

POSITION DESCRIPTION

Position Information

Position Title	Quality Co-Ordinator
Business Unit	Packaging Central
Reports to	Quality & Compliance Manager
Purpose of Position	The Quality Co-Ordinator plays a crucial role in ensuring the highest standards of quality in the production of cardboard boxes. This position involves: • Overseeing and improving quality control processes and the food safety program, conducting audits, and implementing quality management systems. • The Quality Co-Ordinator works closely with production teams, engineering teams, suppliers, and customers to ensure necessary testing and compliance with industry standards and customer specifications are coordinated and maintained. • Deputising as required for the Quality and Compliance Manager to ensure seamless oversight from appropriately qualified and experienced 2IC as relates to compliance, auditing, and HACCP food safety processes and procedures.
Business Unit of HR responsibility	Packaging NZ
# of People in BU	~120

Number of Direct Reports	Nil
Number of Indirect Reports	Nil
Operating Budget	Nil
Sales Revenue	Nil

Key Accountabilities

1. **Environment, Health, Safety and Risk**
 - a) Participate in a safety-first culture.
2. **Quality Management Systems**

Work closely with the Quality and Compliance Manager to ensure:

 - a) Quality management systems are maintained in accordance with industry standards (e.g. ISO 9001, 22000).
 - b) Site compliance with all regulatory and customer specific quality requirements.
3. **Quality Assurance and Quality Control**
 - a) Implement and maintain testing, quality assurance and food safety processes and procedures.

- b) Conduct regular inspections of raw materials, in-process items, and finished products to ensure compliance with quality and food safety standards.
- c) Perform audits of production processes to ensure adherence to standard operating procedures (SOPs), quality standards, and food safety regulations.
- d) Manage the quarantine/rework area.
- e) Management of the DWR (internal defects) system.
- f) Management of the QMS Kiwiplan system and monitoring of the adherence of use.
- g) Ensure all direct product process-related instrumentation or reference tools are within calibration.
- h) Management of new colour matchings and swatch creation via the Inkmaker software.

4. **Continuous Improvement**

- a) Implement lean manufacturing principles and Six Sigma methodologies to drive continuous improvement.
- b) Identify areas for improvement in the manufacturing process and work with the production team to implement solutions that enhance quality and food safety.
- c) Analyse quality and food safety data and trends to recommend process improvements.

5. **Documentation and Reporting**

- a) Maintain accurate and detailed records of quality inspections, test results, audits, and food safety compliance.
- b) Ensure all quality documentation is accurate, up-to-date, and accessible.

6. **Training and Development**

- a) Manage the site training records via the online portal.
- b) Work with the management team to ensure all SOPs are kept up to date.
- c) Provide training / support to production staff on quality standards and food safety procedures.

Preferred Attributes

- Analytical with good problem-solving skills.
- Good communicator with the ability to work cross functionally.
- Integrity and accountability in upholding standards.
- Detail orientated with a focus on identifying the root cause through a fact-based approach.
- Proactive and able to keep focus on the problem at hand.
- Good knowledge of core Microsoft systems.

Technical Requirements

Qualifications	▪ Formal Qualification in Quality Management or a related field.
Experience	▪ Experience in quality related role within the packaging or food industries. ▪ Proven experience in administrating quality management systems. ▪ Strong knowledge of quality control methodologies, tools and techniques. ▪ Excellent leadership and interpersonal skills. ▪ Proficiency is using quality management software and tools. ▪ Able to analyse complex data sets and make data driven decisions.

Relationships

Most Frequent Contacts	Nature or Purpose of Contact
Quality and Compliance Manager	All aspects of the QMS system.
Process Managers	Driving quality performance to established standards. Securing feedback on the effectiveness of the quality management system. Continuous improvement execution. SOP management.
Customer Service Team	New colour matching and swatch generation.
Handwork Team Leader	Consolidation of hold bays and sorting waste.
Process Workers	Driving quality performance to established standards. Securing feedback on the effectiveness of the quality management system

Competencies

Analysis Analyses problems, situations, and circumstances and their impacts on the business. Integrates information, guidelines, requirements from different sources to evaluate alternatives and make effective decisions. Draws accurate, useful conclusions from financial, business, and quantitative information.	Making Sound Decisions ▪ Brings the appropriate knowledge, information, and expertise in making decisions. ▪ Focuses on important information without getting bogged down in unnecessary detail. ▪ Makes decisions in the face of uncertainty. ▪ Probes and looks past symptoms to determine the underlying causes of problems and issues.
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Focus on Customers Builds and delivers customer - centered solutions that meet as many aspects of desired customer experiences, products, and services as possible. Provides customer centered solutions that go beyond existing customer requirements. Identifies opportunities that will benefit the customer, create value added services, and works in partnership with the customer to drive the business forward.	Meet Customer Needs ▪ Creates systems and processes that make it easy for customers to do business with the company. ▪ Ensures that customer issues are resolved. ▪ Identifies and anticipates customer requirements, expectations, and needs. ▪ Tracks performance against customer requirements, using existing tools.
Results Orientation Demonstrates and fosters a sense of urgency, a "can-do" spirit, a sense of optimism, ownership, and strong commitment to achieving goals and organizational success. Demonstrates a strong sense of ownership and a commitment to achieving meaningful results.	Entrepreneurial Approach ▪ Does not easily give up in the face of unexpected obstacles. ▪ Puts in extra effort and work to accomplish critical or difficult tasks. ▪ Sets high standards of performance for self and others. ▪ Tackles tough challenges or problems quickly and directly.
Engage and Inspire Fosters personal achievement and excellence. Articulates and inspires commitment to a vision and plan of action aligned with organisational mission and goals. Instills and sustains organisation-wide energy and optimism and helps others envision a greater sense of what is possible.	Motivate Others ▪ Celebrates and rewards significant achievements of others. ▪ Conveys confidence in others' ability to do their best. ▪ Encourages others to set challenging goals and high standards of performance. ▪ Fosters a sense of energy, ownership, and personal commitment to the work.
Effective Communication Prepares and delivers clear, concise, accurate, effective, and persuasive written and verbal materials/messages. Attentively and accurately listens to others. Promotes a free and timely flow of high-quality information between self and others and across the organization; encourages the open expression of ideas and opinions.	Foster Open Communication ▪ Conveys spoken information clearly and concisely. ▪ Encourages others to share information and viewpoints frankly and openly. ▪ Listens carefully and attentively to others' opinions and ideas. ▪ Proactively shares timely updates and information with relevant parties.
Establishing Trust Gains the confidence and trust of others through principled leadership, sound business ethics, authenticity, and follow-through on commitments. Demonstrates principled leadership and sound business ethics; shows consistency among principles, values, and behaviour; builds trust with others through own authenticity and follow-through on commitments. Establishes open, candid, trusting relationships; treats	Establish Trust ▪ Accepts responsibility for one's own performance and actions. ▪ Confronts actions that are or border on the unethical. ▪ Shows consistency between words and actions. ▪ Treats others fairly and consistently.

all individuals fairly and with respect; behaves in accord with expressed beliefs and commitments; maintains high standards of integrity.	
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