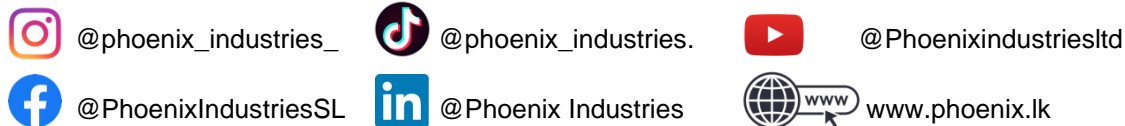


## Phoenix Industries – Senior Executive / Assistant Manager - Quality Assurance

Imagine what **YOU** could do here! At Phoenix, great ideas have a way of becoming great products, services, and customer experiences very quickly. Bring passion and dedication to your job and there's no telling what you could accomplish.

### Company Profile:



### The role

Establish a corporate quality assurance system and team that promotes **export** customer satisfaction through the meeting of quality parameters and standards. Champion continuous improvement efforts to establish an effective Quality and Food Safety Management System and ensures the right equipment and processes that support this effort are in place and position reports to Operation Lead B2C. Ensure product safety, legality, regulatory compliance and compliance to quality and food safety management system requirements.

### Key Responsibilities

- Ensure functional contribution to fulfil organizational financial and performance targets.
- Manage and promote practices and processes intended to provide safe products that comply with appropriate laws and regulations, meet the company quality standards, and serve the needs of our customers.
- Take ownership and demonstrate leadership necessary to achieve goals specific to Safety, Quality, Service, Efficiency and Employee Development
- Monitor KPI's anticipating and correcting trends which would compromise achievement of targets
- Lead by example to promote and encourage employees to strongly commit to safety and GMP (Good Manufacturing Practices)
- Formulate and maintain quality control objectives and coordinate objectives with manufacturing to maximize product reliability and minimize costs.
- Ensure the quality system is effectively implemented including all prerequisite programs (e.g. BRC, HACCP, product safety and security, traceability, pest control, etc.) and lead the development of "audit ready at any time" philosophy within the plant. Plant lead for all audit activity.
- Enforce corporate quality assurance (CQA) procedures and network with CQA and other plants to share best practices
- Analyze nonconforming materials and complaint data to identify improvement opportunities.
- Exert leadership within the facility to ensure that teams and activities are identified to address root causes of failures. Monitor the effectiveness of actions taken and initiate further action when previous actions are found ineffective.
- Serve as technical expert and resource for quality assurance, process improvement tools, problem solving tools, material and new product trials.
- Ensure quality and product safety certifications are maintained (I.e. BRC, SFI).
- Ensure customer complaints are investigated promptly and thoroughly and appropriate Corrective Action Responses are written and implemented. Work with customers to ensure requirements are met and work with suppliers to resolve issues as needed.
- Develop procedures, work instructions and visual standards as needed to drive improvement and ensure implementation.
- Assist in identifying and developing audit/inspection criteria which are effective in preventing or controlling deficient or problematic processes.

- Direct the work, plan and approve resources, quality project plans and schedules.
- Consult with company, third party agencies, and external customers regarding quality and product .safety audits and certification inquiries and projects.
- Analyze technology trends, market demands, feasibility, costs, and customer demands that may affect quality.
- Understand, support and follow management expectations in alignment with company value.

## Requirements

- Requires a Bachelor's degree and 3-5 years of export quality-related experience. demonstrating a progression of increased scope and responsibility (in a manufacturing environment, with FMCG industry experience is an add advantage)
- 3 to 5 years of supervisory experience with strong leadership and management skills.
- Demonstrated mastery in quality methods, procedures, and processes.
- Displays strong interpersonal skills and is accessible and approachable.
- Ability to utilize business sense and creativity to develop new ideas, approaches and solutions.
- Ability to use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Experience using Microsoft Office, including the ability to create basic reports, documents, presentations and spreadsheets in MS Word, MS Excel, and MS PowerPoint.
- Knowledge of business and management principles involved in planning, resource allocation, cost analysis and budgeting, people management, and leadership guidance.
- Ability to utilize and train employees on technology, processes and procedures.
- Excellent verbal and written skills necessary in order to persuade and influence decision making of individuals, groups, or work teams, and to communicate difficult issues.
- Experience using various statistical and quality methodologies including but not limited to Statistical Process Control (SPC), Statistical Quality Control (SQC), 5S, 8D, Failure Mode and Effects Analysis (FMEA), Root Cause Analysis, Gage Repeatability and Reproducibility (R&R), and Design of Experiments (DOE).
- Experience with Quality Management Systems (QMS)
- Math skills to include algebra and statistics.
- Advanced knowledge of products, materials, production processes, quality control, costs, and other techniques for maximizing the effective manufacture and distribution of products.
- Strong communications skills and ability to engage and influence others.
- Collaborative, team player who focuses on team success above self.

If interested, please send your resume, and cover letter to [careers@phoenix.lk](mailto:careers@phoenix.lk)

