

TRIGO Group

Pioneering Quality Solutions in the Global Rail Industry

Interview with Jean Baptiste Pomar, International Business Manager, TRIGO Group

TRIGO is known as the leader in quality management services within the transportation industry worldwide. Could you elaborate on the type of services you provide to your clients in the rail industry?

TRIGO has been a pioneer in quality management services for over 25 years, particularly in the aerospace and automotive sectors. Our mission is to deliver comprehensive quality solutions that enhance the efficiency of industrial supply chains. With €500 million in revenue, TRIGO is present in 28 countries.

Our mission in the rail industry is to optimise performance and quality throughout the supply chain, mirroring our approach in other sectors. Since 2010, we have focused on quality control and rework services for Alstom in France, with incoming inspection remaining a key foundation of our services.

Over the years, we have significantly broadened our scope. Today, our expertise includes:

- **Non-conformities management solutions:** We address quality and delivery issues through 8D or QRQC methodologies, ensuring swift resolution and prevention of future occurrences
- **Supplier development services:** This includes resident engineering, audits, capacity assessments, first article inspections and training on essential quality tools
- **Manufacturing support:** Our services extend to mechanical and electrical maintenance operations, non-destructive testing (NDT) and rework of parts to ensure they meet the highest standards

In 2024, our teams have been working directly in over 20 rolling stock manufacturing sites and over 100 key suppliers in the rail industry worldwide. We have performed a +30% growth since 2023.

What are TRIGO's key strengths?

TRIGO's key strengths lie in both our strategic positioning and at the same time a comprehensive and operational expertise.

The fact that we are embedded within manufacturing sites, maintaining dedicated quality control areas gives us a close proximity which enables us to respond swiftly and effectively to any arising issues.

Our mobile experts can intervene within 48 hours to address quality or supply chain issues globally. Our international project managers, who serve as single-entry points, efficiently coordinate this rapid response.

Besides our responsiveness, our team leaders, site managers and operational directors take a strategic view, implementing the best solutions for our customers, ensuring well-considered and effective interventions.

Finally, both our reactive HR and innovative data management and reporting tools underpin our operational excellence.

Since 2022, TRIGO has developed a significant expertise in special processes, including welding, glueing, wiring, torque tightening and painting. Our consultants are frequently called upon to deploy technical requirements, audit process reliability and train operators in these specialised areas.

You operate in 28 countries worldwide. How does this extensive geographical presence benefit your clients in the rail industry?

Our extensive geographical presence offers numerous benefits to our clients. Our deep understanding of cultural differences minimises communication errors that can lead to quality issues and production disruptions. For instance, managing a maintenance quality team for the monorail metro in Bangkok requires a different approach than managing an incoming inspection team for regional trains in Berlin. The best practices are not only implemented but also adapted to fit local requirements and conditions.

With delivery sites in every strategic market, we are positioned to think globally and act locally. This strategic presence allows us to provide tailored solutions that meet the specific needs of each market whilst maintaining a global standard of quality. We also support our clients' expansion into new regions by offering the same high level of service and expertise wherever they go.

The rail industry is facing specific challenges. What pain points are you able to address, and could you share some examples?

The rail industry is indeed experiencing a period of significant growth and transformation. Massive government investments in countries like the USA, India and Canada are stimulating the rail industry. Additionally, sustainable development initiatives are driving the rise of green mobility. These initiatives are



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creating demand for rolling stock that offers higher seat capacity and better passenger experience whilst simultaneously reducing energy consumption and maintenance costs.

TRIGO addresses these industry challenges through specialized expertise and taskforces. To help our clients meet On Time and On Quality Delivery (OQD and OTD) KPIs, we offer the following a range of targeted services:

- **Battery Manufacturing Expertise**, crucial for energy storage in rail (we ensure quality and efficiency at a battery manufacturing site),
- **Quality Wall Resources** (bottlenecks in welding processes are solved, minimizing production delays and quality issues),
- **Enhanced Project Management** (APQP gate reviews to proactively address potential issues early in the project lifecycle),
- **Supplier Support** (key suppliers are able to scale operations without compromising quality).

Our approach combines technical expertise, strategic project management, and on-the-ground support to help clients meet their goals. Visit us at InnoTrans to discuss your challenges and explore how TRIGO can support your projects!

For more information visit www.trigo-group.com

TRIGO
Global Quality Solutions

Empowering Industries Worldwide



Incoming Inspection • Supplier Audits • Supply Chain Development
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