

# THE TOFOO CO – ROLE DESCRIPTION



<b>Job title:</b>	Quality Assurance Technician
<b>Department:</b>	Quality/Technical
<b>Site:</b>	Malton
<b>Reports to:</b>	Quality Manager
<b>Hours</b>	42 hours on average a week, 12 hour shifts 6pm-6am, 4 weekly shift rotation (4 on/4off) (incl. weekends)

## 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.

# THE TOFOO CO – ROLE DESCRIPTION



- 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

## **Partnership Charter commitments**

### ***/ commit to:***

- Listening, learning and being involved during my induction.
- Working to clearly defined standards.
- Taking ownership of my own personal development.
- Complying with safety requirements.
- Participating and offering solutions rather than problems.
- Preparing for and attending my 1-2-1 meetings.

# THE TOFOO CO – ROLE DESCRIPTION



- Behaving in line with The Tofoo Company values and behaviours.

# THE TOFOO CO – ROLE DESCRIPTION



## THE TOFOO CO MISSION

### Leaders Of The Tofoo Revolution

## OUR VALUES (HOW WE WORK)

### Our VALUES and Our BEHAVIOURS

#### QUALITY BEATS QUANTITY

We'll leave world domination to the other guys – we're happy simply being the best, not the biggest. Because when you get too big, you have to compromise – and that means sacrificing taste and quality, and doing things you don't want to. And we don't want to.

#### THAT BUZZ

There's something in the air round here – and it's not just the smell of delicious tofu. It's that unmistakably, intangible sense that all our staff are happy, well looked after and always feel valued – and in return, they're working hard and doing the best job they can.

#### MAKE IT HAPPEN

Not all heroes wear capes – ours wear gloves, aprons, ties, dresses, overalls, blouses, hairnets and trainers (although not all at the same time). Basically, everyone here believes in making a difference, and working together to overcome any challenge that comes their way.

#### A SOLID FOUNDATION

You can't simply turn up one day and start making the best tofu in the known universe without a little paperwork – and we're serious about crossing the t's and dotting the i's. Our systems and processes are here for everyone's benefit, and this solid foundation is the stability we need to

#### MUTUALITY

We're all in it together, for the long-term. So we need to make sure everyone involved is singing from the same hymn sheet. Mutuality means our team, stakeholders and suppliers all working in perfect harmony – for the benefit of our customers, the community and the environment.

#### INDEPENDENT

We love being our own boss – no one tells us what to do, we dance to the beat of our own drum and we're masters of our own destiny. Which is nice. We know exactly what we want – and how to get there. But we understand that with this freedom, comes risk, and without a safety net, we need to keep a keen eye on costs and profit.

# THE TOFOO CO – ROLE DESCRIPTION



- Actively communicate and seek feedback from colleagues and customers.
- Play a participative part in Team Briefs.
- Be fully conversant with The Tofoo Company vision, values and behaviours.

## Health and safety

- Be responsible for your own safety.
- Do not jeopardise the health and safety of others.
- Correct, or report, unsafe practices or conditions.
- Co-operate with the business to maintain a safe working environment.
- Make suggestions to improve any aspect of health and safety.
- Follow safe working procedures and safety rules.
- Follow Company fire safety and evacuation procedures.
- Follow the correct procedure if accidents occur and ensure that your team do the same.
- Ensure that all visitors/contractors you bring on to site understand and follow relevant site safety rules.
- To ensure understanding and adherence of personal obligations in relation to the Health & Safety at Work Act and the Company's Health & Safety Policy.
- Report promptly all instances of long term health problems (deafness, stress, RSI, WRULD etc) which may have been caused by your work.

## Environment

- Reduce, reuse – make sure waste streams are binned and separated
- Look after our “Tofu” – keep floor and process waste to a minimum
- Water is a scarce resource – use sparingly
- Try to reduce the use packaging material and stop waste wherever possible
- Turn off equipment and lights etc' when they are not being used
- Look after your working environment - control litter, protect equipment and clean as you go
- Help improve our environment - make suggestions

*You may be required to work in any area of the company where work exists for which you possess the necessary skills and/or be prepared to undergo training as required by the company.*

*This job description should be taken as a general guide and the company reserve the right to update and amend it in keeping with operational requirements, which may change from time to time.*

**I have read, understood and received a copy of this job description.**

Name	Signature	Date

**This job description was compiled by**

Name	Job Title	Date