PUNJAB AGRI EXPORT CORPORATION LIMITED (PAGREXCO)

JOB DESCRIPTION – MANAGER (QUALITY)

Position Level: Managerial
Location: Abohar & Hoshiarpur, Punjab
Reporting To: Plant Head of Respective Plants

1. Job Purpose

The Manager (Quality) shall be responsible for overall Quality Assurance, Quality Control, food safety, regulatory compliance and continual improvement of quality systems at the plant. The position shall ensure that raw materials, processing operations, in-process materials and finished products conform to approved specifications, customer requirements and applicable statutory and certification standards.

2. Educational Qualification

Post Graduate / Graduate Degree in Food Technology, Food Science preferably with specialization in Fruit & Vegetable Processing Technology or a related discipline from a recognized institution. Relevant professional certifications in food safety/quality systems shall be an added advantage.

3. Experience

Minimum 12 years' relevant experience in Quality Assurance/Quality Control/Food Processing, with sound and demonstrable experience in aseptic bulk processing, particularly in a multi-fruit and vegetable processing unit. Hands on working experience in any NABL accredited laboratory.

4. SAP / ERP Competency

The candidate should be well conversant with SAP systems, particularly transaction-based activities relating to quality, materials, production and inventory, as applicable to the role. Candidates having practical experience of working in SAP in a food-processing/industrial environment shall be given preference.

5. Key Responsibilities and Duties

1. Have overall responsibility for Quality Assurance, Quality Control, food safety and quality compliance activities at the plant.
2. Establish, implement, review and continuously improve the Quality Management System in line with organizational objectives and applicable standards.
3. Develop, review, implement and monitor SOPs, work instructions, quality procedures, inspection plans, formats and audit documentation.
4. Monitor quality parameters at different stages of receipt, storage, processing, packing and dispatch, and ensure compliance with approved specifications.
5. Ensure compliance with FSSAI, FSSC 22000, ISO standards, customer requirements and other applicable statutory/regulatory requirements.
6. Plan, coordinate and facilitate internal audits, external certification audits, customer audits, regulatory inspections and closure of observations/non-conformities.
7. Handle customer-specific quality specifications, product requirements, quality questionnaires, declarations, technical documentation and compliance commitments.

8. Ensure proper maintenance, updating and submission of statutory and regulatory information, including records and information maintained through FoSCoS.
9. Lead, guide and monitor the QA/QC team and ensure effective functioning of quality inspection, sampling, testing, release and documentation systems.
10. Coordinate with Production, Microbiology, Maintenance, Stores, Purchase, Dispatch and other departments to maintain consistent product quality and food safety.
11. Identify quality deviations, non-conformities, complaints and process-related quality risks and ensure timely corrective and preventive actions (CAPA).
12. Ensure proper documentation, traceability, batch records, test reports, inspection records, retention samples and other quality records.
13. Monitor implementation of food safety plans, prerequisite programmes, hygiene practices, allergen controls, pest-control requirements and other applicable food safety controls.
14. Review laboratory and inspection results and ensure timely escalation of results outside specifications.
15. Support product development, process improvement, trials and validation activities from the quality and food-safety perspective.
16. Investigate customer complaints and internal quality failures and coordinate root-cause analysis and corrective action.
17. Prepare quality MIS, audit reports, compliance status, trend analysis and other management reports as required.
18. Ensure calibration, verification and proper maintenance of measuring and testing equipment used for quality control.
19. Promote a quality and food-safety culture through training, awareness and continuous improvement initiatives.
20. Perform any other quality, food safety, compliance or allied duties assigned by the competent authority.

6. General Responsibilities

- Maintain professional conduct, discipline and confidentiality in all matters relating to the Corporation.
- Coordinate effectively with concerned departments and officers for smooth functioning of the assigned area.
- Comply with applicable Corporation policies, SOPs, statutory requirements, safety requirements and instructions issued by competent authority.
- Maintain accurate records and submit reports/returns within prescribed timelines.
- Use Corporation resources responsibly and contribute towards operational efficiency, cost control and continual improvement.
- Perform any other duties and responsibilities assigned from time to time by the competent authority.

7. Core Competencies

- Quality leadership
- Food safety and regulatory compliance
- Audit and CAPA management
- Analytical and problem-solving ability
- Team leadership
- Documentation and systems orientation
- Cross-functional coordination

Performance Expectations

- The incumbent shall ensure timely completion of assigned responsibilities and maintain accurate, auditable records.
- The incumbent shall promptly escalate matters that may affect quality, production, safety, statutory compliance, security or Corporation property.
- The incumbent shall work collaboratively with concerned departments and comply with all applicable Corporation policies, SOPs and instructions.
- The incumbent shall contribute to continual improvement, efficiency, discipline and achievement of organizational objectives.