



JOB DESCRIPTION

Title	Site Quality Manager
Location	EastPack Opotiki
Reporting to	Site Manager

Background

EastPack Ltd is a grower owned company with kiwifruit packing, coolstore and orchard operations based in Te Puke, Edgumbe and Opotiki. EastPack's vision is to be:

“World Class – Orchard to Market”

Primary Objective of the Position

Maximise returns to Shareholders and Grower Clients, by efficiently and effectively managing the Quality Team of EastPack Opotiki, ensuring our Marketers are provided with a safe product that meets all quality specifications.

Management of the EastPack Opotiki Quality and Laboratory Teams, ensuring:

- all classes of fruit are packed and coolstored as per Marketer specifications
- that Quality staff attain and maintain relevant certifications
- that fruit loss is minimized by capturing, analyzing and sharing information relating to fruit quality and storability
- that Laboratory testing is conducted as per best practice.

The performance standards are related to your area of control and how your management has effected the outcome

Key Accountabilities	Performance Objectives	Quality Team Performance Standards
<i>Health and Safety, and environment</i>	<ul style="list-style-type: none"> • Demonstrate and encourage an awareness and responsibility for Health and Safety in the workplace • Monitor staff to ensure they wear / use appropriate personal protective equipment and follow safe operating procedures 	<ul style="list-style-type: none"> • Ensure staff are trained and follow safe operating procedures • Take immediate action on health and safety issues – seek advice from the Health & Safety Manager, or Site Manager • Ensure training is documented and any incidents reported and documented • Ensure waste is managed to minimize environmental and financial costs

<i>Company financial objectives</i>	<ul style="list-style-type: none"> • In conjunction with EastPack's Management Team, set annual Site operating budgets • Have a clear understanding of Site operating budget and annually document a Quality plan to achieve this • Clearly communicate Site budget and plan to Quality Team • Responsible for managing the Quality Team to achieve the financial objectives 	<ul style="list-style-type: none"> • Annual budgets set and agreed by the deadline set by the Financial Team • Communicate agreed budget to the Quality Team by the 1st March • Present Quality Plan at pre-season Site meeting (February) • Meet agreed budgets <ul style="list-style-type: none"> ➤ Staff numbers and pay rates
<i>Marketer Specifications</i>	<ul style="list-style-type: none"> • Responsible for ensuring the Site Management and Site Quality Team have up to date information and a clear understanding of Marketer's specifications • Ensure fruit is harvested, packed, coolstored and delivered in compliance with Marketer's specifications (DIFOTIS) • Liaise with Marketer's audit staff to verify standards and correct interpretation of specifications • Responsible for all corrective action required to be carried out by the Quality Team • Communicate with Site Manager verbally on a daily basis regarding all Quality issues • Maintain a good working relationship with Marketers 	<ul style="list-style-type: none"> • No loss of Shareholder or Grower client returns due to lack of knowledge of Marketer's specifications • No Marketer Site charges due to lack of knowledge of specifications • Ensure that all fruit inspected at the Site passes ZIL Wharf and container audits – No significant difference in EastPack's finding to those of the Marketer's • No end point inspection due to loss of Site's accreditation • Site below the Industry average by variety for wharf failures • Site below the industry average by variety for offshore Intercheck inspections. • To achieve annual 'low risk' status • No Marketer's critical non compliance issued • Correct procedures are followed for non conforming product • No fruit on hold in inventory that equates to DIFOTIS penalties. • Site to achieve a net positive DIFOTIS premium • No formal complaints from Marketer's to EastPack Management
<i>Management of EastPack's Documented Operating System (DOS)</i>	<ul style="list-style-type: none"> • Responsible for the implementation and effectiveness of all site Quality Team functions, systems and "Best Practice" (DOS) to enable the Company, Shareholders and Grower Clients to meet financial objectives whilst maintaining the quality standards required by the 	<ul style="list-style-type: none"> • No internal or external system failures or non-compliance due to Quality DOS not being carried out <ul style="list-style-type: none"> ➤ QC - Packing ➤ Line Sampling ➤ Weights and counts ➤ PQI / PPQI / SPQI

