**Director of Quality**

Reporting to VP of markets

Founded in 2014 in the Czech Republic, Rohlik is the leader of e-grocery in Central Europe, on a mission for our customers’ healthier and happier lives by helping them eat and live better. Complimenting state-of-the-art technology and logistics with love for food, we deliver fast high-quality groceries to our customers, carrying all the favourite brands, plus a range of affordable own-label products. In each city we carefully select the best quality and freshest local products to save our customers time: from butchers to bakery, fresh product directly from farmers via our unique Farm-to-Door program. Active in the Czech Republic ([Rohlik.cz](http://rohlik.cz/)), Hungary ([Kifli.hu](http://kifli.hu/)), Austria ([Gurkerl.at](http://gurkerl.at/)), Germany ([Knuspr.de](http://knuspr.de/)) and Romania (Sezamo.ro), owning its end-to-end operations (including all technology in-house), Rohlik provides in all its countries a superior customer experience and the freshest food from local farmers and artisans, as well as a broad supermarket selection.

We build our brand around our belief that everyone should have access to better food and higher quality of life. We acquire new customers by winning their trust through superior service, helping their families to run smoothly, and differentiating ourselves with the rich offer of local, fresh, high-quality products.

**Role and department overview**

At Rohlik Group, quality is at the core of everything we do. Our commitment to delivering exceptional fresh produce—ranging from fruit and vegetables to every item in our fresh range—has made us a trusted choice for customers. We’re now taking our dedication to quality even further by centralising our approach across all markets, elevating our standards and driving higher expectations in the industry. To spearhead this mission, we’re introducing the role of **Director of quality**, who will oversee quality assurance operations across all regions, unify processes, and set new benchmarks for industry excellence.

**Key challenges**

The director of quality will face the ambitious challenge of upholding and unifying industry-leading quality standards that not only meet but surpass local regulatory requirements across all markets. Achieving these high standards is essential for maintaining customer satisfaction and trust, from supplier assurance to the final product delivery. The role also demands a focus on enhancing productivity and operational efficiency by implementing system improvements and leveraging automation to streamline processes. The leader must balance rigorous quality control with efficient, cost-effective operations, ensuring that quality improvements are embedded throughout the supply chain without sacrificing speed or scalability. Successfully integrating these practices across diverse regions is vital for sustaining and boosting Rohlik Group’s reputation for excellence and operational effectiveness.

**Key responsibilities:**

* Establish and enforce unified quality standards across Germany, Czech Republic, Austria, Hungary, and Romania that exceed local regulatory requirements and set new industry benchmarks
* Lead the end-to-end quality assurance process, from supplier selection and production oversight to the final delivery to customers
* Drive the adoption of system improvements and automation to ensure consistent quality control across all points in the supply chain
* Implement risk-based quality management systems that proactively address potential quality issues before they escalate
* Analyse data and feedback from multiple sources to develop actionable insights for continuous quality enhancement
* Collaborate with procurement, supply chain, and operations teams to integrate quality assurance seamlessly into all processes
* Develop targeted training programs to embed high-quality standards and best practices across teams

**Qualifications:**

* Demonstrated experience in quality management or related projects, with a preference for candidates who have transferable expertise in setting and maintaining high standards across complex processes
* Strong ability to utilise technology and data to ensure continuous quality improvements and compliance with stringent internal standards
* Keen attention to detail and a proactive approach to identifying potential quality issues and mitigating them early
* A customer-centric mindset, understanding how quality impacts customer satisfaction and working to align quality initiatives with customer expectations
* Excellent communication and leadership skills to collaborate with suppliers, internal teams, and cross-market stakeholders, fostering a culture of high standards and quality
* Fluency in English; familiarity with other European languages is an advantage
* Background in quality assurance frameworks such as ISO or Six Sigma is a bonus but not a strict requirement

**KPIs:**

* Enhance customer satisfaction related to product quality, demonstrated by improved feedback scores and a decrease in quality-related complaints
* Maintain and consistently improve product quality metrics, ensuring compliance across all markets and setting new benchmarks that exceed industry standards
* Achieve and maintain positive audit outcomes with regulatory compliance that surpasses local requirements, supported by efficient automated and systematised processes
* Successfully implement automated quality control measures that improve process efficiency, reduce manual workload, and contribute to a measurable increase in overall productivity
* Drive improvements in operational productivity through systematised workflows, reflected in faster response times, reduced processing costs, and streamlined quality assurance operations
* Foster proactive quality management practices that minimise non-compliance issues and enhance the speed and effectiveness of quality interventions
* Boost team engagement and retention by promoting a culture that leverages advanced systems and automation, allowing teams to focus on strategic, high-value tasks

**What we offer:**

* Competitive salary range of €120,000 to €150,000 per year
* Influential role with significant impact on product quality and company reputation
* Collaborative and innovative work environment
* Ability to implement good ideas quickly without long & cumbersome approval processes
* Opportunity to set trends in a space of innovative and meaningful creative work

****