



QA SUPERVISOR

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 Manager, the Quality Assurance Supervisor is a champion for regulator standards in quality and safety at Canada Royal Milk (CRM). CRM is part of an iconic Chinese Company that is a leader in the development of nutritional science that aims to improve the health and nutrition of the people who use our products.

The Supervisor's role is to plan, develop and implement techniques, processes, and procedures for ensuring compliance with quality and food safety regulations set by applicable governing bodies, both within Canada and globally. Responsibilities include communication and coordination with management staff, manufacturing employees, warehouse employees, shipping employees, and customers to address and resolve regulatory compliance issues. The major job function is to ensure compliance with Canadian government and global regulatory agencies and all other relevant standards organizations.

The Supervisor also works closely with the QA Manager to establish and support systems to ensure quality manufacturing of products as defined under Good Production Practices (GPP). Communicate, educate, and support the quality requirements to all operational departments.



Ensure appropriate compliance to all relevant regulatory requirements associated with the manufacturing, testing, packaging, storage, and testing of products.

The ability to build and maintain positive relationships across departments and with regulatory bodies is required for success in the role. This position requires frequent interaction with R&D in Beijing as well as food safety regulatory agencies in China.

Job Requirements

Applicants must be legally entitled to work in Canada and have strong English language skills. The ability to read and understand written English and communicate in English both spoken and in writing is a requirement of the job.

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

Experience: Minimum of 5 years of progressive experience performing quality control tests in a food, beverage, or dairy production environment.

Key Duties and Responsibilities

Regulatory Affairs

- Keep up to date with changes in regulatory legislation and guidelines within Canada as well as any significant international developments from global health agencies, international standard setting organizations, and to share this regulatory knowledge internally: update Standard Operating Procedures as required
- Maintain familiarity with full range of company products
- Propose and implement action plans in response to external regulatory changes and company global initiatives
- Participate in industry working groups and discussions with local authorities on specific issues
- Offering advice about company policies, practices, and systems
- Continually enhance interactions and relationships with Canadian Authorities and other external stakeholders through effective collaboration and communication
- Maintain Canadian Regulatory compliance to relevant Health Canada and CFIA legislation, regulation, policy, or guidance related documentation

Product Registration

- Lead registration process for all CRM products with Chinese regulatory bodies
- Maintain regulatory compliance with relevant Chinese authorities
- Liaise with Feihe headquarters and relevant regulatory bodies, providing information and data as requested



- Coordinate necessary data and documentation within CRM on a case by case basis to ensure product registration
- Maintain regulatory compliance through designing of new product, management of product safety and quality through the whole supply chain, developing finished product label for Canadian market.
- Work closely with headquarters' R&D, R&A, and marketing departments on new products development for Canadian market. Provide full support for successfully launching the new product in Canada.

Quality Assurance

- Lead the development or maintenance of procedures and processes to ensure compliance with federal legislation, and other applicable industry standards, in addition to efficiency improvements
- Responsible for the development, implementation, and maintenance of a Hazard Analysis Critical Control Point (HACCP) and Safe Quality Food (SQF) system for recognition and recertification
- Perform internal audits and reassessments to validate the QA system (SQF and HACCP).
- Routine monitoring of quality management system, organizing annual QM evaluation & audit.
- Maintaining QMS of FG.
- Responsible for verification of traceability data and organize recall practice (Mock Recall).
- Assist with the design of facility utility surveillance programs to ensure compliance with regulatory standards.
- Assist with SOP/SSOP development: responsible for maintenance including annual reviews
- Ensure all routine quality assurance functions are performed with excellence and at required frequencies
- Initiate investigations of all out-of-specification results
- Maintenance of local or global quality systems including archiving, contact reporting, tracking of documents submitted and input of information into databases

Handles special projects and other duties as 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 frequent interaction with head office, hours of work involved may vary to accommodate differences in time zones. Flexible hours are required occasionally and may include evening and weekends.



Most work is performed in a laboratory or office environment. Regular inspection of production lines is also required. 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.