



Bay State Milling Job Description

Job Title: Corporate Quality Assurance Manager
Work Location: Quincy, MA
Reports To: Director, Quality Assurance – Varietal Solutions
FLSA Status: Exempt
Department: Corporate Quality Assurance
Revised Date: 9/19/2023

SUMMARY

The Corporate Quality Assurance Manager reports directly to the Director, Quality Assurance – Varietal Solutions and is responsible for assuring that all safety, quality, and food safety protocols are executed. This includes all company, regulatory and customer requirements. This individual will instill a culture of continuous improvement by demonstrating key leadership skills. They will also help lead the corporate laboratory staff to achieve the highest level of safety, food safety and quality standards. The Corporate Quality Assurance Manager is a member of Corporate Quality Assurance (CQA) and will work closely with other departments and functions as needed. This role will focus heavily on collaboration and alignment within the Grain Essential Center (GEC) (located in Quincy, MA) with QA and R&D teams and drive culture building with the broader team. This role will also supervise the QA team within the GEC and shall serve as a department manager who can lead and drive the team to fulfil objectives and generate results to support the businesses. This role also shall be responsible for upholding analytical standards at our manufacturing sites while working through the on-site QA teams. Ensures that RC, CAPA related to NIR monitoring, cross-check programs and internal quality audits are fulfilled.

ESSENTIAL DUTIES AND RESPONSIBILITIES *include, but is not limited to the following:*

Other duties may be assigned by the Director of Corporate Quality Assurance.

Quincy, MA Grain Essentials Center (GEC)

- Leads day to day Quality activities in the Rothwell Grain Essentials Center (GEC) in Quincy.
- Collaborates with R&D Manager to ensure alignment across departments within the GEC.
- Serves as key point of contact for all samples submitted to the GEC. Accountable for ensuring that samples are routed to the appropriate parties for analysis.
- Provides guidance to the prioritization of analysis of incoming grain shipments, finished products, competitive analysis samples, mill stream analysis, varietal development submissions, and new product applications.
- Conducts laboratory analysis of products to provide a data-based conclusion and recommendation for purchasing, planting, blending, product development/applications

and instrumental applications. Master analytical methods utilized within GEC.

- Interfaces with QA teams at our various manufacturing locations and with other business unit leadership for Quincy, especially with NIR management, instrumentation, and methods.
- Manages NIR program including sample submission schedule and recommendations on bias adjustments. Serve as key contact regarding all NIR programs and maintenance of NIR equipment. Maintain SOPs as appropriate.
- Conducts statistical analysis on the results and assists with publishing reports to internal and external customers.
- Acts as in-house subject matter expert on analytical instrumentation and methods: Troubleshoots as necessary & performs routine maintenance on laboratory instrumentation. Develops processes and written procedures that enable the consistent delivery of timely, accurate, and precise data to internal and external customers.
- Participates in the evaluation of new crop wheat data and supports completion of new crop analysis and data generation.
- Leads and participates in Cultivating Excellence (continuous improvement) efforts.
- Ensures the facility is maintained in accordance with company requirements for personal safety, food safety, quality and food defense and conducts internal reviews and audits of those programs. Actively leading and participates in Cultivating Excellence efforts, including instituting and maintaining 6S efforts within the GEC.
- Develops training programs and curriculum for training of new and existing QA, Technical Service, Procurement and Sales personnel.

Quality Best Practices

- Establishes written policy that addresses method performance, cross-check programs, good laboratory practices, instrument calibration, preventative maintenance, maintenance, and monitoring to ensure uniformity across the Company.
- Develops and validates new laboratory methods to increase efficiency, accuracy, precision, time, and cost-savings. The methods include but are not limited to new NIR calibrations, protein, moisture, ash, rheology, milling, grain analysis, baking, and wet chemistry amylose method.
- Implements and validates new methods at the local facility, by developing SOPs, maintenance plan, reference program, and electronically or physically spending time to train others at the sites. Program implementation may include other GEC personnel as well.
- Responds and resolves daily quality and safety non-conformities, driving the team to identify root cause and implement both corrective and preventative action to prevent future occurrences. Captures root cause, corrective actions, and preventative actions within CERT system per Company process.
- Assists each Plant Manager and QA Manager, as needed, in the implementation and assessment of local quality programs.
- Assists in training local Quality Assurance Managers and Plant Managers as needed and/or recommending 3rd party courses.

- Records lab results and maintains files as a permanent record of result. Ensures compliance to record retention policy.
- Directs and leads cross-functional internal laboratory audits focused on ensuring compliance to written quality programs. Summarizes audit, reviews with site leadership, then works with site to approve corrective and preventative actions.
- Directs NIR calibration monitoring activities, participating as necessary.
- Undergoes routine audits of GEC Quality programs with responsibility for corrective and preventative action in response to findings.

