

SKILLS FRAMEWORK FOR FOOD MANUFACTURING SKILLS MAP - QUALITY ASSURANCE AND QUALITY CONTROL SUPERVISOR/QUALITY ASSURANCE AND QUALITY CONTROL EXECUTIVE/LABORATORY SUPERVISOR															
Sector	Food Manufacturing														
Track	Quality Assurance and Control														
Occupation	Quality Controller														
Job Role	Quality Assurance and Quality Control Supervisor/Quality Assurance and Quality Control Executive/Laboratory Supervisor														
Job Role Description	<p>The Quality Assurance and Quality Control (QA&QC) Supervisor/QA&QC Executive/Laboratory Supervisor monitors sampling and product quality testing activities, performs non-standard quality tests, and manages associated documentation of data and test results. He/She implements the operating criteria for laboratory equipment and materials to be used for testing of food products, packaging and manufacturing processes to ensure compliance with organisational standards in food safety and quality. In addition, he implements standard operating procedures (SOPs) and workflow improvements in the laboratory.</p> <p>He needs to exercise critical and analytical thinking to review data and identify discrepancies against set criteria. He requires strong communication and teamwork to collaborate effectively with others to fulfil work objectives.</p>														
Critical Work Functions and Key Tasks	Critical Work Functions	Conduct tests for food quality and packaging	Key Tasks	Performance Expectations (For legislated / regulated occupations)											
					Plan and monitor daily and monthly testing schedules and ensure samples are analysed within targeted plans										
					Guide sample collection activities according to specified procedures and take actions for abnormal occurrences affecting sampling conditions										
					Guide testing activities to ensure correct testing volumes, conditions and processes are employed										
					Perform routine and non-standard tests of materials and products independently										
					Verify documented sampling and test data and conduct follow-up tests on samples that require attention										
	Maintain standards and quality processes in food manufacturing operations	Inspect outgoing shipments for picking errors, and perform root cause analyses to prevent future errors	Monitor critical control points in quality control (QC) processes	Analyse testing results and the frequency and severity of product defects and quality lapses	Verify and sign off on daily QC records, test results and procedures										
						Prepare test reports for submission to regulatory authorities such as Agri-Food & Veterinary Authority of Singapore (AVA)									
							Manage laboratory operations	Implement the organisation's operational excellence model for laboratory work	Perform inspections and tests on laboratory infrastructure, equipment and utilities	Verify that instrument performance and calibration for laboratory equipment are met					
											Verify data integrity and records and perform data analyses				
												Manage quality assurance and quality control framework	Verify that manufacturing processes are performed in line with established standards and organisational policies	Develop and implement all food safety-related prerequisite programs and quality operational excellence models for investigations	Implement validation processes for production lines and review processes for products and packaging quality
	Perform internal audits, root cause analyses on findings and develop corrective actions														
		Prepare regular audit reports for submission to regulatory authorities													
			Rectify issues of non-compliance	Support traceability investigations into lapses in quality and non-compliance to quality standards											

	Undertake and report on corrective actions for non-compliant cases that can be resolved within defined procedures			
Skills & Competencies	Technical Skills and Competencies		Generic Skills and Competencies (Top 5)	
	Change Management	Level 3	Problem Solving	Intermediate
	Chemical Risk Management	Level 3	Communication	Intermediate
	Cleanliness Testing	Level 4	Interpersonal Skills	Intermediate
	Conflict Resolution	Level 4	Teamwork	Intermediate
	Continuous Process Improvement	Level 4	Sense Making	Intermediate
	Document Control	Level 3		
	Emergency Response Management	Level 2		
	Food Safety Analysis	Level 3		
	Food Safety Management	Level 2		
	Good Manufacturing Practices Implementation	Level 4		
	Hazards and Risk Control, and Policy Management	Level 3		
	Innovation Management	Level 4		
	Laboratory Data Analysis	Level 3		
	Laboratory Management	Level 3		
	Manufacturing Process Management	Level 4		
	Packaging Testing	Level 4		
	Process Validation	Level 3		
	Product Testing	Level 3		
	Project Management	Level 4		
	Quality Assurance Management	Level 3		
	Quality Control Management	Level 3		
	Quality System Management	Level 3		
	Stakeholder Management	Level 3		
Systems Thinking	Level 4			
Technical Presentation	Level 4			
Technical Report Writing	Level 3			
WSH Performance Management	Level 3			
Programme Listing	For a list of Training Programmes available for the Food Manufacturing sector, please visit: www.skillsfuture.sg/skills-framework/foodmfg			

The information contained in this document serves as a guide.