

Marcin Czajkowski

Marcin's journey with Quality started with his Bachelor's degree in Management and Manufacturing Engineering at the Wroclaw University of Technology, Poland. During this time, he learnt Engineering foundations and basic management concepts. Inspired by the Japanese-style management and *Gemba* concept, he held a number of summer jobs, working on the shop floor to get grass roots understanding of local manufacturing businesses (including automotive and white-goods) and their working cultures.

He spent his third year of studies at Coventry University, thanks to an EU scholarship (Erasmus). Having successfully completed the course and obtaining his first Bachelor's degree (Hons), he secured an internship at the iconic black cab manufacturer – the London Taxi Company. After one month, he was offered a full-time graduate position. Over the next two years, he was solely responsible for managing a first-instance problem reporting process (including supervising implementation of customer protection activities, identifying internal root causes, and finishing with controlling implementation of corrective action). Cooperating with problem originators and owners (mainly Chinese suppliers), he coordinated 'build quality' improvement programmes.

While working at the London Taxi Company, he started his part-time Master's degree in Management for Business Excellence at the University of Warwick. While progressing through his second UK degree, he received his Bachelor's degree (Hons) in Poland.

The continuation of his Master's degree was postponed by a job change and a move to the North East. He worked for six months at Soil Machine Dynamics – a specialist sub-sea trenching equipment manufacturer. As a Supplier Quality Technician, he learnt in more detail about supplier management - starting from components' inspection (on- and off-site) through problem resolution, ending with auditing preventative measures.

He moved on to Turbo Power Systems – a manufacturer of high speed machines and power electronic solutions for the Energy, Industrial, Transport and Defence markets. As a Quality Engineer, he was appointed as the first point of contact for four product lines in terms of customer and manufacturing support on-site. He was also in charge of six key suppliers in order to drive quality improvements and supplier development. He was a sole internal auditor (against ISO 9001 and 18001).

During this role, he obtained his Master's degree (merit). He then moved back to the West Midlands, where he became a Supplier Quality Engineer at Siemens Industrial Turbine Company – an Aftermarket OEM for aero-derivative gas turbines (former Rolls-Royce Energy). His main responsibility is the strategic development and ongoing maintenance of the supply chain for package components (for RB211 and Trent industrial turbines). This involves a wide range of supply scopes, i.e. 'design & make'; 'make to print' of Siemens Tooling; sourcing OEM parts; manpower for Field Services (incl. customer site and offshore support), large fabrication structures and emission control systems for 'Modification & Upgrade' projects (incl. construction, Installation and Commissioning, Project Management activities). As a Lead ISO 9001 auditor, he is responsible for all supplier approvals (in line with internal and global Siemens supply chain policies) and supports Siemens' internal audit programme. From an operational point of view, he is responsible for analysing quality performance of the supply chain and managing development plans to increase maturity. When necessary, he manages supplier quality issues and monitors the implementation of corrective/preventative actions within the supply chain.

In early 2017, Marcin joined both CQI (as a Practitioner) and IRCA (as a certified ISO 9001 Lead Auditor). He is looking forward to actively contributing at the branch level (as a Next Generation Network [NGN] committee member for the Leicester and Coventry branch) and at the national level (as a Network Support Officer committee member at the CQI's NGN).