



Job Title: Quality Assurance Manager
Reports To: COO
Department: Customer Quality & Support

Summary: Quality Assurance (QA) Manager will aim to ensure that our products are correct and meets both external and internal requirements, including legal compliance and customer expectations. They will coordinate the activities required to meet Innomark's quality standards.

Our QA manager will also monitor and advise on the performance of our quality management system and produces data and reports on performance, measuring against set indicators.

They liaise with other managers and staff throughout our organization to ensure that the QA system is functioning properly. Where appropriate, the quality manager advises on changes and their implementation and provides training, tools and techniques to enable others at Innomark to achieve quality.

Essential Duties and Responsibilities:

- Promoting quality achievement and performance improvement throughout Innomark;
- Setting QA compliance objectives and ensuring that targets are achieved;
- Assessing the product specifications and comparing with customer requirements;
- Ensuring compliance with national and international standards and legislation;
- Defining quality procedures in conjunction with operating staff;
- Setting up and maintaining controls and documentation procedures;
- Identifying relevant quality-related training needs and delivering training;
- Collating and analyzing performance data and charts against defined parameters;
- Ensuring tests and procedures are properly understood, carried out and evaluated and that product modifications are investigated if necessary;
- Supervising technical staff in carrying out tests and checks;
- Monitoring performance by gathering relevant data and producing statistical reports

Competency: To perform the job successfully, an individual should demonstrate the following competencies:

- Strong written and verbal communication skills
- Customer satisfaction focus
- Technical aptitude
- Independent learning and problem solving skills
- Strong ability for follow-up and follow-through
- Strong Interpersonal skills
- Teamwork
- Organization and multi-tasking skills

Qualifications:

- To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education/Experience:

- BS in Chemistry, Biology or science related field
- Laboratory management experience
- Beverage Processing Experience preferred
- Leadership experience
- Trained in HACCP and cGMP protocols

Technical Ability

- Experience supporting and using Windows, Microsoft Office applications, the Internet

Language Ability:

- Strong communication skills, oral and written, required. Ability to read and comprehend complex instructions.
- Ability to effectively present and communicate technical information in one-on-one and small group situations to customers, clients, and other employees of the organization.

Reasoning Ability:

- Ability to apply common sense understanding to carry out instructions furnished in written, verbal, or diagram form.

Ability to analyze and explain requirements and architect solutions to satisfy the requirements.