

## QUALITY & AFTERSALES MANAGER

Wilson Power Solutions are a leading manufacturer and supplier of electrical power distribution equipment and pioneers of ultimate low loss amorphous transformer technology. Our flagship product saves money, saves energy, cuts carbon, and offers an innovative solution to the worldwide challenge of reducing energy wastage. We are looking for a Group Head of Operational Excellence to join our established family-owned business in Leeds.

### The Role

The Quality & Aftersales Manager is responsible for ensuring that products and services meet established quality standards while delivering an exceptional post-sale customer experience. This role oversees quality control processes, manages customer support and warranty functions, and drives continuous improvement initiatives to enhance customer satisfaction and operational performance.

### Key Responsibilities:

- Develop, implement, and maintain quality/business management systems and procedures ie CAQ,APQP,PPDM etc.
- Monitor product/service quality and ensure compliance with industry standards and regulations.
- Continual development of the quality system ensuring that the quality management system conforms to the requirements of ISO9001.
- Lead internal and external audits, inspections, and corrective/preventive actions.
- Analyse quality data and identify trends, root causes, and improvement opportunities.
- Collaborate with production, engineering, and suppliers to resolve quality issues.
- Act as the single point of contact for all customers regarding aftersales technical enquires and warranty matters.
- Assess warranty claims to determine validity in line with company policy and warranty terms.
- Handle the initial triage on complaints and customer support issues.
- Manage the full lifecycle of aftersales and warranty cases, from first notification through to final closure.
- Record complaints into the appropriate systems.
- Liaise with the relevant departments to agree a way forward.
- Assign ownership of complaints and coordinate investigations internally and draft (technical) reports/responses to customers, collating information from all pertinent parties.
- Liaise with customers and keep them informed of progress against their complaints.
- Validate and audit Corrective Actions to ensure they are in place, effective and sufficiently robust to prevent a recurrence.
- Ensure complaints are closed to the satisfaction of our customers and where necessary produce a closing report.
- Report key After Sales performance statistics weekly/monthly as necessary (cost of quality, number of open complaints, number of complaints raised/closed, duration open by owner etc.).
- Attend client/site meetings face to face as required.
- Drive continuous improvement initiatives across quality and aftersales functions
- Use customer feedback and performance metrics to enhance processes and products
- Lead cross-functional projects to improve efficiency and reduce defects or returns

### Skills, Knowledge & Experience:

- Experience in leadership and management – **Essential**
- Experience of working with transformers – **Essential**
- Proven experience in a Quality, Aftersales, or Quality & Customer Support management role preferably within a manufacturing environment - **Essential**
- In-depth knowledge of quality and business management systems (e.g. CAQ, APQP, PDM or similar) - **Essential**
- Certified in Six Sigma, Lean Management, TQM, or a similar methodology - **Essential**
- Expertise and knowledge of ISO standards - **Essential**
- Strong communication skills, with the confidence to liaise effectively with clients and contractors - **Essential**
- Strong analytical, technical and organisational abilities with a hands-on approach to problem solving - **Essential**
- Driving licence - **Essential**
- Experience working with ERP / MRP systems (MS Dynamics preferably)
- Experience attending client or site meetings and dealing directly with customers
- Strong analytical, technical and organisational abilities with a hands-on approach to problem solving.
- Team player committed to high performance and accountability
- Ability to work to strict timelines.
- Continuous improvement capabilities.
- Expertise and knowledge of industry standards, regulations, and compliance requirements

### Salary and benefits:

- Salary negotiable dependant on experience
- 37.5 hours per week
- 33 days (including bank holidays)
- Company Profit Share Scheme
- Healthcare cash plan
- Employee Assistance Programme
- Private Health
- Electric Vehicle/Bike to work salary sacrifice scheme
- Pension
- Life Insurance (3 x salary)
- Parking on site

Please send your CV and cover letter to [careers@wilsonpowersolutions.co.uk](mailto:careers@wilsonpowersolutions.co.uk). Applicants must be able to demonstrate their right to work in the UK. No Agencies