	<p>Marketer's</p> <ul style="list-style-type: none"> • Responsible for ensuring the annual review of the DOS is carried out at the Opotiki Site • Responsible for monitoring the effectiveness of the DOS and making recommendations for change. • Ensure all recommendations for change are discussed with site Management and are reported to EastPack's Quality Systems & Inventory Risk Manager • Responsible for ensuring all DOS updates are implemented at Opotiki Site 	<p>➤ Repack</p> <ul style="list-style-type: none"> • Monitoring on a daily basis the effectiveness of the Quality DOS. • All recommendations for change are followed up • Correct procedure followed for updating the DOS, and is carried out in a timely manner • No loss of Grower Client due to DOS not being implemented • Internal audits carried out in compliance with DOS
<i>Inventory Management / Fruit Optimisation</i>	<ul style="list-style-type: none"> • Ensure rework and fruit loss are minimised and Shareholder and Grower Client returns are maximised • Have a clear understanding of EET and Marketer's Grower Policies • Ensure Quality Team have a clear understanding of EET and Marketer's Grower Policies • Focus on the Management of: <ul style="list-style-type: none"> ➤ Marketer audits ➤ MPI Compliance ➤ Internal Quality Inspections ➤ Internal Audit ➤ Marketer Outturn ➤ DOS • Assist Pre-season with the setting of Grower storage ratings for all maturity areas, reflecting storage risk on historical and current information and • Responsible for regularly updating Inventory Manager with recommendations for changes to risk ratings. • Site Management Team to be regularly updated with outcomes of: <ul style="list-style-type: none"> ➤ Marketer Audits & ECPI ➤ Internal Audits ➤ Internal Quality Inspections 	<ul style="list-style-type: none"> • Annual fruit loss targets achieved • Offshore outturn to be below industry average • No loss of Shareholder and Grower Client returns due to lack of knowledge of EET or Marketer's Grower policies • No surprise deterioration of product causing above average fruit loss • No Grower Client complaints due to inaccurate Quality data • Fruit Optimisation data kept up to date
<i>Personnel Management</i>	<ul style="list-style-type: none"> • Responsible for ensuring (with the assistance of the HR Team) the following is carried out effectively and EastPack policies are adhered to for all full time staff: <ul style="list-style-type: none"> ➤ Employment and Induction ➤ Rosters (Quality staff) 	<ul style="list-style-type: none"> • All Key Quality positions are covered in result of absenteeism • No loss of valued staff due to work environment or team morale • No disputes dealt with outside EastPack due to fault by not ad-

	<ul style="list-style-type: none"> ➤ Staff training ➤ Team building & leadership ➤ Performance management ➤ Monitoring of performance standards (Quality staff) ➤ Monthly staff reviews ➤ Annual salary reviews ➤ Disputes management ➤ Disciplinary actions 	<p>hering to policy or procedure</p> <ul style="list-style-type: none"> ● No staff member to breach EastPack's Hours of work Policy (fatigue management) ● Performance management carried out when individual performance falls below agreed objective ● All staff reviews carried out by deadline agreed with HR Manager ● No complaints raised with the CEO, or negative feedback from any survey undertaken by East-Pack
<i>Laboratory</i>	<ul style="list-style-type: none"> ● Responsible for ensuring that testing and monitoring is in compliance with Marketer's specifications and East-Pack best practice. ● Ensure sampling is carried out as required and results are communicated in a timely manner. ● Ensure product is managed in cool-store as per protocol requirements ● Communicate any issues to Site Manager. 	<ul style="list-style-type: none"> ● All fruit tested and monitored as per protocol requirements and best practice ● No product to need rework due to a Laboratory issues ● No complaints from Growers or Client Services Team ● In-store colour testing to be carried within 8 hours of being requested by Inventory Manager ● UFI pack run data to be completed within 24 hours of last bin arriving on site ● All pack runs to have a brix and firmness recorded on arrival to Packhouse
<i>Quality Controllers / Training & Proficiency Assessments</i>	<ul style="list-style-type: none"> ● Assist with the development and implementation of a training programme for EastPack Quality Controllers ● Responsible for ensuring all training requirements are met for Opotiki site Quality Controllers ● Responsible for ensuring EastPack are compliant with all Bio Security staff proficiency / competency Certification requirements ● Responsible for carrying out proficiency / competency assessments on all EastPack accredited staff ● Responsible for facilitating a pre-season Quality training day for all EastPack Key staff 	<ul style="list-style-type: none"> ● All training to be carried out in house with exception to training provided by the industry ie Zespri, AsureQuality ● No non compliance due to lack of training/ knowledge by QC, or Key Staff ● No non compliance due to a breach of Bio Security staff proficiency / competency certification requirements

