

QFS NEWSLETTER



SEPTEMBER 2024



Good morning and welcome to the very first Quality Freight Newsletter!

The main goal with this newsletter is to establish closer professional relations between sites and departments and bring everyone together to celebrate the amazing things we achieve every day. We all know how close knit our teams are and we would love for that feeling to reach across the whole company. We are all part of the QFS family after all!

This newsletter is for **YOU** so if there's anything you would like to see or read about, please reach out and we will do our best to add it to the next newsletter!

Meeting The Media Team

The media team (AKA the 'M' team) was created to celebrate the efforts of the amazing staff of QFS and to acknowledge all the incredible things they do day to day that they may not otherwise get recognition for.

The team consists of the following colleagues:

Emma-Jade Cogan

FAM/ OPS - Milton Keynes

"I joined the media team as I love to be creative and give back to the community where I can. I enjoy challenging myself while throwing myself into the deep end and just having fun with the process! I also like to make people laugh, smile and lend a helping hand."

Jenna Jacob

Internal Sales & Admin - LHR

"Graphic design has always been a passion of mine, having designed multiple websites before. Working with the 'M team' has bought creative freedom, learning and networking opportunities, as well as a fair amount of personal satisfaction."

Poppy Berney

Import operations - Manchester

"I've joined the media team because I want to promote the positive image of the company by ensuring colleagues get the recognition they deserve."



QFS Excellence Award



A huge congratulations to the August winner of the QFS Excellence award - Hannah Weetman in our Birmingham branch!
To say that Hannah spins more than a few plates is an understatement!



August's Company Excellence Award



Hannah Weetman
Senior Operator - Birmingham

qualityfreight.co.uk

(L-R: [Tom Hands](#), [Lee Pledger](#), Hannah Weetman, [Rio Douglas](#), [Amy Garratty](#) and [Tom Palmer](#))



Branch Focus - Milton Keynes



Moving Day

What started out as a one man show in Milton Keynes is now a flourishing team of 7 who needed a bigger and better space that reflects their continued growth. A new office seemed like the next obvious step!

We all know saying goodbye is never easy but a fresh start to allow for bigger and better things is exactly what this team needed.

Here's what the staff are saying:

Matt Martindale

Branch manager

“Since opening the Milton Keynes branch in June 2021 we’ve had a very successful 3 years of growth. From sitting on my own in a small two-person office, to now having a team of 7, it feels like the right time to move into our own long-term leased office with plenty of room for more growth in the years to come. I’m delighted with the space, character and location and we’re all excited to get it looking exactly how we want it over the next few weeks!”



PACKING UP AND SAYING GOODBYE

Cheralyn Lane

Senior account manager

“Going from one person in a small office, to our very own stunning space - I can’t wait to see where we go from here.”

Deanna Frary

OPS manager

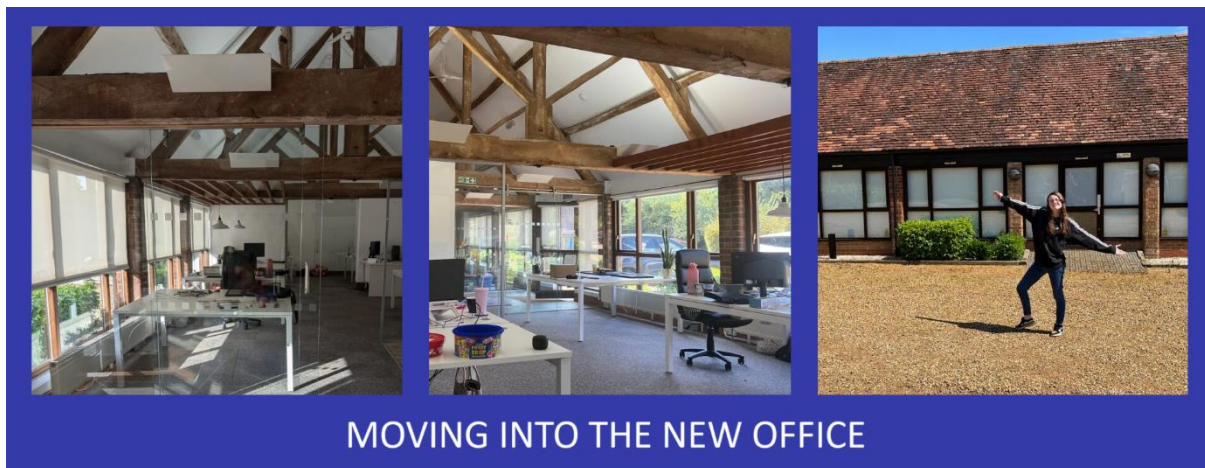
“I’m excited to move to a new office space that better reflects our growth and ambitions. This is a great step forward, I’m looking forward to what the future holds in our new home!”



Suzie Gillings

Senior account manager / OPS

“The office feels so bright, open, and spacious and I immediately felt settled and ready to get stuck in! Looking forward to the future with the MK QFS family.”



