

# Quality Assurance (QA) Manager (NOC 0911)

## About the Company

Canada Royal Milk is a member of the Feihe International group of companies, Asia's number one infant formula brand. Canada Royal Milk is the only producer of infant formula in Canada, manufacturing quality products from Canadian cow and goat milk, ensuring the highest quality and nutritional value for our customers.

We are building a new Canadian company that will combine best practices in the production of infant formula from our parent company, a technology from around the globe, and the knowledge, skills, and expertise of Canadian talent. We are an international company with a multicultural workforce that is committed to diversity and inclusion. Our team members value and embrace different perspectives and new ideas.

## About the Role

Reporting to the General Manager, the Quality Assurance (QA) Manager is responsible for ensuring the quality and safety of our products. The Manager works cooperatively with Production, Engineering, Supply Chain and Health, Safety & Environment to produce products that meet stringent quality and food safety standards.

The QA Manager is dedicated to producing the highest quality product, implementing, and enforcing the quality management system (QMS) from raw materials through shipping of finished product. They emphasize food quality, safety, and security, complying with all government legislation and the expectations of Canada Royal Milk's customers.

An experienced leader, the Manager will be responsible for hiring and building an effective quality control and assurance team. With support and coordination from HR, the Manager will oversee the training and development of all plant production personnel, including coaching and mentoring.

## Job Requirements

Education: Bachelor's degree or above in a related field of study

Experience: 5-7 years progressively responsible experience in dairy product manufacturing and a minimum of five (5) years management experience in consumer goods manufacturing.

Strong preference for candidates with experience manufacturing powdered milk products or powdered infant formula, and who are trained in HACCP and GMP.

Strong English language skills, including the ability to read, write, and communicate with others.

## Key Duties and Responsibilities

1. Plan, organize, direct, control and evaluate the operations of a manufacturing establishment or the operations or production department of a manufacturing establishment.

2. Plan, organize, direct, control and evaluate plant quality management system (QMS) while continually striving for improvements to increase efficiency.
3. Develop and implement plans to efficiently use materials, labour, and equipment to meet production targets and quality standards.
4. Plan and manage the establishment of departmental budget.
5. Hire, supervise and train or oversee training of employees in the use of new equipment or quality control techniques.
6. Ensure that all the team members are trained in and implement Good Manufacturing Practices (GMP).
7. Maintain, develop, evaluate, recommend, and implement HACCP, SQF and GMP quality assurance, along with quality control, tests, and guidelines.
8. Provide leadership and supervision to staff by providing work direction, performance feedback, and recommendations for training and development.
9. Review operations and confer with technical or administrative staff to resolve production or processing problems.
10. Makes oneself available to staff provides regular performance feedback develops subordinates' skills and encourages growth.
11. Ensure effective operation of the QMS daily and coordinate the resolution of problems observed during operation.
12. Responsible for matters concerning quality control and on-site supervisory inspection and evaluation of production and assisting the production lines in solving quality and technical problems.
13. Other duties and projects as assigned.

### **Working Conditions**

- Ability to work outside of regular business hours, which includes, but is not limited to evenings, nights, weekends, holidays, and/or on-call duties.
- Non-standard hours worked are determined by the requirements of Production to ensure efficient and safe operations.
- As a dairy processor and infant formula manufacturer, CRM strives to exceed regulatory requirements for food safety, quality, hygiene, and good manufacturing practices. All employees who enter the processing areas for any reason must comply with all food safety protocols in addition to health and safety best practices.
- Office environment with requirements to work on the plant floor as needed.
- Combination of sitting, standing, and walking; ability to use hands to finger, handle or feel; reach with hands and arms; and talk or hear.
- Ability to frequently lift and move objects up to 10 lbs., and occasionally up to 25 lbs.

### **Commitment to Diversity & Inclusion**

We strive to build a team that reflects the diversity of the community we work in and encourage applications from traditionally underrepresented groups such as women, visible minorities, Indigenous peoples, people identifying as LGBTQ2SI, veterans, and people with disabilities.

If we can make this easier through accommodation in the recruitment process, please contact us by visiting [www.canadaroyalmilk.com](http://www.canadaroyalmilk.com)

### **Covid-19 Vaccination Policy**

The health and safety of our employees and customers is a top priority for Canada Royal Milk. Therefore, applicants will only be considered who are fully vaccinated, subject to human rights considerations and recognized medical exemptions.

### **How to Apply**

