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| <b>Job Title</b>   | <b>Quality Leader: External Quality</b> |
| <b>Job Level</b>   | 3B                                      |
| <b>Location</b>  | SBP                                     |
| <b>Business Unit</b>   | Group Packaging & Supply Chain          |
| <b>Function</b>  | Quality                                 |
| <b>Leader</b>  | Head of Quality                         |
| <b>People Leadership</b>   | 3 direct reports                        |
| <b>Role Purpose</b><br><br><p>To utilize market place feedback, supplier quality information, and production quality data to lead the development of Quality Insights for improvement in the Quality Management Systems. To ensure that all components, products and services sold and manufactured within the Markets are in compliance with the guidelines and governance of the Company Quality Platform and all relevant regional quality and product safety standards. To ensure that the regions Commercial and Customer requirements are continuously reflected in the Quality strategy, systems, standards and processes.</p>  |   |
| <b>Responsibilities</b> <ul style="list-style-type: none"> <li>• Lead the development and implementation of the Global WG&amp;S complaints management policy and system and ensure complaints are evaluated and responded to in-line with WG&amp;S policies.</li> <li>• Drive the global roll out of WG&amp;S Quality Standards to all regions and to all 3<sup>rd</sup> party producers &amp; suppliers.</li> <li>• Represent WG&amp;S to customers and other external stakeholders on quality related issues. Lead customer visits and participate in customer audits of our quality systems.</li> <li>• Use market feedback to lead the continuous improvement of WG&amp;S Quality Standards for both premium and luxury segments so they reflect genuine market expectations.</li> <li>• Report to WG&amp;S management on in-market quality performance, prioritize corrective actions and report on progress.</li> <li>• Leads, motivates and develops the Quality Insights team in line with the Company values to maximise employee engagement and ensuring that talent is nurtured and retained to achieve succession planning objectives and targets.</li> <li>• Ensure key regional business functions have appropriate engagement with the Global Quality Strategy working with key stakeholders in managing instances and incidents related to product safety, withdrawal or recall.</li> <li>• Lead WGS Global Quality activities within the region to ensure delivery of the key quality performance drivers – Protecting the Brands, Winning on shelf and ensure application of Global quality standards impacting Operations, Suppliers, Co-Packers, Contract Distillers, Customers and Consumers. As the custodian of the standards ensure adherence and support regional roll out in conjunction with the Quality Leadership team.</li> <li>• Assure quality performance transparency and alignment through streamlined and formatted reporting.</li> <li>• Promote a Quality Culture within the Markets through continuously engaging all Region employees for the purpose of empowering each employee to become a quality ambassador that can have a direct positive impact to the Company quality initiative and platform.</li> <li>• Drive Quality continuous improvement with inclusion of all functions within the Market and collate/monitor associated plans to further enhance function specific quality impact. Utilize the voice of the customer and consumer through the complaint process to articulate quality trends, identify gaps and develop sustainable corrective and preventive actions.</li> <li>• Ensure all quality issues and incidents are managed in the correct manner with the appropriate escalation and information flow within the region and to the Central Functions, managing the standards and specifications of any rework.</li> <li>• Key interface for marketing &amp; NPD teams to ensure right first time product design for local</li> </ul> |   |



conditions.

- Liaise with key functions and business stakeholders to ensure quality is a key consideration in all new activities within New Product Development process getting right first time product design for local conditions. Ensuring capital equipment purchase and installation projects are engineered and designed with quality in mind.
- Liaise with Supply Chain and Procurement Team to assure full alignment of quality expectations and identify quality interdependencies and synergies that can enhance support of the region.
- Develop choice partnership with key suppliers, co-packers and contract distillers through actively managing quality performance and assuring the embedding of Company quality standards and specifications within Company contracts. Lead customer visits and supplier audits of our quality controls. Resolve problems & eliminate constraints to ensure project and supply targets are met.

## Values



### BE PROUD

We are proud of our brands, our heritage, and our commitment to superior quality in our products



### BE RESPONSIBLE

We expect every individual and their teams to be accountable and to perform to their full potential



### BE SUSTAINABLE

We wish to make a positive contribution to our communities and to our environment



### BE PROFESSIONAL

We value integrity, transparency, professionalism and constructive debate within a team working culture



### BE ENTREPRENEURIAL

We foster a forward thinking and innovative culture that recognises the need for innovative thinking and continuous improvement



### THINK LONG TERM

We are proud of our brands, our heritage, and our commitment to superior quality in our products



## Core Competencies:

### Leading and Supervising

- Provides others with a clear direction
- Sets appropriate standards of behaviour
- Delegates work appropriately and fairly
- Motivates and empowers others
- Provides staff with development opportunities and coaching
- Recruits staff of a high calibre

### Delivering Results and Meeting Customer Expectations

- Focuses on customer needs and satisfaction
- Sets high standards for quality and quantity
- Monitors and maintains quality and productivity
- Works in a systematic, methodical and orderly way
- Consistently achieves project goals

### Persuading and Influencing

- Makes a strong personal impression on others
- Gains clear agreement and commitment from others by persuading, convincing and negotiating
- Promotes ideas on behalf of self or others
- Makes effective use of political processes to influence and persuade others

### Coping with Pressures and Setbacks

- Works productively in a high pressure environment
- Keeps emotions under control during difficult situations
- Balances the demands of work and personal life
- Maintains a positive outlook at work
- Handles criticism well and learns from it

### Formulating Strategies and Concepts

- Works strategically to realise organisational goals
- Sets and develops strategies
- Identifies and develops positive and compelling visions of the organisation's future potential
- Takes account of a wide range of issues across, and related to, the organisation

### Analysing

- Analyses numerical data, verbal data and all other sources of information
- Breaks information into component parts, patterns and relationships
- Probes for further information or greater understanding of a problem
- Makes rational judgements from the available information and analysis
- Produces workable solutions to a range of problems
- Demonstrates an understanding of how one issue may be a part of a much larger system

## Skills and Qualifications:

- Experience leading others in a quality assurance context
- Experience in using key Enterprise systems is desirable.
- Experience of applying statistical analysis to data is essential.
- Experience of implementing quality standards globally.
- Skilled at analysing external data, identifying improvement opportunities and motivating corrective actions.
- Skilled at responding to customer requests with respect to Quality
- Knowledge of ISO 9001 requirements
- Knowledge of food safety regulations and good manufacturing practices.
- Degree Qualified as a minimum with an Engineering or Science background a distinct advantage
- Proven record of successful application of problem solving techniques, process improvement, and development of Quality Systems.

### Desirable

- Experience of implementing quality standards globally to third party suppliers.
- Skilled at responding to customer requests with respect to Quality
- Lead Auditor qualified by a recognised standards organization (e.g. UKAS, LRQI, SCI)
- Independent – demonstrates the ability to work co-operatively alongside others while retaining the capability to form and articulate independent views and opinions
- A credible influencer, able to identify and get cross-functional agreement to appropriate corrective



actions to quality problems

- Pragmatic problem solver, with ability to deliver business results
- Analytical and methodical approach to data analysis
- Self-motivated with a positive attitude.
- Embraces change and drives new thinking
- Flexibility and adaptability due to changing business / legislator requirements and the needs of the role

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