Job Description- Head – Quality, Technical & Operations & B2B

Position: Head – Quality, Technical, Operations & B2B
Location: Head Office, PAGREXCO, Chandigarh
Department: Quality / Technical / Operations / B2B
Reporting To: CEO, PAGREXCO
Functional Coordination: Plant Heads, Quality, Production, Technical, Procurement, Sales, Exports, Finance and other concerned departments

1. Purpose of the Position

The Head- Quality, Technical, Operations & B2B shall be responsible for providing centralized leadership, coordination and functional oversight for Quality Assurance, Technical Upgradation, New Product Development, R&D, B2B Operations, Third-Party Job Work and operational coordination across PAGREXCO's plants and business units.

The position shall serve as the principal coordination link between Head Office and plant-level Quality, Production, Technical and Operations teams, ensuring effective implementation of the Company's business and operational plans, maintenance of uniform quality standards, optimum utilization of plant capacities and successful execution of expansion, modernization and product development initiatives.

The incumbent shall also undertake functions relating to Operations Head, particularly centralized monitoring, coordination and review of plant operations, and shall provide consolidated operational, technical and quality inputs to the Management.

2. Key Responsibilities

A. Quality Assurance & Quality Control

- Develop, review and monitor quality assurance systems across all plants.
- Ensure consistency and uniformity in quality standards, processes and control practices across the plants.
- Validate the quality control practices, systems, procedures and parameters adopted at the factories.
- Review quality parameters, deviations, non-conformities and corrective/preventive actions.
- Monitor customer and product quality complaints and coordinate their resolution.
- Coordinate quality audits, inspections and certifications.
- Ensure compliance with applicable food safety, quality and regulatory standards.
- Review quality reports and identify areas for improvement.
- Coordinate with Plant Heads and plant-level Quality teams for implementation of corrective measures.

B. Operations & Plant Coordination

- Function as the central Head Office-level coordination point for operational matters relating to all PAGREXCO plants.
- Review plant-wise operational performance, capacity utilization, productivity and efficiency.
- Monitor implementation of approved operational plans and Management decisions.
- Identify operational bottlenecks and coordinate their resolution with Plant Heads and concerned departments.
- Coordinate with Plant Heads regarding production requirements, inventory, procurement, maintenance, manpower, dispatch and other operational matters, as required.
- Monitor operational readiness of existing and newly developed/upgraded facilities.
- Conduct periodic operational reviews and visits to the plants.
- Facilitate coordination between the plants and Head Office on matters requiring Management intervention.

C. B2B Operations & Business Development

- Lead and oversee the Company's B2B business operations, including institutional, industrial, bulk and other business-to-business customers.
- Develop and implement strategies for growth and strengthening of the B2B business.
- Identify new B2B business opportunities, customers, institutional markets and potential business partnerships.
- Coordinate with Sales, Exports, Production, Quality, Procurement, Finance and Logistics for effective execution of B2B requirements.
- Monitor B2B orders, customer requirements, production/processing requirements, dispatches and service levels.
- Coordinate development of products and specifications in accordance with B2B customer requirements.
- Monitor customer feedback, complaints and corrective actions in coordination with the concerned departments.
- Evaluate commercial and technical feasibility of prospective B2B opportunities and provide inputs to Management.
- Develop and maintain appropriate MIS relating to B2B business, orders, customers and performance.
- Support the Management in developing long-term B2B business relationships and institutional markets.

D. Third-Party Job Work

- Identify and evaluate suitable third-party job-work partners.
- Assess their technical, processing and quality capabilities.
- Coordinate execution and monitoring of job-work arrangements.
- Monitor quality, quantity, timelines and compliance with agreed specifications.

- Review performance of job-work agencies and recommend corrective measures.
- Explore opportunities for optimum utilization of PAGREXCO's own and third-party processing capacities.

E. Technical Upgradation

- Review existing machinery, processing systems and technical capabilities of the plants.
- Identify requirements for modernization, automation and technical upgradation.
- Recommend suitable technologies, machinery and equipment.
- Coordinate machinery installation, commissioning and trial runs.
- Promote process improvement, automation and operational efficiency.
- Provide technical inputs for expansion, modernization and capacity enhancement projects.
- Evaluate emerging technologies relevant to PAGREXCO's operations.

F. New Product Development

- Identify opportunities for development of new products based on market, B2B, institutional and export requirements.
- Coordinate product trials, pilot production and technical evaluation.
- Assess technical and commercial feasibility of proposed products.
- Coordinate with Sales/B2B/Exports teams for understanding market requirements.
- Develop standardized production, processing and quality parameters for new products.
- Coordinate transition from product trials to commercial production.
- Support commercialization and scale-up of successful products.

G. Research & Development

- Identify relevant R&D initiatives in food processing, agro-processing and allied areas.
- Establish linkages with universities, research institutions, technical experts and industry bodies.
- Evaluate emerging technologies, processes and product concepts.
- Coordinate trials, pilot projects and technical studies.
- Facilitate implementation of commercially feasible R&D initiatives.

