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Product Quality Specialist



After promoting the **Product Quality Specialist** to a more senior position in a different department (because we love to develop our talent), we're looking for detail-oriented team player to join John and the product Quality Team.

You'll play a key role in analysing data from varying sources, identifying increasing Product Quality opportunities and trends which need reporting to Toyota Motor Europe (TME). This role will give you a platform to develop your existing skills; from mentoring and coaching members of your team and the wider business, to influencing how our network partners approach their Toyota and Lexus related business.

About TGB – In a nutshell

You may already follow Toyota & Lexus on social media or in the news and have seen the incredible things we're achieving globally. What we do here at Toyota plays a key role in making that success happen.

Based at our Eco HQ in Surrey, we are the Sales and Marketing function for Toyota and Lexus in the UK, working to deliver exceptional experiences for our customers. Our diverse team is united by a shared goal: *to do business in a way that customers love*. We're also proud to be recognised each year in The Times Top 100 Best Companies to Work For - a reflection of our culture, values, and commitment to our people.

Want to know more about life at TGB? [Check out our blog here.](#)

Whistle Stop Overview

With your strong analytical and report writing skills, you will analyse multiple sources of information to detect and measure issues, developing a detailed Field Technical report (FTR) to TME, whilst being responsible for monitoring the UK market for product quality issues. You will be a critical link between the market and TME ensuring that quality issues are escalated quickly and to conclusion.

Strong and confident communications skills are essential in this role as you'll be given the opportunity to carry out Go & See's either physically or remotely on vehicles within our Network to fully understand the root cause of issues. When necessary, you'll get chance to speak directly with customers to fully understand the impact the reported issues have on the end user and include this detail in the Field Technical Report and proposals.

You won't be left to fend for yourself, we'll give you training in a number of TGB systems where we store and access information and offer you full technical training to ensure you're knowledge of our products is constantly up to date.

You can find more detail about the role on the Job Profile.

What you'll get at TGB - Great people deserve great things

Enabling you to be the best you can be is top on the list at TGB, so it's more than just an annually reviewed, externally benchmarked salary and bonus scheme that puts smiles on the faces of people that work here:

- Our hybrid working policy, means you'll split your time working from home and at our state-of-the-art Eco Campus

- On site subsidised Café & Restaurant, gym & in-house Wellbeing Ambassador, all set within RHS Kew & the Surrey Wildlife curated landscaped gardens
- Access to attractive car schemes for you (& your family) for Toyota & Lexus cars
- 25 days annual leave (+ bank holidays), which increases with length of service
- Defined contribution pension scheme + the option to add Additional Voluntary Contributions
- Private Medical Insurance for you & your immediate family fully funded by TGB
- Death in Service at 10 x base salary & Income Protection
- Optional company funded health related benefits, including Dental Insurance HealthCare Cash Plan, Employee Assistance Program (EAP) & Flu Jabs – all at no cost to you
- Extended flexible benefits package including; cycle-to-work scheme, eye tests, holiday trading and Sports & Social Club (accessing annual ski trips, football tournaments, arts & crafts, discounted tickets to events & shows plus a whole lot more!)
- Annual £150 Personal development allowance to learn new skills alongside an extensive Learning and Development offering.
- Long service recognition awards
- 2 volunteering days per year and various Corporate & Social Responsibility initiatives.
- Regular 121s with your manager, a personal development plan reviewed quarterly with a range of training & support (as per the TGB Management Deal)
- £1k to support your relocation, to within a commutable distance of our EcoHQ if you're joining one of our Emerging Talent programmes

You want in? (you'll find the detail in the job profile below)

To be considered for this role, the skills you'll need to have include:

- Strong analytical, database and report writing skills.
- Strong interpersonal and communication skills (verbal and written)
- Experience of working for an automobile manufacturer.
- Passionate about mobility.
- A willingness to change and adapt, as technology advances.
- Excellent teamwork, helping others to achieve results.
- Good attention to detail, presenting accurate and quality reports.
- Be passionate about helping to support our customers.
- Experience in working at a high level of motor vehicle technical support is desirable, alongside recognised motor vehicle qualifications.
- Passionate about customers & obsessed with delivering a service the way that customers LOVE!
- Residing in the UK and either living within or willing to relocate to within a commutable distance of our ECO HQ and be willing travel and stay overnight.

We know we won't have been able to cover everything in this advert. Have a look at the job profile for some extra detail and if you get through to the face to face interview stage of our process, then we'll put aside some time to explain the role fully, holding time so you can ask any questions that you have.

You'll be able to apply for this role through our dedicated careers site. We use Willlo one-way video interviewing as part of our recruitment process. We'll provide you with some more information around this as you progress through the stages.

