

Kevin Jordan

CQP MCQI
Quality Manager at Edwards

My alarm goes off... at 6:30am and I go straight into a refreshing shower. It's then time to get my lively 6-year-old son ready for school. He is always asking questions, even from the second he wakes up – he would make a good auditor with his inquisitive mind.

I'm responsible for... setting and agreeing the quality objectives, goals, strategies and measures with my site leadership team peer group at the Edwards technology and manufacturing locations in Clevedon, UK. I ensure that they align with our global quality policy and take into consideration the needs and expectations of our relevant interested parties, while addressing our main risks and opportunities.

I lead the site audit programme to ensure the ongoing integrity and suitability of our processes to achieve planned results. I manage the governance and customers' quality complaints, and I also manage site IT infrastructure and information systems (IS).

I started my career in quality... in 1998, at the age of 18, when I was offered the role of a Quality Technician by British Steel. When I started the role, it gave me an immense sense of satisfaction to be able to make a huge difference to the quality of product, process and the overall site attitude towards quality. I quickly realised this was the career path for me. I soon went back to school to start studying my IQA [Institute of Quality Assurance] Diploma and have been studying on and off ever since.

My typical day... I can honestly say that in more than 20 years in quality, no two days have ever been the same. One day I might be facilitating a strategic management review, the next running a problem-solving team, and the next day I could be at a supplier helping them develop their



Photo: Egge Vasi

products and systems, and then on our production floor to help optimise their processes. The variety is fantastic.

My proudest career moment... was when I became Quality Manager at Saint Gobain Performance Plastics, and three years later when I completed a MSc in Quality Management.

This year I was asked to join the BSI Quality Management Standards Committee QS/001. To be able to influence the future of the standards I have spent my entire adult life working with is a huge honour.

The biggest challenge of my role is... the definition of quality and how everyone has a different understanding of it. When I ask people 'what does quality mean for you?' I never get the same answer. To bring everyone to a common understanding is a challenge.

What I enjoy the most about my job... is the people. More often than not I learn the most from those I expect least. Taking the time to listen

to people of all levels and walks of life to understand the different viewpoints on quality and our biggest challenges or opportunities is so rewarding. Often this fuels the input to the site quality strategy.

My life philosophy is... there must be a better way. Every day I set myself the goal to make at least one aspect of tomorrow a little better than today.

After work... I love to go for a run to unwind, relax and reflect on my day. When life allows, I attend a CQI branch meeting or write the occasional piece for *Quality World*.

Interested in appearing
in this section?

SEND US AN EMAIL WITH THE
SUBJECT LINE 'MY WORK DAY'
TO: EDITORIAL@QUALITY.ORG