

## **QA Technician**

The Tofoo Co are starting a tofu revolution – one delicious, healthy meal at a time.

The Tofoo Co have happy and engaged staff where the belief is quality beats quantity. This extremely exciting entrepreneurial business make tofu but not any old tofu the real stuff– natural, sustainable, organic and traditional made by hand and packed in Yorkshire. It's non GM, gluten, dairy, wheat and yeast free, low in calories, zero cholesterol and a great source of protein – what's not to love!

Privately owned by passionate people with a long history working in the UK Food industry, The Tofoo Co plan to change the way we eat helping us all to make better choices without compromising on taste. With a clear vision, most major retailers on board and a growing loyal customer following the Tofoo Co will make a difference to how we shop, cook and eat. With the 'Meat Free' market exploding, with an estimated market worth over £500 million in 2020 it is rapidly gaining pace and importance.

The Tofoo Co in just 5 years has become the UK market leader in tofu & turnover has increased from £600k to £15 million and now employs more than 100 people. They have the ambition to treble turnover in the next 10 years.

### **Key accountabilities**

- To be responsible for ensuring the products or services meet the established standards of quality including reliability, usability, legality and performance

### **Key areas of responsibility**

- To monitor the quality of the raw material and finished product.
- Interpret and implement quality standards
- Evaluate adequacy of quality standards
- Devise sampling procedures and directions for recording and reporting quality data
- Review the implementation and efficiency of quality and inspection system
- Plan, conduct and monitor testing and inspection of materials and products to ensure finished product quality
- Document internal audits and other technical related activities
- Investigate customers complaints and non-conformance issues
- Collect and compile statistical data
- Analyse data to identify areas for improvement in the quality system
- Develop, recommend and monitor corrective and preventive actions
- Prepare reports to communicate outcomes of quality activities
- Identify quality needs within the production team to meet quality standards
- Coordinate and support on-site audits conducted by external providers

- Evaluate audit findings and implement appropriate corrective actions
- Monitor risk management activities
- Be responsible for all QMS documents accuracy and completion
- Assure ongoing compliance with quality and industry regulatory requirements

### **Key performance indicators**

- Ensure 100% product quality and customer service – “right first time” every time
- QMS system/paperwork accuracy – “right first time”
- Customers complaints target is met 100% - measured by customer complaints
- Site CCP's targets are met 100%

### **Key Tasks**

- To communicate clearly and effectively and work closely with other areas leaders to meet quality standards and production needs
- Ensure the correct material is used in all production and operation areas as per set quality standards
- Ensure daily/weekly/monthly audits are carried out regarding QMS system, paperwork completion/ policies/ procedures adherence, efficiency/quality and hygiene for all operation areas.
- Make alteration if needed to improve technical processes and quality of the product produced, packed and coded.
- To establish training needs and quality related processes for new and existing colleagues.
- To highlight and communicate repairs requirement to Managers/ Engineering team to ensure production machinery is kept in a good condition and do not present the risk for product.
- To support Managers in their daily operation

### **Health, Safety, Technical and Environmental**

- Ensure all permanent and temporary colleagues including visitors follow the Company Health and Safety Policy
- Ensure all permanent and temporary colleagues including visitors do not carry out activities that could negatively impact the environment
- Complete site and machines audits and ensure corrective actions are completed in a timely manner

### **Quality, Service, Procedures and Policies**

- Ensure all permanent and temporary colleagues including visitors follow the Company technical policies and quality standards
- Ensure 100% customer quality service – “right first time” every time

- Ensure all aspects of the manufacturing specifications are adhered to at all times
- Work proactively to problem solve

### **Operational Performance**

- Comply with site operating standards to meet customer orders
- To be fully aware and comply with all team key performance indicators
- Support operational change to improve shift effectiveness and efficiencies
- Effectively manage own workload
- To adhere to technical and quality procedures/ policies at all times
- Ensure all production documentation and QMS system is complete, accurate and legible, checks and audits are carried out.

### **People**

- Comply with all people policies
- Work proactively as a team member
- To act as an ambassador for the business
- To share best practices with other The TOFOO employees
- Demonstrate behaviour that fits the company core values
- Any other responsible duties as required

Shift pattern:

4 on 4 off

Job Types: Full-time, Permanent

Salary: Up to £26,000.00 per year

Additional pay:

- Yearly bonus

Schedule:

- 12 hour shift
- Night shift