

<b>Job Title</b>	<b>Quality Leader - Arete</b>
<b>Business Unit / Group Function</b>	Packaging & Supply Chain
<b>BU Team / Sub-Function</b>	Packaging - Arete
<b>Location</b>	Cumbernauld
<b>Leader</b>	General Manager Arete
<b>People Leadership</b>	5 direct reports
<b>Job Level</b>	4A
<b>Role Purpose</b>  To drive and improve the performance and operational standards and facilitate delivery and implementation of the Luxury quality strategy to optimise product quality and deliver on customer expectations	
<b>Accountabilities</b> <ul style="list-style-type: none"> <li>• To lead, motivate and develop Luxury Quality team in line with company values to maximise achievement and engagement within the team.</li> <li>• Implement and maintain processes and deploy quality standards that optimise end-to-end product quality across the Arete site associated with Luxury, Private Client and Innovation products.</li> <li>• Lead the development, implementation and maintenance of Standards for all newly developed luxury products, ensuring that these are clearly communicated to manufacturing &amp; quality teams in advance of any trialling/commissioning.</li> <li>• Work collaboratively and influence cross functionally across all operational teams including Supply Chain, NPD, Procurement and other key functions.</li> <li>• Contribute to New Product Development activities to ensure quality requirements and customer expectations are built into all new products and supplier QIC standards are available on time.</li> <li>• Collaborate with key stakeholders and customers to understand needs and deliver against all food safety, compliance and ISO regulations.</li> <li>• Manage customer/consumer complaints process and supplier non-conformance/non-conforming product management systems, validating and verifying corrective and preventative actions, and carrying out trending and analysis as required, to report performance as part of Arete quality KPI's and drive a culture of continuous improvement.</li> <li>• Facilitate and drive effective root-cause analysis investigations, ensuring appropriate corrective actions are implemented to support a 'Right First Time' approach and CI culture.</li> <li>• Develop benchmarking processes to continually develop a quality culture and pro-actively improve finished product/on shelf quality.</li> </ul>	
Created by:	Paul Marsella
Date:	May 2019
HRBP:	Michelle Smillie
Date of last revision:	September 2021