

SKILLS FRAMEWORK FOR FOOD MANUFACTURING SKILLS MAP - QUALITY ASSURANCE AND QUALITY CONTROL MANAGER					
Sector	Food Manufacturing				
Track	Quality Assurance and Control				
Occupation	Quality Controller				
Job Role	Quality Assurance and Quality Control Manager				
Job Role Description	<p>The Quality Assurance and Quality Control (QA&QC) Manager has the overall responsibility for the manufacturing facility's QA&QC strategies, objectives, policies and processes while maintaining oversight of the department's operational status. He/She reviews the quality testing policies and procedures, ensuring alignment with regulatory standards in food manufacturing and best practices. He is well-versed in good laboratory practices (GLPs), good manufacturing practices (GMPs), regulatory requirements and guidelines in food safety management and control, such as ISO standards and Hazards and Critical Control Points (HACCP) system. He oversees internal and external audits, and leads investigations into major quality deviations in the organisation's products to determine their root causes and provides input into designing improved processes for ensuring quality standards in the food production plant.</p> <p>The QA&QC Manager possesses strong leadership skills to provide clear guidance on critical work activities, and to develop skills and capabilities in his department. He requires advanced problem-solving skills and a strong ability to consider issues from multiple perspectives in order to make well-informed and effective decisions for the department.</p>				
Critical Work Functions and Key Tasks	Critical Work Functions	Key Tasks		Performance Expectations (For legislated / regulated occupations)	
	Conduct tests for food quality and packaging	Establish organisational plans for testing of products, associated materials and packaging Review and make recommendations to address anomalies and issues identified from the testing activities		In accordance with: <ul style="list-style-type: none"> • ISO 22000:2005 - Food safety management systems • Singapore Standard (SS) 590:2013 • SS 444:2010 • Food Safety System Certification (FSSC) 22000 • Good laboratory practices (GLP) • Good manufacturing practices (GMP) • Specifications within the <i>Codex Alimentarius</i> 	
	Maintain standards and quality processes in food manufacturing operations	Formulate the organisation's quality testing policy in alignment with regulatory standards and requirements Introduce industry best practices and trends in quality inspection and testing methods Maintain oversight of quality control (QC) tasks, ensuring proper documentation of records and review of reports submitted to regulatory authorities			
	Manage laboratory operations	Devise an operational excellence model for laboratory work based on industry and good laboratory practices (GLPs) Establish operational, analytical and documentation standards in line with industry best practices and communicate data trends and results to stakeholders Provide expertise on determining the optimal calibration standards for laboratory equipment operation Communicate potential implications of QC data trends and results to relevant stakeholders			
	Manage quality assurance and quality control framework	Review and endorse standard operating procedures (SOPs) and plans, ensuring alignment with regulatory requirements, industry guidelines and organisation's policies Design quality assurance (QA) policies to prevent issues that could lead to sub-optimal product quality Review product and process quality metric reports Determine extent of the manufacturing plant's control over quality deviations Review audit results and the proposed changes to procedures Translate internal and external audit policies into procedures and checks to be followed			
	Rectify issues of non-compliance	Devise an operational excellence model for investigations Oversee investigations into major process deviations to determine root causes Evaluate the impact of process deviations on the production operations and the need for corrective and preventative actions (CAPAs)			
	Technical Skills and Competencies		Generic Skills and Competencies (Top 5)		
	Budgeting	Level 4	Problem Solving		Advanced
	Business Continuity Management	Level 5	Decision Making		Advanced
	Business Negotiation	Level 4	Communication		Advanced

	Business Performance Management	Level 5	Interpersonal Skills	Advanced
	Change Management	Level 5	Sense Making	Advanced
	Chemical Risk Management	Level 5		
	Cleanliness Testing	Level 5		
	Conflict Resolution	Level 5		
	Continuous Process Improvement	Level 5		
	Document Control	Level 4		
	Emergency Response Management	Level 2		
	Food Safety Analysis	Level 5		
	Food Safety Management	Level 4		
	Good Manufacturing Practices Implementation	Level 5		
	Hazards and Risk Control, and Policy Management	Level 4		
	Innovation Management	Level 5		
	Laboratory Management	Level 5		
	Packaging Testing	Level 5		
	Process Validation	Level 5		
	Product Testing	Level 5		
	Project Management	Level 5		
	Quality Assurance Management	Level 5		
	Quality Control Management	Level 5		
	Quality System Management	Level 5		
	Risk Management	Level 5		
	Stakeholder Management	Level 4		
	Strategy Development	Level 5		
	Systems Thinking	Level 5		
	Technical Presentation	Level 5		
	Technical Report Writing	Level 4		
	WSH Performance Management	Level 4		
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.