

JOB DESCRIPTION

Position title:	QUALITY MANAGER
Position reports to:	General Manager
Location of position:	719 Halswell Junction Road, Hornby, Christchurch
Number of staff members reporting:	2
Working conditions:	Refer to Employment Agreement
Job Description last revised:	Under review
Position's primary objective:	To provide Product Quality support services and co-ordinate quality systems and compliance activities at Dairyworks Limited. Develop and maintain systems to meet all customer and regulatory requirements. Work as part of a team to promote a positive quality and health and safety focus.

Key Tasks	Task Activities	Expected Outcomes
Compliance	<ul style="list-style-type: none"> • Ensure compliance with regulatory and customer requirements including: HACCP, GMP, RMP, WQA, Pest & Pathogen program • Manage internal and external audits as required • Coordinate and participate in internal and external audits and manage non-conformance closure • Reporting to management on product and process performance 	<ul style="list-style-type: none"> • Audit compliance against all food safety and quality standards • All departments are practicing quality and product safety requirements • Accurate and relevant reports on product and process performance are provided to management
Quality	<ul style="list-style-type: none"> • Drive quality improvement through the development and implementation of quality management systems. • Manage the grading, release, hold, reject and disposal of products according to risk posted to quality and food safety parameters. • Manage recall/trace back procedures and processes • Manage sensory support and shelf life verification as required • Manage daily verification of production documentation 	<ul style="list-style-type: none"> • Quality and food safety procedures and manuals are always current and accurate • Highest quality and food safety standards are achieved through collaboration with management • Assist with staff training in food safety

Complaints	<ul style="list-style-type: none"> • Manage the customer complaints process and coordinate resolution of all complaints • Receive and resolve complaints including managing letters and vouchers to customers and management of the complaints database. • Assist with investigation and reporting on all level 2 complaints • Assist sales team to deal with complaints from customers when required • Provide a monthly report on customer complaints to Commercial Manager for inclusion in the board report 	<ul style="list-style-type: none"> • Customer complaints are always resolved efficiently and effectively. • Complaint information is reported on concisely including comment on preventing future complaints.
Technical Support	<ul style="list-style-type: none"> • Manage specification systems across ingredients, packaging and finished goods • Assess finished goods on a regular basis to ensure manufacturing specifications are met and where required assist with the development of improvements. • Liaise with suppliers as required to improve the quality and performance of product and packaging materials. 	<ul style="list-style-type: none"> • Current products and new products developed satisfy consumers and prevent customer complaints
Tests	<p>Assist as required in performing standard tests and quality checks according to designated standards and required intervals, and assist as required in investigating causes of test failures and finding resolutions:</p> <ul style="list-style-type: none"> • Weighing cheese • Bake test • Blowup seal test • Cheese samples • Quality checks/customer complaints. 	<p>Tests are performed on time and to standard. Failures are attended to and resolved in a timely manner, and results are documented and filed in an orderly manner for retrieval as required.</p> <ul style="list-style-type: none"> • Attention to detail • Quality standards
Sanitation	<p>Assist in 'fogging' and 'swabbing' the plant at designated intervals and to HACCP (food safety) standards.</p>	<p>The plant is sanitized to HCAAP/ WQA standards</p>
Continuous Improvement	<p>Participate in continuous improvement activities e.g. offering ideas and solutions, joining in discussions, helping to implement better ways of doing our jobs.</p>	<p>Everyone has the opportunity to be involved in continuous improvement activities.</p>
Team Player	<p>To work as a member of the team and helping to maintain harmonious team and employment relations. Attend production meetings as required</p>	<p>Team members work well together.</p> <ul style="list-style-type: none"> • Communications • Interpersonal relations
Management Support	<p>Where able, stand in for any roles in the Warehouse or Process Room to cover absences from work, including assisting in supervisory, quality or "checking" tasks as requested.</p>	<p>The plant operation continues to run smoothly producing the required number and quality of finished products for the shift.</p>
Values	<p>Behave in a manner consistent with the company values.</p>	<p>What we say is what we do at work</p>

Variation	The Company reserves the right to update this job description in accordance with changing work procedures and business needs.	The job description is reflective of the work required and undertaken by this role.
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4. COMMUNICATIONS & WORKING RELATIONSHIPS:

Internal

General Manager, Commercial Manager, Process Manager, Production Supervisor, Team Members in Process Room/Warehouse, Office Staff.

External

Quality Testing Service Providers; MAF; Asure Quality; Customer Auditors; Ingredient, Chemical, Hygiene, Freight and Consumables Suppliers.

5. DELEGATED AUTHORITIES AND BOUNDARIES:

TBC

6. QUALIFICATIONS, EXPERIENCE, & SKILLS:

The position prefers the job holder to have:

- Relevant tertiary qualification.
- Relevant workplace experience – 3-5 years in a food safety environment.
- Dairy industry experience
- Meticulous attention to detail
- Good written and verbal communication skills
- Computer skills especially Microsoft Word and Excel
- Good interpersonal skills.

7. PERSONAL ATTRIBUTES AND COMPETENCIES:

- Performs duties in accordance with the Company's policies and procedures.
- Promotes high standards of personal hygiene, general appearance and personal safety.
- Establishes and promotes positive relations with others.
- Works effectively as an individual and as part of a team when required.
- Works in a professional and ethical manner and maintain confidentiality at all times.
- Manages workload in an efficient and effective manner.