

Southern Region Quality Manager



part of the Trifast plc Group

Who we are

TR Fastenings (TR) is part of Trifast plc and is a leading international specialist in the design, engineering, manufacture, and distribution of high-quality industrial fastenings and Category 'C' components principally to major global assembly industries. Every colleague around the world is a valued member of the TR family who on a daily basis work together to deliver a high-quality service for all our customers.

We are looking to recruit a Southern Region Quality Manager on a Hybrid basis to join our established team, to support the Automotive, Electronics and General Industrial sectors.

The Role

Reporting to the UK Quality Manager, your role will be to ensure the effective and efficient running of the Quality department, working proactively with the Group Quality Team and Divisional Management Team to set and achieve given targets and objectives.

Key Responsibilities

To ensure the effective and efficient running of the Quality department. Working proactively with the Regional Management team, UK Quality Manager and Divisional Management team to set and achieve given targets and objectives. To provide direction, purpose, and motivation for your team, set 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; working to National / International standards and customer specifications whilst maintaining company procedures set out in the GBMS procedures and work instructions.

Ensuring company compliance with BSEN ISO 9001:2015. Promoting awareness of customer requirements. Freedom to resolve matters pertaining to quality and maintain product conformity. Ensuring that processes required for the QMS are maintained (Internal Auditing). To report to top management on-site, the performance of the QMS and any need for improvement. Lead contact for BSI ISO 9001 continuing assessments.

Key Tasks

- To ensure the effective use of procedures and work instructions on GBMS/IBMS.
- 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 product training is given and recorded on the skills matrix (where applicable).

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- Respond within customer timelines to divisional customer issues utilising the customer issues log.
- Ensure that excellent employee relations are maintained both from a moral 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.
- Analyse the divisional figures and 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 the company Quality Strategy is implemented & that the company Quality Policy is followed.

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The Candidate

Experience of working within a Quality role is essential, fastener knowledge would be advantageous, but not essential. You will be self-motivated and possess excellent communication skills both verbal and written to be able to communicate and build good relationships.

The ideal candidate will be able to work to deadlines, remain focused at all times, and have excellent attention to detail.

What we offer

- On-site parking
- Life insurance
- Pension

To apply

If you are interested, know of someone who might be or have any queries, please contact:

Tiago Lopes

Group HR Advisor

@ careers@trifast.com

To apply for this role, kindly send your CV and specify the position you are applying for to the above email.