### Position Description

<table>
<thead>
<tr>
<th>Position</th>
<th>Quality Systems and Documentation Officer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reports to</td>
<td>Quality Manager</td>
</tr>
<tr>
<td>Company</td>
<td>Synlait Milk Ltd</td>
</tr>
<tr>
<td>Location</td>
<td>1028 Heslerton Road, Dunsandel, Canterbury</td>
</tr>
<tr>
<td>Date:</td>
<td>January 2012</td>
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</tbody>
</table>

#### Purpose

Provide hands-on ownership in the implementation, maintenance, and improvement of the various elements of the site quality systems including change control, investigations and corrective action/preventive action (CAPA), internal audits, etc.

Provide hands-on ownership to the site documentation system, master document lists and database/s.

Provide support to internal customers/site departments in the application, maintenance and improvement of quality systems and department-specific processes.

Act as the quality representative for various site project teams.

Prepare regular performance reports and metrics for Quality Management Systems

#### Key Performance Areas

##### Documentation

**Performance Expectations:**

- Oversee the site investigation and corrective action and preventive action (CAPA) system and database. This requires coordination of, or conducting investigations and root cause analysis with other site departments, e.g., Production, Technical, etc.
- Oversee the administration of the Internal Auditing program to include conducting internal and external audits.

##### Quality

**Performance Expectations:**

- Oversee the administration the site Change Control program and database.
- Review quality trends based on quality data system information and participate in the generation and implementation of continual improvement projects.
- Act as a technical resource for external and internal customer quality requirements and issues.
## Key Performance Areas

<table>
<thead>
<tr>
<th>Area</th>
<th>Performance Expectations</th>
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</thead>
<tbody>
<tr>
<td><strong>Continuous Improvement</strong></td>
<td></td>
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<tr>
<td></td>
<td>- Provide necessary support to all departments in closing out internal corrective actions in order to continually improve process and product capability, reduce cycle times and reduce costs.</td>
</tr>
<tr>
<td><strong>Compliance / Risk Management</strong></td>
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|                               | - Oversee/control the administration of the site Risk Management Programme-related documents and all site Quality Management System documents including the updating of electronic/paper files and the updating of related databases.  
  - Ensure an organised approach to document control including issuing, tracking, and archiving duties, as well as creating new documents and ensuring timely revisions.  
  - Ensure the timely release of documentation and providing appropriate notification to the site.  
  - Maintain up to date master lists of all the site documentation.  
  - Develop/deploy appropriate documentation tools.  
  - Interact with customers and ensure compliance with agreed upon quality requirements.  
  - Comply with all relevant company policies and delegations  
  - Comply with all Quality Assurance / ISO systems  
  - Identify and remedy any health and safety hazards and report any incidents |
| **Customer Service**          |                           |
|                               | - Coordinate with the Site Customer Services Manager in responding to Customer Complaints. |
| **Projects**                  |                           |
|                               | - Undertake specific analysis and investigations / projects as directed and in an accurate and timely manner. |
## Key Relationships

### Internal
- Production and packaging staff
- Stores/warehousing
- Milk collection staff
- Plant Managers
- Technical and Sales staff
- Finance/accounting staff
- Environmental & Energy Centre staff
- Human Resources
- GM’s of Sales, Manufacturing, Supply Chain/Quality & Environment, and Marketing

### External
- Contract laboratory and calibration & maintenance staff
- Customers
- Local community
- Consultants
- Milk suppliers
- Consumable and equipment suppliers
- Regulatory bodies

## Budget

### Operating Expenses
- TBC

### Authorities
- Delegated authorities within the Synlait Delegated Authorities Policy.
- Decision making in scope of this position

## Organisational Structure
<table>
<thead>
<tr>
<th>Competencies</th>
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</thead>
<tbody>
<tr>
<td>Adhering to Principles and Values</td>
<td>Upholds ethics and values, demonstrates integrity, promotes and defends equal opportunities, builds diverse teams, encourages organisational and individual responsibility towards the community and the environment</td>
</tr>
<tr>
<td>Presenting and Communicating Information</td>
<td>Speaks clearly and fluently, expresses opinions, information and key points of an argument clearly, makes presentations and undertakes public speaking with skill and confidence, responds quickly to the needs of an audience and to their reactions and feedback, projects credibility</td>
</tr>
<tr>
<td>Writing and Reporting</td>
<td>Writes clearly, succinctly and correctly in a structured and logical way which meets the needs and understanding of the intended audience, writes convincingly in an engaging and expressive manner, avoids the unnecessary use of jargon or complicated language</td>
</tr>
<tr>
<td>Analysing</td>
<td>Analyses numerical and verbal data and all other sources of information, breaks information down into component parts, patterns and relationships, probes for further information or understanding, makes rational judgements using the available information and analysis, produces workable solutions, demonstrates and understanding of how one issue may be a part of a much larger system</td>
</tr>
<tr>
<td>Delivering Results and Meeting Customer Expectations</td>
<td>Focuses on customer needs and satisfaction, sets high standards for quality, quantity and productivities, monitors and maintains standards, works in a systematic, methodical and orderly way, consistently achieves work goals</td>
</tr>
<tr>
<td>Following Instructions and Procedures</td>
<td>Appropriately follows instructions from others without unnecessarily challenging authority, follows policies and procedures, keeps to schedules, arrives punctually, demonstrates commitment to the organisation</td>
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</table>
### Qualifications, Skills and Experience

**Qualifications:**
- A tertiary degree in Food Technology or Science is desired
- Relevant qualification in dairy processing such as a Dairy Diploma would be an advantage
- Formal qualification in auditing would be an advantage

**Experience:**
- Minimum of 5 years experience in the dairy/food/pharmaceutical industry or 3+ years in Quality Systems/Investigations-CAPA and/or documentation roles
- Experience in an ISO 9001 or ISO 22000 environment is desired

**Skills:**
- Excellent interpersonal skills with all levels of employees
- Experience in milk powder plant processes is desirable
- Strong knowledge of Good Manufacturing Practices (GMP), Quality Management Systems
- Proven knowledge of food safety and HACCP systems
- Project management and troubleshooting skills
- Strong computer skills, particularly in Excel and Word
- Good knowledge of statistics and statistical process; ability to use Quality Tools such as benchmarking, brainstorming, gap analysis, Pareto analysis, fish-bone diagrams, and process mapping for fact-based decision making
Health & Safety

1. All staff must be conscious of potential safety problems at all times
2. A Health and Safety Policy is in place within Synlait. Instructions regards safety given by the Health and Safety representatives must be followed at all times.

Non-Limitation Clause
This job description is not intended to be a complete or limiting description of the functions that the employee may reasonably be requested to undertake both within and outside of the normal hours of work.

ACKNOWLEDGMENT
I have read and understand the above job description.

Employee Name  ________________________________

Signature  ________________________________

Date  ________________________________