Job Title

Quality Assurance Manager

Summary

This role manages and maintains quality assurance (QA) activities for Crepini to produce and deliver safe food. This role is responsible for monitoring and validating all manufacturing processes to ensure they comply with regulated local, state, federal and international standards. This role is required to acquire various quality certification and is assigned as the company’s Preventative Controls Qualified Individual (PCQI).

Roles and Responsibilities

Operational Excellence and Execution

Quality Assurance

* Completes the required food safety and quality checks as outlined in the Food Safety Management System (FSMS) example check include:
	+ Leak detector
	+ Production equipment oven plate temperature, packaging content and metal detector operation verification
	+ Product crepe weight, size, package seals, crepe aesthetics
	+ Package aesthetics, boxing, and labeling
* Performs and records daily pre-optional checks, including sanitation swabs done in mixing and production areas.
* Conducts environmental swab testing, sends samples for laboratory analysis, and completes the related QA forms.
* Observes and verifies production staff are compliant with Good Manufacturing Practices (GMP) and hygiene rules.
* Verifies packaging and labeling being used during product change-overs aligns with specifications and records results.
* Writes up the End of Shift Quality Assurance daily report.
* Verifies accuracy of the production records for each packing station.
* Verifies total production records for accuracy.
* Assures production, film room and corrugated storage areas are kept clean and orderly.
* Powers on all production machines at pre-opening and ensure all labelers are updated with new product expiration dates and/or lot codes.
* Records all attendance infractions and requests for time off in coordination with the Human Resource and Quality Specialist.
* Works with corporate members to innovate and/or adapt to provide a better product
* Reviews and assures that previous day’s paperwork for both shifts is correct and submitted in a timely fashion.
* Prepares paperwork for both shifts for the following day’s production in coordination with Shipping, Receiving and Logistics Manager and Plant Manager.
* Attends daily pre-operations meetings for the shift change over and attends the weekly operations meetings.
* Keeps organized records related to Food Safety Management System (FSMS) such as daily documentation, procedures, and instructions.
* Investigates quality assurance problems and provides resolution and corrective action plans.
* Trains production staff in topics such as GMP, hygiene rules and work instructions.
* Supports the planning and execution of internal audits and documents results.
* Helps reinforce and support production staff with food safety regulations.
* Acts as a member of the HACCP team.

Production Assistance

* Assists production line workers with timely removal of completed racks and replacing with empty racks
* Assists production line workers or performs repackaging activities, as necessary.
* Assists the Plant Manager and Production Manager, as needed.

Management

* Manages Quality Assurance Specialists to ensure the quality activities are getting done and are meeting the specified quality standards set by Crepini.
* Leads the Quality Assurance Specialists in ways that maintain a productive, positive, safe, and healthy operating facility.
* Ensures all Quality Assurance Specialists are trained and maintain all required quality certifications for their job roles.
* Provides input to the Quality Assurance Specialist’s performance reviews and works with Quality Assurance Specialists on any process improvement and development opportunities.
* Tackles issues arising from the Quality Assurance Specialist and helps address roadblocks for maintaining a safe and risk-free operation.
* Reinforces compliance by the Quality Assurance Specialist to maintain a high-level of hygiene, food safety, GMP, HACCP, GFSI, FDA and other regulations and standards.

Authorizations/Restrictions

* The Quality Assurance Manager is authorized to bring to the attention of management any gaps or non-compliance issues.
* The Quality Assurance Manager is restricted from buying production supplies and equipment.

Reporting Relationship

This role reports to the Plant Manager or Production Manager.

Direct Reports Relationship

This role has direct reporting relationships for the Quality Assurance Specialist.

Substitutions

* This position substitutes for the Quality Assurance Specialist when the Quality Assurance Specialist is not on premise or available.
* This position is substituted by the Quality Assurance Specialist or the Human Resource and Quality Specialist when the Quality Assurance Manager is not on premise or available.