Instrumentation Selection and Use

- Engages BU Leadership as appropriate to understand instrumental and analytical method needs. Designs trials to evaluate new equipment and technologies. Coordinates with facilities as appropriate to conduct study and understand application in production environment. Provides progress updates as well as final report with validation data addressing primary question of whether it will meet the needs of the business.
- In collaboration with V.P. CQA and CQA Leadership, establishes and maintains equipment selection list and purchase guidelines. Holds personnel accountable to purchasing according to the established guidelines.
- Writes policy that guides the utilization of instrumentation to drive uniformity across the Company.
- Collaborates with Principal Quality Specialist to improve methods and instrumentation.

Technical Data Communication

- Builds and maintains scorecards documenting operator proficiency for cross-check results and develops and documents performance of NIR hardware and software including calibrations and diagnostics, etc. Works with sites to continually improve performance.
- Builds and maintains customer cross check scorecards and internal cross check score cards.
- Evaluates and communicates monthly laboratory precision; manages annual awards process.
- Compiles monthly laboratory proficiency check sample programs (AACC, Pioneer and Intra-Lab). Communicates results to plant QA and other participants and works to drive corrective and preventative actions where appropriate.

Corporate Quality Assurance

- Participates as an active member of the Corporate Quality Assurance team that establishes long-term strategy and sets annual business plan.
- Participates in succession planning and employee recruitment processes.
- Conducts routine plant visits with focus on instrumentation, and quality procedures.
- Participates in Cereals & Grains International and sub-teams as appropriate, i.e., Divisions and Technical Committees.



Supervisory Responsibilities:

Provides guidance and direct supervision/management to the Corporate GEC Laboratory in Quincy, MA which includes establishment of annual objectives with associated tangible success metrics; skill development; career development; providing coaching; and seeking out opportunities for team members to spend immersive time at facilities understanding operations and challenges through the eyes of their internal and external customers.

QUALIFICATIONS *To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Education and/or Experience:

- Bachelor's degree (B.S.) in a related field such as bakery science, biology, microbiology, food science, nutrition, or chemistry. M.S. Preferred.
- Minimum of 10 years of laboratory experience
- 3-5 years of laboratory management experience.
- Minimum of 1 year people management experience.
- 1-2 years of experience managing NIR systems.
- Must be able to demonstrate excellent team building and collaboration skills.

Language Skills:

Capable of following and communicating written and verbal instructions in English. Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write in English and complete reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, customers, top management, public groups, and/or Boards of Directors.

Mathematical /Computer Skills:

Ability to understand and apply simple and complex mathematical and statistical process control concepts. Demonstrated aptitude and practical experience in the use of computer programs such as spreadsheets, presentation formats, word processing, statistical programs, and web-based applications. Experience with Laboratory Information Management Systems preferred.



Reasoning Ability:

Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables at any given time.

OTHER SKILLS & ABILITIES

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee successfully performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit, use hands to figure, handle, or feel; reach with hands and arms; and talk and hear. Employees are frequently required to stand, walk, climb or balance, and must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, and ability to focus.

Work Environment:

The work environment characteristics described here are representative of those that must be met by an employee successfully performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The work environment is essentially in a corporate laboratory/office facility. However, frequent contact with operational aspects of the plant site is essential. While performing the duties of this job, the employee is occasionally exposed to moving mechanical parts and fumes or airborne particles. The noise level in the work environment is usually moderate. Hearing protection is required in certain areas of the plant.

Food Safety / Security Requirements:

The Company is committed to producing and delivering defect-free products. To ensure this, all employees are required to be trained in and adhere to the Good Manufacturing Policies set forth by the Company as they pertain to personnel practices, equipment, and facilities. It is also vital that all employees be aware of the work environment and when possible, prevent accidental or intentional adulteration of products produced at this facility. As a result, any employee has a right to put product on hold if they have a concern. At the plant level, only the Quality Assurance Manager and Plant Manager have the authority to release products on hold.



Safety:

While performing the essential job functions, the employee is expected to work in a safe manner and follow company policies regarding safety. It is the expectation and responsibility of the employee to report any and all injuries immediately to the supervisor, and to report to supervision any safety situation that the employee feels is substandard and poses a risk for employee injury, property damage, or loss.

Internal and External Relationships

Internal:

Maintain regular contact with Plant QA Managers through direct association. Principle contacts are the Director of Quality Assurance - VSBU and Director of Quality Assurance – MMB, Sr. Manager Quality Assurance - CWM. Secondary contacts are the Vice-President of Quality Assurance.

External:

Represent Bay State Milling Company in industry technical sessions and assists marketing efforts through selected customer contact at those sessions.

Maintain membership and activity in various technical and industry related organizations to the benefit of Bay State Milling Company.

Attend selected educational opportunities that will have beneficial contribution to Bay State Milling Company.