

Position: Regional Quality Supervisor

Education: Bachelor's degree in relevant field, post Graduate Degree is strongly preferable

Years of Experience: Minimum 3 to 5 years of prior experience in a similar position.

Brief Description on Duties:

- Developing, implementing, and updating a comprehensive quality management system for all the company's activities and which is consistent with the applicable leading practices (GSDP) and regulatory/supplier requirements.
- Ensure all the Regional Quality department internal trackers are updated
- Update files donations
- Ensuring acknowledgment for GSDP guidelines by employees
- Prepare training material related to the GSDP and submit it to the department head and perform trainings
- Report any temperature excursion or any other deviation to the concerned supplier
- Follow up on mapping execution and implementation
- CAPAs approval
- Development, periodic review, revision and implementation of SOPs, manuals, policies, protocols, instructions... as required and in compliance with applicable standards and regulatory requirements.
- Ensure the implementation of the established Quality Management System, the current GSDP and any other applicable standard
- Follow up and apply all new quality related requirements mandated by the ministry, other regulatory bodies and/or suppliers to ensure that they are reflected in SOPs and being adhered to by staff.
- Review all company departments procedures, policies, instructions, protocols, and any other document related to the Quality Management System and ensure their coherence with the pre-established system and the governing guidelines
- Prepare & review the complaints, advise on the corrective and/ or preventive actions to be implemented
- Prepare & review the deviations requests, assess its impact, and advise on the needed corrective and/ or preventive actions to be implemented
- Prepare & review the improvement forms and the non-conformities reported to the Regional Quality department, perform the root cause analysis, and advise about the needed corrective and/ or preventive actions to be implemented
- Prepare & review the returns requests and advise about the product destiny and the damaged requests and grant approval as need be
- Shipment receipts, reviews, release and validate the data with the invoice VS entered data on system, advise about the shipment destiny after having contacted the concerned supplier
- Review the change controls requests, assess its impact on the Quality Management System in place and advise about any further needed action
- Plan for the yearly Management Review Meeting, prepare all related documents and follow-up on the outcome implementation
- Prepare, review, and approve the internal training plan and internal audit program

- Lead the internal audits at the company; revise the prepared audit reports and discuss the needed corrective/ preventive actions to be implemented
- Review the temperature reading reports and the verification reports
- Handle the temperature excursions and perform the needed root cause analysis
- Manage the mock recall exercise and handle the recall implementation as need be
- Conduct the customer satisfaction survey, collect data, prepare survey report, and share the outcome with the concerned departments and Top Management
- Perform the needed trainings on all the aspects related to the quality and business ethics to the regional quality department team and to all the company's employees
- Ensure required calibration, mapping and validations are preformed
- Revision, in compliance with the legal function and other departments within the company, of quality agreements with manufacturers, wholesalers and distributors.
- Conducting inspections of distributors and wholesalers as necessary per the agreed upon requirements mandated in the contracts signed between both parties.
- Acting as primary quality contact person with Third Party (3PL)
- Monitoring QA aspects of warehousing practices for compliance with warehouse procedure manuals and regulation of the Ministry especially in relation to the warehousing temperature and conditions.
- Ensure that all testing and monitoring equipment are well calibrated.
- Ensure the risk assessment is performed for all the company's departments and follow-up on the actions to be implemented
- Review the suppliers' and the local and regional sub-distributors' quality agreements
- Prepare & review the Regional Quality department budget and Key Performance Indicators
- Prepare the calculated Key Performance Indicators on a routine basis and set corrective actions when needed
- Liaising with customers and regulatory authorities regarding quality matters, including hosting inspections and responding to observations.
- Responding to regulatory authorities and supplier notices and concerns.
- Strive to consistently uphold the company's core values.
- Review the marketing budgets
- Prepare & review all Business Ethics related policies, procedures, and codes
- Review and approve the events expenses
- Prepare validation masterplan and protocols and perform cold chain packaging validation
- Follow up on maintenance activities related to WH (refrigerators, data loggers, mapping, files, and maintenance records)
- Report any temperature excursion or any other deviation to the concerned supplier
- Follow-up on the data logger's calibration
- Monitor the warehouse temperature and humidity on a routine basis, prepare the monthly temperature and humidity readings reports
- Perform alarm test as need be
- Check the temperature during delivery of the cold chain orders
- Perform verifications as need be and prepare the verification reports

- Ensure the proper implementation and maintenance of the 2 D barcode system: and report to the CEO the system performance and any need for improvement

Skills Required:

- Annual training courses of not less than 5 in field of expertise and team management/interpersonal skills
- Ability to work under pressure and strict deadlines
- Multitasking ability
- Focus to details and diligence
- Delegation and monitoring
- Leadership & Coaching