

Quality Manager



part of the Trifast plc Group

Who we are

At TR, part of Trifast plc, we're more than fasteners, we're the trusted partner behind some of the world's most advanced industries. As a global leader in the design, engineering, manufacture, and supply of fastenings and Category 'C' components, we deliver smart, efficient solutions that enhance performance across major assembly operations.

From Automotive to Smart Infrastructure and Medical Equipment, our focus on engineering excellence and streamlined supply keeps us at the forefront of progress.

We're looking for a driven and dynamic Quality Manager to contribute to our continued success on a global scale.

We are looking to recruit a Quality Manager to join our National Distribution Centre based in the West Midlands (WS2 8DQ). The role is 37.5 hours per week.

The Role

Reporting to the Global Head of Operational Quality, the Quality Manager will lead and direct the day-to-day operations of the Quality function working with internal stakeholders and customers, ensuring the highest standards of Quality, people development, customer service and operational excellence. The role is pivotal in delivering a safe working environment, a motivated and capable team, and efficient, customer-focused warehouse operations

Key Tasks

- To ensure the effective and efficient running of the Quality department within the site, working closely with representatives at customer sites.
- Working proactively with the Regional Management team and Divisional Management team to set and achieve agreed targets and objectives.
- To provide direction, purpose, and motivation for the Quality team, setting objectives for them to ensure set targets are met.
- To ensure complete customer care by maintaining the highest standards of quality and this would be achieved by: understanding customer requirements, Site performance and agreeing with site operations actions required to improve overall service
- Working to National / International standards and customer requirements whilst maintaining company procedures set out in the IMS procedures and work instructions.
- Ensuring company compliance to ISO 9001:2015, supporting ISO14001:2015 and any other standard, as required.
- Promoting awareness of customer requirements.
- Freedom to resolve matters pertaining to quality and maintain product conformity.
- Ensuring that processes required for the IMS are maintained. (Internal Auditing)



- To report to top management on site, the performance of the IMS and any need for improvement.
- To ensure the effective use of procedures and work instructions on the IMS.
- Responding to your manager on a regular basis, both verbally and by monthly report, to keep him abreast of your activities and findings through meetings and management review.
- To report proactive visits, reactive visits, and incurred costs via the agreed report. Ensure operations for the site understand the requirements and are measured against agreed actions.
- Ensure product training is given and recorded on the skills matrix (where applicable).
- Ensure that excellent employee relations are maintained both from a morale and legal standpoint, continually develop, motivate, appraise, and train team, liaising with HR on current UK employment laws.
- Maintain BSI registration for the location, operating within the written processes and procedures laid down. Ensuring all audits required by BSI are satisfactorily completed against schedule.
- Assist External Sales to ensure that new business is introduced in a professional and timely manner by using your quality and product knowledge.
- Promote the Company image by implementing the Company strategy for Quality to existing and potential customers, ensuring any customer quality complaints are dealt with professionally and efficiently.
- To constantly review your performance targets and support other team members to do the same. Setting high personal standards.
- Respond within customer timelines to divisional customer issues utilising the customer issues log.
- Complete the divisional quality monthly report.
- Analyse the divisional figures, identify trends for divisional process and Quality concerns utilising the efficiency report.
- Work with the divisional Management Teams to find and fix the root cause of problems.
- Escalate trends in poor supplier performance to the Supplier Quality Manager and the UK Quality Manager.
- Ensure rejected product is processed accurately including quarantine controls.
- Support the Divisional Managers within the region with any customer quality issues.
- Ensure resolution of designated customer concerns through containment, root cause, corrective and preventative actions utilising the Regional Management team where necessary.
- Monitor and communicate quality costs incurred during the controlling of customer concerns to the Divisional Managers, Purchasing Managers and Sales Managers.
- Ensure top ten customer efficiencies are monitored monthly for trends and action is taken when poor trends are identified.
- Ensure the company Quality Strategy is implemented.
- Ensure the company Quality Policy is followed.

The Candidate

The ideal candidate will have a minimum of 5 years experience in Quality Leadership, preferably within the fastenings industry, possess proven leadership skills and the ability to motivate and inspire others. A

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demonstrable experience in transforming culture, business performance and uplifting standards would be desirable.

A desire to succeed is a must, along with a can-do attitude, working to deadlines in a fast paced environment and who can think on their feet. An ability to demonstrate flexibility in their approach and be able to prioritise and remain focused at all times.

The candidate will have excellent communication skills, both verbal and written in order to be able to communicate and build good relationships with both internal and external stakeholders.

Flexibility around working hours is also required to ensure the smooth functioning of the warehouse operation. The candidate must have a full driving licence.

What we offer

- **25 days holiday + 8 bank holidays. The business does observe a Christmas shutdown period and a maximum of 4 days will be deducted from employees annual leave entitlement.**
- **On-site parking**
- **Life insurance *4 basic salary**
- **Pension**
- **Employee Assistance Programme**

To apply

If you are interested, know of someone who might be or have any queries, please contact:
HR at careers@trifast.com. kindly send your CV and specify the position you are applying for to the above email.