

Product Quality and Technical Services Manager

Basic Job Information

Job Title	Product Quality and Technical Services Manager
Brand/Function	One Aftersales
Department	Service and Technical
Job Grade	F
Location	Wymbush
Role Reports to	Head of Service and Technical
Direct Reports	4
Budget Accountability	SC budget £450k

Job Purpose

Responsible for all aspects of consumer protection relating to Volkswagen Group products, managing factory, brand and end user responses to product and safety issues.

Manage the team of product quality specialists to deliver high quality field monitoring from Saga2/ DISS/ Roadside & customer service centre data, and reporting of product quality issues to brand factories agreed targets for volume and quality via the PCC Process.

To provide a cohesive technical support function to Volkswagen Group brands and networks through leadership of the TSC workshop and the technical support team in collaboration with Customer Quality warranty and Product Quality departments.

To support brand and factory targets and improve first time fix and customer satisfaction through network support.

Key Areas of Responsibility

- Lead the DISS safety process, ensuring effective coordination with brand factories, Consumer Protection departments, UK Legal, PR teams, and Group Customer Care on all safety-related reports.
- Manage technical and safety-related claims, working closely with VWG and external legal teams to protect the business from unjustified costs. Represent VWG or oversee forensic experts in legal proceedings requiring expert witness input.
- Act as the primary liaison with UK regulatory bodies (DVSA, DfT, VCA) on emissions testing, including coordination of technical repairs and retesting at UK facilities when required.
- Monitor and report on quality performance, ensuring achievement of factory and UK Brand targets (STLI), including response time and PCC metrics.
- Collaborate with all five VWG Brand Customer Experience teams and factories, ensuring alignment and responsiveness to market needs.
- Escalate UK-specific product quality concerns to factory technical and quality departments, driving timely resolution of market-critical issues.

- Lead cross-functional collaboration with Brand, Customer Quality, and Technical teams to identify product concerns through trend analysis, warranty and roadside data, and customer feedback. Deliver solutions via PCC and deterioration reporting, and represent the department in key quality/customer forums (e.g. Audi Kundentisch).
- Inspire and lead a team of Product Quality Specialists, fostering strong technical capability, productive factory relationships, and a culture of continuous improvement to drive product quality excellence.
- To lead the technical support team and TSC team to deliver a joined up technical support to the 6 brand networks through help desk (DISS and telephone) advice and guidance, dealer visits or return of customer vehicles to the TSC workshop.
- Ensure that technical support supports the customer service centre in promoting speedy resolution of technical issues through consultation and expertise providing regular feedback of progress on specific customer cases.
- To lead the TSC to deliver its objective of being “the ultimate workshop” in terms of capability, capacity planning, readiness for new technologies and deliver targets relating to customer fix rates and timing of vehicle repair and return. The TSC team to be pro-actively involved in direct case fix through dealer visits and DISS support when required
- To deliver factory targets relating to DISS performance, volume, speed of response, number of dialogue per case (ping-pong) and dealer satisfaction.
- To maximise the use of total departmental resource, manpower and budget to enhance Volkswagen Group’s CSI, first time fix and network satisfaction objectives
- To lead the contact optimisation strategies with the brands to ultimately reduce unnecessary contact via DISS through appointed tech contact (ATC), provision of early data (UK TPI) and liaison with Customer Quality, Warranty and Tech Quality departments (trend reporting)
- To manage positive relationships with the Factory technical teams to enhance support for UK cases.
- To provide ODIS Systems Technical Support to Brands, Authorised Repairers, Independents, Roadside Assistance, Blue Light Services, Customer Technical Support and Customer Services, to enhance first time fix
- Support systems landscape strategy and implementation of both factory and local solutions internally and across Retailers to support integration, driving efficiencies for Retailers, VWGUK and ultimately delivering the Customer an excellent experience
- To adopt responsibility as a key stakeholder within the Environmental Compliance Management System (ECMS) and/or Product Compliance Management System (PCMS) 1st Line of Defence (LoD). Responsible for owning and day to day management of local Environmental & Product related risks as identified within the ECMS and/or PCMS programmes; ensuring continued compliance with VWG Policies.

Compliance Responsibility

Working Relationships

- Group Aftersales teams e.g. warranty, technical support, product quality, roadside assistance, mobility teams etc.
- Group and brand colleagues.
- Dealer network personnel, primarily in an aftersales capacity but sales support where required.
- National Learning Centre.
- Brand Network Development, Service Quality and People Development
- UK Legal counsel
- Press & PR teams
- Factory colleagues (Including R&D, safety teams, consumer protections & product Liability, legal)

- Group Aftersales accessories team
- External bodies (Insurers, independent experts, emergency services, DVSA/ DVLA, DfT, VCA)

Skills

- Advanced interpersonal and networking skills. Ability to build strong working relationships
- Influencing and persuading others at all levels. Ability to negotiate successfully
- Management and leadership skills with strategic and operational excellence

Experience

- Experience of leading and motivating a team and demonstrate strong leadership qualities in a similar role
- Detailed knowledge of all areas of the Aftersales business
- Must have a strong technical knowledge of the current group technology, service and repair procedures through manufacture support repair i.e. GeKo, DISS,ELSA, TPLs Minimum 5 years

Qualifications

- BTEC or equivalent in motor vehicle technology

Career Pathways

- National Investor manager role
- Head of Service and Technical
- Head of Customer Management
- Warranty, Product Quality or equivalent Management position
- Aftersales operations e.g. CSC Account management, Service Development, Fleet Aftersales, Mobility or Customer Service Team Manager

Version Control

Date	Version No.	Reviewed by	Comments/Action
October 2021	1	HR	
From 2021 onwards document version control is controlled via SharePoint, the latest version of this document will be held on the intranet and therefore this document is uncontrolled if printed.			