



Job Title	Quality Manager, Packaging
Job Level	4
Location	Edison, New Jersey
Business Unit	Operations Business Unit
Function	Operations
Leader	Head of Operations, North America
People Leadership	1
Role Purpose To drive improvement in both product quality and process compliance to internal and legislative standards within Edison bottling to enable the business to meet and exceed customer and consumer expectations.	
Responsibilities <ul style="list-style-type: none"> • To implement processes that optimises bottled product quality to maintain our global reputation for quality. • To facilitate and drive improvements & compliance within the Integrated Management System. • To support compliance with all global food safety and mandatory legislative requirements so maintaining key contracts with new and existing customers. • To monitor and manage customer complaint trends / information, ensuring robust corrective actions are implemented where necessary within packaging operations. • To represent the Quality Team on relevant new projects to achieve successful implementation and meet and exceed the expectations of international markets through the supply chain to end consumers. • To assist with the preparation of Team budget and provide input to the three year capital expenditure plan. • To benchmark our quality systems with comparable organisations to ensure that best practice is adopted and maintained within the company. • Lead Edison Operation consumer complaint process through Q-Pulse documentation, conducting root cause analysis, communicating with both internal and external stakeholders of findings and closing respective corrective actions in a timely manner. • Develop and maintain strong relationships with internal and external stakeholders to raise quality awareness, influence process change, drive continuous improvement and adopt best practices to enable achievement of business objectives. • To utilize supplier quality information and production quality data to lead the development of supplier and contract packing Quality Assurance processes (standards, inspection protocols) that enable WG&S to produce defect free products and build a foundation of quality throughout the supply chain. 	
Skills and Qualifications: <u>Essential:</u> <ul style="list-style-type: none"> • Technical Degree level Qualified or equivalent relevant experience • Lead Auditor, and food safety technical qualifications and experience combined with excellent facilitation skills. • Knowledge and Experience of ISO 9001, OHSAS 18001, ISO 22000, FEMAS, HACCP, BRC • Computer Literacy – Word, Excel, PowerPoint, Q-Pulse • Current understanding of respective quality and food safety standards <u>Desirable:</u> <ul style="list-style-type: none"> • Demonstrable history of Continuous Professional Development 	
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