Our TGB Community

TGB is committed to fostering a diverse & inclusive workplace where innovation thrives through diversity of thought. We believe in building a community culture that supports high performance by nurturing psychological safety, being mindful of barriers to inclusion, & encouraging allyship. We judge applications on merit, make no assumptions, & don't discriminate against any protected characteristics. As a proud

Commented [PT1]: @Sam Jamasehi [TGB] can I check if this is meant to be applicable to Apprentices working at TGB? This list seems to be for TGB permanent staff (ie not apprentices). Could you please check with Luke?

Commented [LS2R1]: Thanks for checking - This is all applicable for Apprentices & although they're not going to receive a long service award while on the programme, sharing that this is something available at TGB gives an indication of culture at TGB

participant in the Disability Confident Scheme, we're dedicated to creating an environment where everyone feels valued, supported and included.

If there's anything outside of our standard recruitment process that we can do to enable you to be your best our door is open to have the conversation.



TOYOTA

TOYOTA (GB) PLC

JOB PROFILE

Specialist, Product Quality

Role in a nutshell: Analysing data from varying sources to identify increasing Product Quality issues / trends which need reporting to Toyota Motor Europe.

Reporting to	Manager, Product Quality	Department	Network Support	Grade	4	Location	Burgh Heath	Direct Reports	0
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A bit about C&NS: Customer and network support, our purpose is to support our network, Toyota Motor Europe and the relevant authorities with: Technical advice, warranty support and analysis, recall management and reporting technical issues to support making ever-better vehicles, ensuring customer happiness.

What you'll be doing:
<ul style="list-style-type: none"> You will be responsible for monitoring the UK market for product quality issues, keeping with the theme of making ever-better cars. You will be a critical link between the market and Toyota Motor Europe ensuring that quality issues are escalated quickly and to conclusion. You will then need to communicate the countermeasure to the dealer network via bulletin, follow up with the parts team to ensure that the countermeasure parts are in stock. Analyzing multiple sources of information to detect and measure issues, developing a detailed Field Technical report (FTR) to Toyota Motor Europe. Supporting new model launches by working closely with the manufacturing plants and Toyota Motor Europe to provide Early Detection and Early Resolution (EDER) of technical issues. Carrying out Go & See's either physically or remotely on vehicles within our Network to fully understand the root cause of issues. Contacting customers when necessary to fully understand the impact the reported issues have on the end user and include this detail in the Field Technical Report if possible. Developing and presenting technical issues bi yearly to MDT's. You'll work with our campaign team to evaluate Technical Instructions. Attending pan-European technical training events. Managing projects that will increase the effectiveness of C&NS.

Experience you'll gain:
<ul style="list-style-type: none"> You'll gain great insight into Toyota Motor Europe's Quality Process. You'll gain a deep understanding of how our network partners operate, from an after sales perspective. You'll get experience of working within a team to achieve the departmental Hoshin and also autonomously to achieve your individual objectives.

How we'll support you :
<ul style="list-style-type: none"> We use a number of systems throughout TGB to store and access information, we'll give you training on these. We'll offer you full technical training to ensure that your knowledge of our products is constantly up to date.

- You'll be in direct communication with our Toyota & Lexus Network's technicians and after sales personnel, fully understanding the reasons for technical issues to allow for quality reporting.
- Support the Frontline Technical team and Repair Support team as required.

- You'll also have access to non-technical training that will support you with your role.
- As part of TGB Management Deal, you'll be provided with support from your manager and a personalised development plan, which will be reviewed quarterly.

How you could stretch this role:

- Mentor and coach other members of the department.
- Influencing how our network partners approach their Toyota & Lexus related business.
- Innovate & Accelerate: eliminating waste and developing new working practices to enable us to support our customers in ever-better ways.

What you'll get to own:

- A group of vehicle models that you'll be responsible for supporting from a Product Quality point of view.
- You will have authority to authorise goodwill to support our customers.
- Responsible for representing the business when communicating with customers & the Centre network.

Qualifications and experience you'll need :

Essential

- Strong analytical and report writing skills.
- Strong interpersonal and communication skills (verbal and written)
- Experience of working for an automobile manufacturer.

Desirable

- Experience working at a high level of motor vehicle technical support.
- Recognised motor vehicle qualifications.
- Crash investigation experience

Skills & Behaviours you'll have :

Essential

- Confident in communicating with our customers and internal stakeholders.
- Have good presentation skills.
- Strong analytical and database skills.
- Passionate about mobility.
- A willingness to change and adapt, as technology advances.
- Excellent teamwork, helping others to achieve results.
- Good attention to detail, presenting accurate and quality reports.
- Be passionate about helping to support our customers.
- Driven to support building ever better vehicles.
- Be open to overnight travel

Desirable

- Good knowledge of Excel and Power Point

In line with our Talent Enablement culture, we will give you ownership and encourage you to deliver outcomes that lie outside of the remit of this Job Profile. We do this to give you extra experience, to stretch and develop you within your role, enabling you to be the best you can be