H. Plant Expansion & Capacity Enhancement

- Coordinate technical, quality and operational inputs for plant expansion and modernization.
- Review proposed processing lines, machinery and equipment.
- Assess capacity enhancement requirements in consultation with Plant Heads.
- Coordinate with Plant Heads, project teams, consultants and other concerned departments.
- Ensure quality, technical and operational requirements are incorporated into expansion plans.

- Monitor commissioning, trial runs and operational readiness of new facilities.
- Review post-commissioning performance and recommend improvements.

I. Statutory Compliance & Certifications

- Coordinate plant-level technical, quality and statutory compliance requirements.
- Facilitate quality, food safety and other applicable certifications.
- Monitor timely renewal and continuation of applicable certifications.
- Coordinate closure of audit observations and implementation of corrective actions.
- Keep abreast of relevant changes in food safety, quality and technical standards and advise the Management/concerned departments.

J. Training & Team Development

- Identify competency and skill gaps in Quality, Production and Technical teams.
- Prepare and coordinate technical and quality training programmes.
- Mentor plant-level Quality, Technical and Operations personnel.
- Promote cross-plant knowledge sharing and adoption of best practices.
- Encourage continuous improvement and development of technical capabilities.

K. MIS, Monitoring & Management Reporting

- Develop and maintain consolidated MIS relating to B2B, Quality, Operations, Plant Performance, Capacity Utilization and Technical Initiatives.
- Monitor relevant KPIs and operational indicators across the plants.
- Conduct periodic review meetings with Plant Heads and concerned functional teams.
- Submit consolidated reports and analysis to the CEO/Competent Authority.
- Highlight significant operational, technical, quality and customer-related issues requiring Management intervention.
- Recommend corrective measures, improvement initiatives and strategic interventions.

3. Plant-Level Coordination

A. The incumbent shall maintain regular coordination with the Quality, Production, Technical and Operations teams of all PAGREXCO plants, including existing and newly expanded/upgraded facilities.
B. The incumbent shall ensure that plant-level activities are aligned with Head Office directions and approved business plans and shall facilitate timely resolution of matters requiring inter-departmental or Head Office intervention.
C. The incumbent shall validate and review the adequacy of quality control practices and systems adopted at the factories, and shall provide appropriate recommendations for improvement.
D. The position shall function in coordination with the respective Plant Heads and shall not dilute their operational responsibility for day-to-day functioning of their respective plants, unless otherwise specifically assigned by the Management.

4. Educational Qualification

- Post Graduation in Food Technology / Food Engineering / Engineering / Management or a related field from a recognized University/Institution.
- Candidates having additional qualifications/specialization in Food Processing, Food Technology, Quality Management, Operations Management, Production Management or related disciplines may be preferred.

5. Experience

- Minimum 15 years of relevant experience, with preferably 5 years at the level of Plant Head / Senior Manager / equivalent in Operations, Technical, Production, Quality Assurance, Engineering, B2B or related functions.
- Experience in food processing, agri-processing, FMCG, manufacturing, food quality or allied industries shall be desirable.
- Experience in handling multiple manufacturing units, B2B business operations, quality systems and coordination with senior management shall be an added advantage.

6. Core Competencies

- Strong leadership and team-management capabilities.
- Strong knowledge of Quality Assurance and Quality Control systems.
- Sound understanding of food processing/manufacturing operations.
- Strong B2B business and customer-management orientation.
- Excellent operational coordination and problem-solving skills.
- Strong planning, monitoring and execution capabilities.
- Ability to coordinate multiple plants, projects and stakeholders simultaneously.
- Good understanding of machinery, process improvement and technical upgradation.
- New product development and R&D orientation.
- Analytical ability and data-driven decision-making.
- Strong written, verbal and presentation skills.
- Excellent stakeholder-management and interpersonal skills.
- Initiative and decision-making ability.
- Goal-oriented approach with strong ownership and accountability.
- Learning agility and adaptability to new technologies and processes.

7. Key Functional Areas

The incumbent shall primarily be responsible for:

B2B Operations & Business Development | Quality Assurance & Quality Control | Operations & Plant Coordination | Third-Party Job Work | Technical Upgradation | New Product Development | R&D Activities | Plant Expansion & Capacity Enhancement | Statutory Compliance & Certifications | Training & Team Development | MIS & Management Reporting

8. Overall Role

The position shall function as a central Head Office-level leadership, technical, quality, B2B and operations coordination function, ensuring that PAGREXCO's plants and business units operate in an integrated manner with uniform quality standards, effective operational coordination, optimum capacity utilization, responsive B2B service and continuous technical improvement.

The incumbent shall work closely with the Plant Heads and functional departments and shall provide the CEO/Competent Authority with consolidated technical, quality, operational and B2B inputs for informed decision-making, while ensuring effective implementation and monitoring of approved initiatives at the plant level.