

## Narinder Dhanoya – Quality Engineer

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### My Journey with Guidance so far:

I joined Guidance as a Production Technician in 2012, coming from a retail service background. In a short period of time, I had adapted to a new production environment, learning new skills and working methods while improving on my skills and providing help from what I have learnt in my past roles to the Shop floor team and Management. In 2016, the opportunity for a quality control engineer had arisen and fortunately, I was given the position. This meant me stepping out of my comfort zone and taking on a new type of challenge which I relish. As Guidance Marine is all about facing challenges and using the opportunities it brings to move forward.

### My Typical day:

There is no such thing as a typical day in a quality control engineer's life. It's not just a simple task of sitting at a desk and inspect items that come through the front door. Each day is different, challenging and quality assurance means you never stop learning. Quality is achievable, but it's a never ending process. No matter what standard of quality you achieve, the bar is always rising.

Quality is a key element with Guidance Marine to ensure customers receive the best of the best. This is where my role comes in as a quality control engineer, ensuring to minimise or remove non-conformances through inspection by Root Cause Analysis or any other quality control tools at my disposal to certify the customers are receiving the best. These processes are a never ending learning procedure where I am able to provide insight on how we can improve certain factors in the company to minimise or eradicate errors and faulty products. This can be done through inspection of the goods when they arrive on site, on a production line or at a supplier /customer location. To ensure the products we receive from suppliers are to the specification and quality we need, Guidance Marine work side by side with the suppliers to a standard that our customers expect and what we strive for. The key is adapting to the ever-changing conditions which I am learning to master.

### The best thing about working for Guidance:

The best thing about working at Guidance Marine is being a part of a diverse, well-oiled, professional working team that coincides to meet the same high goal. Each individual member from the shop floor, engineering to management are more than happy to help out in any part of the company. Then there is the social side of working here where all or as small groups meet up outside of work which could be a simple meet at the pub nearby to maybe a meal out or maybe some competitive bowling and we have been known to do all three in one night.