whether:

 - ix. Delivered on time?
 - x. Rework Needed?
 - xi. Customer Satisfaction

¹ An Excel Template has been provided.



3. Help Develop a formal ISO9001:2015 Quality Management System for the business, which must receive formal accreditation by Q3 of 2021.
 - a. You will be led by myself, Ivan Uttley, who has developed Quality Management Systems previously
 - b. A full Quality Management System will be provided to you which you will help tailor to the specific needs of Reliable Pressings
 - c. You will help embed the ISO9001:2015 QMS into the everyday operations and behaviours of the business.
 - d. Implement continuous improvement practices across the business, for example your improvement task will be in the implementation of the system inventory control and stock management for Conical Disc Springs.
4. You will have day to day interactions with our clients and suppliers, and will have systems access so that:
 - a. You can support Sales by taking incoming calls and e-mails, capturing enquiries and generating quotes.
 - b. You will conduct a monthly exercise in which you investigate and understand quotes that have failed to convert to Sales. This will involve visiting customers and better understanding of their needs.
 - c. You will support Operations by assisting with the sourcing of raw material on the secondary markets and develop supplier relationships.
 - d. You will specifically learn about Conical Disc Springs:
 - i. DIN2093 and DIN6796 standards
 - ii. Load Characteristic Curve and disc spring design
 - iii. Quoting and Sales
 - iv. Development, production
 - e. Assist in the development of engineering drawings when required.
5. You will be expected to manage your time maturely and effectively:
 - a. We expect you to make time available for your family and you must not neglect them, you are expected to participate in your family duties and responsibilities meaningfully without neglecting your business duties and responsibilities.
 - b. Nonetheless you are expected to attend to that which requires your time reasonably, this might from time to time involve extra time to help meet a customer's demands or attending to a specific deliverable over the week end.



Annexure A of Employment Contract – Version 1.0

Quality Objectives:

These objectives are all essential measures of your development of and compliance with the Quality Management system, that you will help develop. (Please complete these as you see fair and appropriate)

- Gaining formal ISO9001:2015 Certification and Accreditation
- Improved quoting turnaround times through inventory management
- Improved quoting conversion rates through monthly quoting analysis