Internal & External Partnership Relationships

This position works closely with the Chief Executive Officer (CEO), Chief Operating Officer (COO) , President, Plant Manager, Production Manager, Human Resource and Quality Specialist, and Customer Service and Quality Specialist.

Job Requirements

This role requires some level of proficiency or trainability in the following areas.

* Must be able to work in a food manufacturing facility and comfortable working around various types of machinery and equipment.
* Proven to be a responsible person in completing work tasks on their own or as a team.
* Must have certification or be trained in the following: Safe Quality Food (SQF) practitioner, Hazard Analysis Critical Control Point (HACCP), internal auditing and/ or the relevant code.
* Must be able to comply with Good Manufacturing Practices (GMPs), Hazard Analysis Critical Control Point (HACCP) and food safety management systems and regulatory compliance policies.
* Must be able to address issues when asked and able to work with teams to make job improvements.
* Must be dedicated to work flexible night or day shifts.
* Must be fluent in or have sufficient working knowledge of the English spoken language, plus to have basic reading/writing skills.
* Must have organizational skills to check, assemble, complete basic paperwork, labels or tracking sheets.
* Desirable to have relevant work experience in the food manufacturing environment.
* Desirable to have experience working with automated production equipment or machinery.
* Desirable to have experience working with Fresh/Frozen foods.
* Desirable to have experience with or completion of any Food safety certifications.
* Must pass a criminal background check in satisfaction of company and customer requirements and does not have a disqualifying criminal history.

Working Conditions

**This role is expected to work under the following conditions as part of the job responsibilities.**

Crepini Code of Conduct

* Crepini is a family-run organization where each role is critical to the success of the company.
* Crepini is a performance driven company where results are measured and shared.
* Crepini is a non-smoking facility with a controlled temperature environment required to make safe food.
* Crepini conducts performance reviews regularly, sets goals and highlights key performance indicators (KPIs) for each role in the company.
* Crepini is a company which hires people who have a desire to learn and can be flexible in their responsibilities.

Other Conditions

* This position requires a person to be able to operate production machinery or handle outputs from a manufacturing production facility.
* This position requires a person to work in a hot [oven room] temperature-controlled environment
* This position requires a person to move inside the facility, i.e. maintenance area, cooking area, loading docks.
* This position requires a typical work schedule for Monday - Friday from 4:30am – 5:00pm.
* This position requires a person to works late evenings, early mornings, and weekend work, as needed.
* This position requires a person to work on site at the manufacturing facility.
* Nothing in this job description restricts management’s right to assign or reassign duties and responsibilities to this position at any time.

Body Positions

This position requires a person to

* Walk around most of the time
* Sit occasionally of the time
* Stand up most of the time
* Listen for and give direction
* Use hands most of the time
* Climb or balance some of the time
* Stoop or kneel some of the time
* Reach with arms some of the time

Body Movements

**This position may require a person to**

* Lift and exert force up to 15lbs / 6.8kg.
* Move files, office supplies and office equipment in the office weighing up to 15lbs / 6.8kg.

Senses

**This position requires a person to do**

* Visual inspections
* Use taste or smell
* Adjust to close vision and the ability to adjust focus
* Distinguish colors

Signature and Profile

Employee Signature\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Date\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Manager Signature\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Date\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

|  |  |  |
| --- | --- | --- |
| **Position Title** | **Area of Responsibility** | **Reports to** |
| Quality Assurance Manager | Production | Plant Manager or Production Manager |
| **Employment Status** | **FLSA Status** | **Effective Date** |
| [ ] Temporary [x] Full-Time [ ] Part-Time | [ ] Non-Exempt [x] Exempt[ ] 1099 Contractor | September 12, 2020 |

Revision History:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Date** | **Revision** | **Changes to previous version** | **Revised by** | **Approved by** |
| September 12, 2020 | 1.0 | * Initial release.
 | * Ann Daw and Patricia Bonney
 | * Paula Rimer
 |