



QA Specialist

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 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.

What We Offer

The opportunity to build and grow a progressive company, competitive wages, and extended health benefits.

What We Look For

Curiosity, commitment to learning, and a winning mindset.

About the Role

Reporting to the Quality Assurance Supervisor, the Quality Assurance Specialist is responsible for assisting the Manager to develop, implement and maintain quality assurance and quality control documentation and procedures. As the ERP lead for the QA Department, the Specialist ensures that documentation is accurate and current and carries out frequent internal compliance audits.

The Specialist will work closely with all members of the Quality Assurance Team to establish and support systems to ensure quality manufacturing of products as defined under Good Manufacturing Practices (GMP). The Specialist assists to communicate, educate and support the quality requirements of all operational departments.

The Specialist demonstrates independent judgment in the planning, prioritization, and execution of projects, assignments and communications.

Job Requirements

Education: Bachelor of Science degree in Food Science, Chemistry, Biology, or Microbiology

Experience: One or more years of experience performing quality control tests in a food, beverage, or dairy production environment



Key Duties and Responsibilities

1. Maintain and administer the ERP system for the Quality Assurance Department; work closely with Engineering and other departments to trouble-shoot and resolve system issues
2. Assist in the development and implementation of quality control documentation to meet internal standards
3. Stay current with regulatory requirements in both Canada and China and update Standard Operating Procedures as required
4. Assist in development, review, implementation and frequent review of SOPs and accompanying documentation
5. Perform internal audits and reassessments to validate the documentation system for SQF, HACCP and other internal controls
6. Keep documentation up to date in the required time frame; perform verifications (records and onsite) on the ERP system
7. Ensure all documentation coincides with CFIA and FDA Regulations
8. Play a key role in maintaining and improving the quality of products produced
9. Ensure compliance with Standard Operating Procedures, Good Manufacturing Practices, and other regulatory requirements
10. Ensure all routine quality assurance functions are performed with excellence and at required frequencies
11. Work with plant, corporate and client personnel to resolve day-to-day quality needs as they arise
12. Initiate investigations of all out-of-specification results
13. Other duties may be assigned.

Working Conditions

The standard office hours are Monday through Friday, 8:30 am to 5:30 pm. Most of the work occurs during regular weekday office hours. However, as an international company with continuous 24-7 operations, hours of work involved may vary to accommodate business needs. Flexible hours are required and may include evening and week-end hours from time to time.

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.

Most work is performed in an office environment, with some requirements to work in other areas of the facility as needed. While performing the duties of this job, the employee is regularly required to sit. The employee frequently is required to walk; use hands to finger, handle or feel; reach with hands and arms; and talk or hear. The employee is occasionally required to stand. The employee



must frequently lift or move objects up to 10 pounds and occasionally lift or move objects up to 25 pounds.

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.

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 at careers@canadaroyalmilk.com.