

Quality Manager

Full Time, Permanent

39 hours per week

Salary: circa £35,000 per annum (depending on experience)

Reporting to the Manufacturing Manager, the successful candidate will be responsible for the overall quality of products released by the company.

The main duties will include:

- Managing the quality control team to ensure all quality processes are followed, including daily departmental quality checks, internal daily reject analyses, weekly right first-time reporting, and monthly customer service reports.
- Monthly meetings with the production and sales teams to understand quality issues and solutions.
- Working together with production management team to discuss solutions to quality issues.
- Making sure that quality reporting procedures are followed.
- Satisfying customer expectations of product quality and reviewing customer requirements to make sure they are met.
- Ensure all products are compliant with current legislation including General Product Safety and fire-retardant regulations.
- Investigating causes of quality problems and proposing solutions.
- Working with the Health and Safety Manager to look at ways of reducing waste and therefore increasing efficiency.
- Reviewing existing policies and making suggestions for changes and improvements including implementation.
- Be responsible for National Bed Federation, SMETA and any customer audits.
- Being involved from product design and development through to delivery to the customer
- Working with the purchasing department to continue to develop quality requirements from suppliers
- Weekly meetings with the customer service team to understand complaints and issues customers are having.
- Any other duties necessary to ensure the efficient and effective operation of the team.

The role will involve regular contact with customers as well as colleagues in different areas of the business, therefore confidence on the telephone and excellent communication skills are essential.

You must have proven experience of working in a quality control capacity with an ability to interpret and work with numbers.

Proficiency in the use of IT packages including e-mail, MS Word, Excel is also essential.

Applications are invited from all sectors of the community. Whatever your age, gender, disability status, sexual orientation, religion, ethnicity or family circumstances, we make it our business to make sure that you are treated with fairness and respect.

Please send your CV to careers@sleepeeze.co.uk

If shortlisted, you will be contacted either via telephone or email to arrange an interview