<i>Site Appearance</i>	<ul style="list-style-type: none"> Responsible for ensuring the Quality Team areas are maintained and general appearance meets on a daily basis the standard expected by EastPack 	<ul style="list-style-type: none"> No formal complaints regarding appearance or maintenance of area
<i>Growing Excellence</i>	<ul style="list-style-type: none"> Identify best practices and implement, follow and audit Standard Work and Standard Operating Procedures Relevant Visual Performance Measures (VPM's) implemented and kept up to date Utilise 6S principles Always be working to improve processes to minimize waste and improve performance Develop a committed, well-informed and motivated team 	<ul style="list-style-type: none"> Key data and processes clearly visual Standard Operating Procedures followed Standard Work followed Regular audits undertaken to ensure compliance VPM's up to date Good workflow, tidy and safe workplace Continuously improving Improvements initiated by all levels of staff
<i>Teamwork</i>	<ul style="list-style-type: none"> Communicate, share information, and co-operate with EastPack management, supervisory teams and other employees Motivate and enhance team performance 	<ul style="list-style-type: none"> Behaviour appropriate to East-Pack standards and policies Formal and informal peer reviews
<i>EastPack policies</i>	<ul style="list-style-type: none"> Demonstrate and encourage an awareness and responsibility for the Traffic management policy in the workplace. Demonstrate and encourage an awareness and responsibility for the Drug and Alcohol policy in the workplace. Demonstrate compliance with Food Safety and Hygiene policies and any other company policies EastPack may implement. 	<ul style="list-style-type: none"> Behaviour appropriate to East-Pack standards and policies Formal and informal peer reviews
<i>Promote and maintain EastPack's culture</i>	Chosen as the Preferred Post Harvest Operator and respected as an industry leader.	<ul style="list-style-type: none"> No loss of Shareholders or Grower Clients due to quality, service or delivery issues.

Key Internal Relationships

Operations Manager, Hub Manager, Opotiki Site Management Team, Quality Systems & Inventory Risk Manager, Internal Auditors, Opotiki Quality Team, Opotiki Site Employees, EastPack Management Team, EastPack Head Office, EastPack Te Puke Site, EastPack Edgecumbe Site, East Pool Shareholders and Grower Clients

Key External Relationships

Zespri Quality Staff, Southern Produce, Biogro, AsureQuality, Agfirst

Delegations

Staff management	direct reports: 5 <ul style="list-style-type: none"> • x 4 Quality Line Managers (2 day shift and 2 night shift) • Laboratory Manager
Financial	Operating Expenditure: As per agreed budget Capital Expenditure: As per agreed budget

Person Specification

	Essential	Desirable
Educational qualifications	N/A	
Work experience	<ul style="list-style-type: none"> • Experience with managing teams • Experience in a quality or auditing role 	<ul style="list-style-type: none"> • Experience in the ki-wifruit industry
General knowledge	<ul style="list-style-type: none"> • Clear understanding of meeting targets/budgets • Clear understanding of EastPack's Documented Systems (DOS) • Clear understanding of Marketer's specifications • Clear understanding of EET and Marketer's Grow-er Policies 	
Skills	<ul style="list-style-type: none"> • Ability to lead and motivate staff to achieve targets • Sufficient practical skills to assume responsibility for technical issues that will arise • Computer Literacy • Excellent organisational skills and the ability to work under pressure to make sound commercial decisions and meet deadlines • Excellent communication and negotiating skills • Good administrative skills with high attention to detail 	<ul style="list-style-type: none"> • Knowledge of KiwiPlus Inventory Software • Trained as a Qualified QC
Personal attributes	<ul style="list-style-type: none"> • Ability to work extended hours as and when required. 	