



## JOB OPPORTUNITY

**Job Title:** Quality Assurance Manager - Food Processing Industry

**Responsible to:** Production Manager PM

**Place of work:** CPE Modern Spice Factory Ngomgham Mankon Bamenda II Sub Division North West Region Cameroon

### Job Overview:

We are searching for an experienced and detail-oriented Quality Assurance Manager to join our team in the food processing industry. The successful candidate will be responsible for developing, implementing, and managing all aspects of our quality assurance program to ensure that our products meet or exceed regulatory standards, customer expectations, and internal quality objectives.

### Key Responsibilities:

- 1. Quality Systems Management:** Develop, implement, and maintain comprehensive quality management systems, policies, and procedures to ensure compliance with regulatory requirements (FSMS, HACCP) and industry standards (GMP, ISO 22000).
- 2. Quality Control:** Oversee the implementation of quality control processes and procedures throughout the production process, from raw materials receiving to finished product shipping. Conduct regular inspections and audits to verify compliance with specifications and standards.
- 3. Supplier Quality Management:** Establish and maintain relationships with suppliers and vendors to ensure the quality and safety of raw materials and ingredients. Evaluate supplier performance, conduct audits, and implement corrective actions as needed to address quality issues.
- 4. Product Testing and Analysis:** Coordinate and oversee product testing and analysis activities, including microbiological testing, chemical analysis, and sensory evaluation. Interpret test results, identify trends, and collaborate with cross-functional teams to implement corrective actions and preventive measures.
- 5. Continuous Improvement:** Lead continuous improvement initiatives to enhance product quality, optimize processes, and reduce waste and variability. Utilize tools and methodologies such as root cause analysis, Six Sigma, and lean manufacturing principles to drive improvements in quality and operational efficiency.
- 6. Regulatory Compliance:** Stay abreast of changes in regulatory requirements and industry standards related to food safety, quality, and labeling. Ensure that all products, processes, and documentation are in compliance with applicable regulations and standards.
- 7. Customer Complaint Management:** Develop and implement procedures for handling customer complaints and inquiries related to product quality. Investigate root causes of complaints, implement corrective actions, and communicate effectively with customers to resolve issues and prevent recurrence.



# Cowrie Products Enterprise, CPE

Date: 13/06/2024....

8. **Training and Development:** Provide training and development opportunities for quality assurance personnel and production staff to enhance their understanding of quality principles, regulatory requirements, and best practices. Foster a culture of quality and continuous improvement throughout the organization.

9. **Documentation and Recordkeeping:** Maintain accurate and up-to-date records of quality-related activities, including inspection reports, test results, corrective actions, and preventive measures. Ensure that all documentation is organized, accessible, and compliant with record retention requirements.

## Qualifications:

- Bachelor's degree in Food Science, Microbiology, Chemistry, or a related field. Master's degree is preferred.
- Minimum of 5 years of experience in quality assurance or quality control roles within the food processing industry, with at least 2 years in a supervisory or managerial capacity.
- In-depth knowledge of food safety regulations ( FSMA, GFSI standards) and quality management systems (SQF, BRC).
- Strong understanding of food processing technologies, sanitation practices, and quality assurance methodologies.
- Excellent leadership, communication, and interpersonal skills, with the ability to effectively collaborate with cross-functional teams and influence positive change.
- Analytical mindset with strong problem-solving skills and attention to detail.
- Certification in quality management (ASQ Certified Quality Manager, Six Sigma Black Belt) is a plus.
- Proficiency in Microsoft Office Suite and quality management software applications.

## Benefits:

- Competitive salary commensurate with experience
- Comprehensive health and wellness benefits package
- Retirement savings plan with CNPS
- Paid time off and holidays
- Opportunities for professional development and career advancement

## Application requirements

- Hand written application addressed to the CED, Cowrie Products Enterprise, CPE
- Photocopies of all relevant documents
- Photocopy of National ID card

**Deadline for submission of completed files 25/06/2024**



*Ndonwi Derick Shu*  
CED

All applications should be deposited at Farmer's One-Stop Shop Kobi Building Fish pond bridge adjacent Express Union Food Market of contact. **676873860 / 677965013**