Katherine Horgan

Senior account manager

“How amazing is our light, bright and spacious new office!? We are an incredibly close-knit team and with our solid foundations I am excited to see what the future holds for team MK in our new home!”

Emma-Jade Cogan

Account manager / OPS

“When I started, we were already out growing the space. To see everyone’s growth not just as a team but individually amazes me. We’re now in this beautiful office where we continue to grow.”

It sounds like you’re settling in well and we can’t wait for the great things to come from Milton Keynes!



National Eye Week : 23rd - 29th September 2024

Company DSE users are entitled to free eye checks - if it is more than 2 years since your last eye test, or you believe there have been changes to your eye sight, please download and complete the Eye Check Form (intranet documents section) then submit it to your Branch Manager.



Interview with Duncan Winn (CEO)



"Our biggest strength without a doubt is our workforce!"

What are you most proud of from your time at the company?

In 22 years, there's been too many highs to pinpoint a single one. I think my longevity here and the journey I've been on at QFS is the thing that makes me most proud. It's literally been half of my life! I joined after Martin tapped me up over a few pints and a game of snooker in 2003, I was just a young ambitious lad at the time and eager to evolve in the industry. When I look back at the person I was then I'm incredibly proud to still be here with that ambition still burning.

How do you see the organisation growing in the next 5 years?

Tough but great question considering the challenges 2024 has thrown up. The remit to make our business more efficient in 2024 was for the very purpose of planning more sustainable growth from 2025 onwards.

Our days of cart blanche recruitment as a company to stimulate growth are over, we will recruit in 2025 & beyond without a doubt, but the process will be more considered, targeted and structured. We want the very best and we are willing to wait for those people to be available to us. Who knows, in a 5-year period that may well take us out of the UK for the first time!

We'd like to produce our own industry stars too and plans are taking shape to allow us to do so with an announcement expected later in 2024 on that front which I hope will excite people!

Our new IT system will totally reinvigorate how the company performs on a daily basis, the potential of this system is huge & will enable growth and development in its own right taking us out of the technological dark ages and very much in line with industry standard.

Growth doesn't just need to be measured nominally though, staff numbers, turnover, profit... of course, but we plan to grow on all fronts. We will be defined in the next 5 years equally though by how we grow in terms of staff integration and development too - creating opportunities for the driven staff at our company to progress their own careers and develop within our company. I feel we've made great strides this year in engaging our valued workforce, this is a huge focus of mine and one I intend to further invest more time and effort into.

My personal drive to move QFS forwards will not waiver and I hope our staff continue to feel part of something special for years to come!

What do you think is the biggest strength of the company right now?

Our biggest strength without a doubt is our workforce! Hand on heart I can look at the workforce nationwide today and say I'm extremely satisfied that we have quality people working throughout the business. There are so many people at our company that go above and beyond in whatever role they occupy, we've pushed everyone hard this year and the response has been tremendous.

What are the biggest challenges we're currently facing as an industry?

Within the industry itself, we're constantly met with new and demanding challenges. Recent examples of the Suez Canal diversions on the back of the Pandemic and more recently the issues in the Red Sea and subsequent capacity issues and price spikes. Who knows what is round the corner but, I do know with absolute certainty that we'll meet the challenges head on and overcome them. As a company we strive for more efficiency to stay ahead of industry disruptions, we're investing heavily in our technology and sustainability to make sure that we're ready for whatever is thrown at us next.

What's your best advice for managing work/life balance?

By my own admittance I don't set a great example on this front, I've always found it extremely difficult to switch off from work. Even at my old age I'm learning though and encourage colleagues to do the same. Find ways to switch off; family, gym, pub, whatever helps you relax, do it! Don't let the job control you, make sure you allocate some time every day for you and trust that the world won't end if you don't respond to an email within a minute of receiving it (*I'm getting cold sweats just typing that!*). In all seriousness, getting the work / life balance right is a learned skill for lots of us but, I fully encourage everyone to find that one thing that helps you forget work for a bit.

If you have any tips on how to create a good work / life balance or want to share what you do to switch off, send it through to media@qualityfreight.co.uk so we can share your ideas in the next newsletter!

What's your favourite way to spend your free time?

I've got a wife, 4 kids and a dog... free time is generally consumed by one or all of them! Work and personal life is always busy, but I love it and wouldn't change it for the world. Weekends are generally filled with Bradford City and dog walks ideally with a pub stop somewhere in between.

Where in the world do you most like to visit?

There's a collection of football stadiums around the world that I'd gradually like to tick off as I get older. I'd love to be at a Clasico in Madrid (Real Madrid Vs Barcelona), The old firm Derby at Ibrox (Rangers Vs Celtic), San Siro for a Milan derby. All pretty basic but they're my sad little bucket list!

There will be an interview in every newsletter that the past month's interviewee will select. October's tribute to be announced!

If there's something you would like to see highlighted / discussed in the next newsletter, please reach out and let us know! We would love your feedback!

For regular updates follow [Quality Freight Services](#) on LinkedIn

Thank you all for reading and we hope you have a great day!