Title:

Quality Improvement Manager

Company:

The Tatua Co-operative Dairy Company Limited

Purpose of Role:

1. Lead cross-functional quality improvement and technical projects that strengthen Tatua's quality and food safety systems, operational performance and business resilience.
2. Provide technical leadership in food safety, regulatory compliance, product impact, critical events and complex problem-solving while building capability and succession depth across Technical Services.

Reporting Relationships:

Reports to: Technical Services Manager.

Direct Reports: None

Key Relationships:

- Production, Product Development and production support staff
- Engineering Services, ICT, Supply Chain, warehousing and other business support teams
- Technical Services teams including Quality Assurance, Regulatory & Technical Support, Validation and Laboratory
- MPI, Recognised Agencies, customers, industry groups and technical networks across the New Zealand dairy sector.

Authorities & Financial Responsibilities:

As per delegated authority

Key Result Areas (KRAs):

KRAs:	Measures:
QUALITY IMPROVEMENT & PROJECT DELIVERY	• Identify and prioritise improvement opportunities based on risk, compliance, customer and business needs. • Define project scope, resources, timelines and measurable success criteria. • Lead cross functional teams using root cause analysis and evidence based decision making. • Deliver approved projects to scope and timeline, managing risks, dependencies and stakeholders. • Embed changes in systems, documentation, training and controls and verify effectiveness with clear ownership and monitoring.
TECHNICAL LEADERSHIP & COMPLEX PROBLEM-SOLVING	• Advise Technical Services and the wider business on complex quality and food safety issues. • Apply critical analysis to incomplete or conflicting information and develop practical, risk-based recommendations.

	• Translate technical, scientific and regulatory information into clear business decisions and actions. • Provide delegated technical leadership, coordination and escalation support during periods of high workload, leadership absence or exceptional demand. • Support continuity of critical activities and communicate significant risks, decisions and outstanding actions.
FOOD SAFETY, QUALITY & PRODUCT IMPACT	• Apply food safety expertise, with a focus on dairy microbiology and emerging hazards. • Support investigation of microbiological, chemical, physical and process-related quality events. • Lead or advise on product impact decisions using regulatory, food safety, customer, market and technical evidence. • Assess the adequacy of sampling, testing, validation and supporting evidence for product impact decisions. • Identify systemic risks and ensure lessons are translated into preventive improvements.
REGULATORY COMPLIANCE & DOCUMENTATION	• Interpret applicable New Zealand dairy and food legislation, MPI requirements and relevant customer standards. • Draft and review clear, technically defensible internal standards, procedures, submissions and regulatory evidence. • Support significant RMP amendments, regulatory verification, audit defence and responses to emerging requirements.
CAPABILITY BUILDING & SUCCESSION	• Coach and develop Technical Services personnel in structured problem-solving, risk assessment, technical writing and project delivery. • Build capability to lead business-wide process improvements, including training, action management and document management systems. • Share technical knowledge, improvement methods and lessons learned across teams. • Develop succession depth by reducing reliance on individual specialists and strengthening cross-team coverage. • Promote constructive challenge, early escalation, collaboration and shared accountability.
REPORTING & REVIEW	• Prepare clear, accurate and timely project proposals, plans, progress reports and steering group updates. • Prepare technical assessments, recommendations, regulatory submissions and critical event reports when assigned. • Provide trend analysis, post implementation reviews and recommendations to senior management and steering groups. • Maintain records that demonstrate the basis for decisions, completion of actions and effectiveness of improvements.
HEALTH & SAFETY	• Promote safe work practices and a safe working environment. • Follow Tatua health and safety requirements and report hazards, incidents and accidents promptly.

	• Ensure contractors and visitors under the role's direction comply with Tatua health and safety practices.

General:

- To follow any lawful or reasonable instruction made by the employer
- To exercise skill and care; and to provide a safe place of work, free of hazards
- To be present at work; and to work faithfully and honestly

Key Skills / Knowledge / Experience Required:

Key Skills:

- Technical leadership and influence without direct authority
- Critical thinking, scientific analysis and complex problem-solving
- Food safety risk assessment and product impact decision-making
- Technical writing, including standards, procedures and regulatory evidence
- Facilitation, stakeholder engagement and cross-functional leadership
- Project and programme management, change implementation and verification
- Ability to operate effectively during critical events and under time pressure
- Ability to translate technical information into practical business action
- Clear written and verbal communication, including communication with senior leaders and regulators
- Planning, prioritisation and management of competing planned and unplanned work
- Competence with Microsoft 365, data analysis and digital quality systems

Knowledge:

- Comprehensive understanding of relevant New Zealand food and dairy legislation, including the Animal Products Act, regulations, notices, specifications and MPI requirements.
- Strong knowledge of food safety and quality management systems, HACCP, risk assessment, verification and audit principles.
- Strong knowledge of dairy microbiology, emerging food safety hazards and the application of scientific evidence to technical decisions.
- Knowledge of dairy manufacturing operations, product and process risks, sampling and testing, validation and product impact implications.
- Understanding of customer requirements relevant to dairy products.
- Understanding of project controls, change management, continuous improvement and business process improvement methods.

Experience:

- Substantial senior level experience in technical, quality, food safety or operational roles within dairy or food manufacturing.
- Demonstrated expertise in food safety and dairy microbiology, including investigation of complex or emerging hazards.
- Experience making or advising on risk based product impact decisions.
- Experience interpreting regulatory requirements and drafting standards, procedures, submissions or other technically defensible documents.
- Experience leading complex cross-functional investigations, improvement initiatives or technical projects from definition through effectiveness review.
- Experience providing leadership during critical events and communicating technical risks, recommendations and decisions to senior stakeholders and regulators.
- Demonstrated ability to coach others and build technical capability and succession depth.

Desirable Qualifications:

- Relevant tertiary qualification in food science, microbiology, dairy science, chemistry, engineering or another applicable science discipline.
- Formal training or demonstrated competence in food safety & quality systems, HACCP, risk assessment, auditing, project management, change management or continuous improvement.

EMPLOYEE SIGNATURE …… **DATE** ……..

MANAGER SIGNATURE …… **DATE** ……..

This position description is a working document subject to review and change as required by management.

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Know-How		*Problem Solving*			*Accountability*		*Total Points*	*Profile*
Slot	Pts	Slot	(%)	Pts	Slot	Pts		
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