

JOB TITLE : QUALITY ASSURANCE ASSISTANT

DEPARTMENT : QUALITY ASSURANCE

REPORTS TO : QUALITY ASSURANCE MANAGER

DUTIES AND RESPONSIBILITIES

- Give support to the Internal Audits of the Quality Assurance Team
- Assuring the reliability and consistency of production by checking processes and final output and ensuring all the processes followed comply with the regulatory requirements
- Assist in carrying out supplier audits to ensure they meet our standards.
- Train our Macadamia suppliers on expected Macadamia quality standards and assess their farms and assist where needed with an improvement plan
- Ensure that the ISO:22000 standards and procedures are being followed
- Give support by ensuring relevant training and education of the food safety team members and other staff of food safety and quality,
- Assist in preparing all ISO:22000 documentation
- Give support to external auditors who want to audit the factory.
- Assist in Internal audit planning & management.
- Induction of new employees
- Assist in preparing reports on non-compliance of the tested systems and or quality processes, root cause analysis and make recommendations for corrective action to the relevant teams
- Support on-site audits conducted by external providers in case of International Standards and Best Practice appraisal of the organization
- Assist in evaluating audit findings and implement appropriate corrective actions
- Monitor risk management activities
- Reading, understanding and following standard operating procedures (SOPs) in place for various processes.
- Reporting quality performance indicators at regular intervals.
- Work closely with the contracted pest control company and ensure that all documents are done according to the schedule.

KPI

1. Customer Complaints: Track the number of customer complaints related to the quality of macadamia nuts. This could include issues like inconsistent sizes, or foreign objects in the packaging. The aim is to reduce the number of complaints by maintaining high-quality standards.
2. Inspection Accuracy: Assess the accuracy of quality inspections conducted by the Quality Assurance Assistant. This could involve regular audits of their work to determine the percentage of correctly identified defects and adherence to quality standards. The objective is to ensure consistent and reliable inspection results.

3. **Production Yield:** Monitor the percentage of macadamia nuts that pass the quality assurance process and are deemed acceptable for packaging and sale. A higher production yield indicates effective quality control and a lower level of waste or rejection.
4. **Adherence to Standard Operating Procedures (SOPs):** Evaluate the extent to which the Quality Assurance Assistant follows established SOPs for quality assurance. This could include factors like proper use of equipment, adherence to testing protocols, and accurate record-keeping. The goal is to ensure consistency and compliance with established guidelines.
5. **Time Efficiency:** Measure the time taken by the Quality Assurance Assistant to complete their tasks, such as inspecting samples, recording data, or reporting findings. This KPI aims to ensure the efficient utilization of resources and timely completion of quality assurance activities.
6. **Training and Development:** Assess the level of training and professional development undertaken by the Quality Assurance Assistant. This could involve tracking the completion of relevant courses, and certifications. The number of trainings conducted to staff. The objective is to enhance their knowledge and skills in quality assurance practices.

AUTHORIZED BY;

Name: _____

Designation: _____

Sign: _____

ACCEPTED BY;

Employee Name: _____

Employee Sign: _____

Date: _____