

CHAPTER 2 Roles and responsibilities

Test your knowledge 2.1

1 (a) A design engineer is responsible for turning an idea for a product into something that can be manufactured cost effectively. He or she will determine the specifications for a product as well as the components and materials used in its manufacture. They will be responsible for producing a full set of production documentation, including a set of working drawings, and a bill of materials. They will also liaise with production engineers concerning production methods and processes.

1 (b) A sales engineer is responsible for liaison with customers and clients. Attracting and supporting sales is an important aspect of their work as well as raising awareness of a company's ability to supply goods and services and matching them to client needs. Most sales engineers will have regular face-to-face contact with customers and may also provide after-sales support for products and services.

2 (a) A typical answer might be:

- Making suggestions for improvements to working practices
- Reporting issues relating to health and safety
- Taking part in training and updating activities
- Communicating effectively with managers and team members
- Contributing to programmes that improve efficiency and cost-effectiveness.

(see also bullet point list on page 33)

2 (b) A typical answer might be:

- Ensuring that the work environment is safe and fit for purpose
- Communicating effectively with personnel at all levels within the company
- Ensuring that individuals and work teams are kept fully informed at all times
- Providing regular opportunities for training and development

(see also bullet point list on pages 33 and 34)