

JOB DESCRIPTION

Job Title: Quality Manager	Date: May 2005 <i>Updated January 2007</i>
Reports To: General Manager	FLSA Status Exempt

SUMMARY/PURPOSE

The purpose of this position is to plan, develop and implement techniques, processes and procedures for controlling the desired level of quality for all goods supplied by the bakery. Responsible for coordinating with production, engineering, warehouse, suppliers and customers to resolve quality problems. Ensures compliance with OSHA, FDA, AIB and other relevant standards.

ESSENTIAL JOB FUNCTIONS

Quality Processes and Production Support

- Establish and monitor production standards, examining samples of raw product or directing testing during processing, to ensure finished products are of prescribed quality.
- Formulate sampling procedures and designs, and develop forms and instructions for recording, evaluating, and reporting quality and reliability data. Utilize statistical data techniques to monitor production performance.
- Establish and monitor packaging, shipping and warehousing standards
- Develop and implement production tracking and quality control systems, analyzing production, quality control, maintenance and other operational reports, to detect and resolve production problems.
- Study operations sequence, material flow, functional statements, organizational charts and project information to determine worker functions and responsibilities as they relate to quality.
- Responsible for product labeling compliance and for keeping product specifications current.
- Plan, promote, and organize training activities related to food quality and food safety.
- Train facility management in the quality assurance theory and practice, processes and procedures.
- Investigate customer concerns or complaints about food quality. Reduce risk through effective system design, implementation and maintenance.
- Ensure continuous improvement with suppliers and ingredients, packaging, work-in-process (WIP), finished product and equipment.
- Take necessary steps to control potentially unsafe or poor quality product.
- Monitor the facility to make sure it remains safe, secure and well-maintained.

Safety Coordinator

- Serve as safety compliance officer for the bakery; proactively work with OSHA on job-related safety issues.
- Test air and water quality, noise levels, and temperature.
- Investigate accidents and determine root cause. Develop action steps to resolve safety issues. Record and document all information and data as it relates to safety and safety programs.
- Provide safety training for all employees.
- Maintain facility safety fixtures (alarms, extinguishers, eye wash stations, etc.).

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ESSENTIAL JOB FUNCTIONS *(continued)*

- Conduct periodic safety drills.
- Communicate recommendations and changes to ensure facility safety needs are being met.

AIB Standards

- **Food Safety Program** Maintain an adequate Food Safety Program as described by the American Institute of Baking (AIB) Consolidated Standards. Responsible for implementing and coordinating HACCP programs.
- **Pest Control** Develop and maintain a formal, written food adulteration prevention program that conforms to the AIB consolidated standards, which include specific procedures to follow to prevent food adulteration by pests, pest evidence or pesticides. Ensure the organization conforms to the standards.
- **Operational Methods and Personnel Practices** Develop and implement programs and techniques to protect food from adulteration during storage and manufacturing. Ensure the program addresses receiving and storing raw materials, transferring and handling ingredients, operational appearance, and operational, delivery and personnel practices.
- **Maintenance for Food Safety** Work with the Production Manager to develop and implement a formal preventive maintenance program as per AIB consolidated standards.
- **Cleaning Practices** Develop, implement and monitor cleaning practices for the building, grounds, equipment, and utensils.
 - Supervise, schedule and coordinate activities of sanitation workers, waste removal services and other vendors.
 - Update and maintain the Master Cleaning Schedule.
 - Assign sanitation work to employees, following work and material requirements.
 - Prepare and maintain sanitation reports.

Sanitation Department Manager

- Supervise and coordinate activities of sanitation employees.
- Interview candidates; make hiring decisions.
- Conduct staff performance reviews and provide informal feedback to all employees on a regular basis.
- Review payroll records and makes correction on a regular basis; administer wage increases in a timely and effective manner.
- Teach and train new and current sanitation employees; demonstrate new sanitation techniques and equipment to staff.
- Contribute to a motivating work environment for sanitation employees.
- Work collaboratively with other members of the management team to set and achieve goals for the bakery as a whole.

ADDITIONAL JOB FUNCTIONS

- Serve as the official bakery photographer, photographing products for specification documents and other subjects as needed.

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REQUIRED SKILLS AND EXPERIENCE

Minimum requirements in terms of educational background work experience, licenses/certifications or other knowledge, skills and abilities.

Educational Background and Experience

1. Four-year BS or BA degree or equivalent experience required.
2. Experience in leading American Institute of Baking (AIB) certification audits desired.

Knowledge, Skills and Abilities

Strategic Skills

3. Functional and Technical Skills: Prior experience in bakery production helpful; minimum of three years' experience with GMP/HACCP, and FDA/AIB/ASI/NSF.
4. Working knowledge of Statistical Process Control (SPC) required.
5. Total Quality Management (TQM) training and experience required.
6. Working familiarity with MS Office Products required.
7. Project management skill and experience required.
8. Decision Quality: Demonstrated skill in judgment and sound decision-making required.

Personal and Interpersonal Skills

9. Excellent communications skills required, including active listening and effective speaking
10. Managing Diversity: Proven ability to work with a variety of people, based not only on legally-protected classifications but also differences in communication styles, learning styles and other differences
11. Motivating Others: Demonstrated skill in establishing and maintaining a motivating work environment
12. Ethics and Values: Demonstrated ability to maintain the highest ethical standards in the work environment
13. Integrity and Trust: Demonstrated skill in earning and keeping co-workers' trust
14. Conflict Management: Ability to mediate conflicts a plus.

Operating Skills

15. Organizing: Demonstrated skill in organizing work, setting priorities and planning ahead required.
16. Process Management: Experience in basic process management tools and techniques required.

Energy and Drive

17. Perseverance: Demonstrated skill in working toward goals despite encountering obstacles.
18. Drive for Results: Focus on and commitment to achieving outcomes required.

JOB DESCRIPTION

Job Demands and Conditions Analysis *Quality Manager*

O = Occasional, less than 1 time per week
S = Some, less than 1/3 of the time

F = Frequent, from 1/3 to 2/3rds of the time
C = Consistent, more than 2/3rds of the time
Blank = not required

PHYSICAL REQUIREMENTS	O	S	F	C	ENVIRONMENTAL REQUIREMENTS	O	S	F	C
Sitting		X			Works alone	X			
Standing				X	Works with others				X
Walking				X	Customers contact		X		
Lifting - up to 50 pounds		X			Shift work				
Carrying		X			Extended day			X	
Pushing/Pulling		X			Cold		X		
Bending at waist		X			Heat		X		
Twisting upper body		X			Temperature changes		X		
Climbing	X				Wet	X			
Balancing	X				Humid		X		
Kneeling		X			Noise		X		
Crouching	X				Confined area				
Repetitive Motions					High places				
Reaching		X			Work outdoors	X			
Working with hands				X	Work indoors				X
Working with fingers				X	Mechanical hazards	X			
Talking				X	Electrical hazards	X			
Hearing				X	Explosive materials				
Vision acuity - near			X		Fumes				
Vision acuity - far		X			Odors				
Depth perception	X				Dusts		X		
Field of vision	X				Mists				
Color vision	X				Gases				
Driving		X			Poor ventilation				
Other					Other				
EQUIPMENT OPERATION					EXPOSURE TO SUBSTANCES				
Driving cars/ light trucks					Work with solvents				
Computers				X	Work with acids, corrosives				
Telephones				X	Work with cleaning agents				X

** This description covers the primary purpose and principal duties of the job. It is not intended to give all details or a step-by-step account of the way each procedure or task is performed.*