
Position Description

Vacancy Title: **Quality Assurance Manager**

Location: **Suva**

Reports To: **None**

Objective

The Quality Assurance Manager is responsible for quality standards and product specification at Fiji Dairy Pte Limited. This position reports to the General Manager, Fiji Dairy Pte Limited.

Outcomes

Organisational Stakeholders

1. Regulatory and operationally compliant organisation

- Internal and external audits managed at all times
 - Product, company, system, compliance and surveillance audit is ensured
 - Supplier audits are timely
 - Gap completion is ensured timely
 - ISO audit is timely
- HACCP and ISO system certification managed
 - Health License, chemical registration and liquid waste permit certification is managed
 - HALAL certification renewed timely
 - Food safety, HACCP, environmental monitoring, traceability and product release procedures developed, implemented and managed
- Standard operating procedures (SOP's) compliant at all times
- Product safety and release criteria managed and ensured
 - Quality incidents, internal hold and exceptional releases managed and course of action authorized and approved
 - Product and packaging formulations
 - Environmental monitoring
 - traceability
- Raw materials managed as per regulatory requirements, Company Procedures and QMS standards at all times:
 - Product range compliance for labels and information ensured
 - Raw materials and finished goods specifications maintained
 - Raw material supplier agreements maintained with supplier authority
 - Raw materials checked for correct specification with records maintained
 - Supplier feed-backs provided for non-conforming materials

2. Quality systems and process aligned to business objective

- Quality processes validation is timely
 - Raw and packaging material specifications ensured at all times
 - Process and procedures are compliant to Quality Management Systems at Fiji Dairy Limited at all times
 - Good Manufacturing Practices (GMP) for all manufacturing activities ensured
 - Manufacturing process compliant with defined specifications at all times
 - Finished goods specifications, packaging and product release criteria defined and managed at all times
 - Products, labeling compliance ensured
 - Root cause analysis of all non-conformance managed
- Factory hygiene managed on an on going basis
 - Pest control systems managed
- Customer complaints managed

3. Well informed management

- Monthly and quarterly report is timely and accurate
 - Performance against targets
 - Non-conformance identified via internal/external audits
 - Root cause analysis of all non-conformance with corrective action plan
 - Analysis of competitor products
 - market studies and surveys
- Ad-hoc information requests by management, for decision-making purposes, provided on accurate and in a timely manner

4. Effective Human Capital Management ensures a productive, stable and increasingly capable workforce

- Guidance to Fiji Dairy Limited's staff ensured
- Training needs and competency gaps of staff assessed and managed in partnership with Fiji Dairy Limited's management team
- Succession planning ensured

5. Safe work environment promoted and ensured at all times

- Work place safety is ensured
 - Communication of Safety, Health and Environment to all team members are on an on-going basis
 - Occupational Health & Safety systems promote zero workplace injury at all times
 - Local environmental regulation is aligned with work place safety on an on-going basis
- Workplace hazards eliminated at all times
 - Systems assist in the identification and elimination of work place hazards on an on-going basis

6. Fiji Dairy Limited values upheld and demonstrated at all times

- Collaborate with other teams for the benefit of the organisation
- Monitor and encourage team members to uphold image and value standards
- Uphold and demonstrate the organisation's image and values

Responsibilities - Key Competencies

Competence	Description
Business	
Risk Management	Analyse and manage risk.
Systems and Procedures	Develop and/or apply procedures to assist the organisation achieve its goals.
Documentation	Communicate using formal business writing.
Customer	
Quality Focus	Deliver quality.
People	
Leadership	Utilise a leadership position to influence people and events and to increase performance.
Professional	
Technical Strength	Demonstrate knowledge of a specialist discipline.
Compliance	Comply with relevant laws and the policies and procedures of the organisation.
Operational	
Health and Safety	Establish and maintain a safe and healthy work environment.

Qualifications

Qualification	Discipline	Notes
Preferred		
Degree	Science, Food Science	
Preferred		
Masters Degree	Biochemistry, Biological Science, Food Science	
Desirable		
Masters Degree	Biochemistry, Food Science, Food Technology	

Work Knowledge and Experience

- Minimum of eight to ten years' experience in Quality Assurance in a food processing plant
- Excellent understanding of Food Safety Regulation, HACCP and ISO standards, system certifications, CODEX standards
- Computer literate and good documentation skills
- Analytical thinking ability and good communication skills
- Knowledge of Good Manufacturing Practices and auditing.

Requirements

Regulatory Compliance Requirements

- Driver's License
- Police Clearance

Other Required Requirements

- No other required items found.

Interactions

Type	Interaction	Comments
Internal		
	Finance Team	
	Management Team	
	Production Team	
	Quality Assurance staff	
External		
	Customers	
	Regulators	
	Statutory Authorities	

Attributes

Behavioural Styles

Detail oriented	Attends to the small elements of a task/activity, ensuring completeness and accuracy.
Achiever	Puts in effort to achieve a desired result or goal and is motivated by this end and the overall accomplishment.
Experimenter	Tries out new procedures, ideas or activities.

Interpersonal Styles

Objective	Impartial and honest in dealings with others, eliminating own feelings and view to reach a balanced judgement.
Forthright	Speaks out frankly without hesitation, showing a direct manner.
Team Oriented	Enjoys being with others as part of a group or team.

Thinking Styles

Analytic	Able to separate things into their constituent elements in order to study or examine them, draw conclusions, or solve problems.
Disciplined/Systematic	Is controlled in conduct, shows an orderly pattern of behaviour, following a methodical and thorough approach.
Holistic thinker	Considers issues/situations as a whole rather than analysing or dissecting the parts.

How To Apply

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Contact for Enquiries

Contact Name: Sheemal Shivanjini

Contact Email: sheemal.shivanjini@cjpatel.com.fj

Further Contact Information: --

Closing Date: 02 Feb 2025