



## Manager – Quality Assurance

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### Outcomes of Position:

- Produce defect free product and service
- Ensure compliance w/ local, state, provincial, federal, Alcohol and Tobacco Tax and Trade Bureau, customs regulations
- Safeguard and ensure no loss of company assets
- Exceptional customer service rating
- Meet or beat assigned key performance indicators

### Priorities for Position, however, not limited to:

#### Total Quality Management

**Role:** Core Team Member

**Detailed Role:** Manage laboratory technicians to ensure efficient laboratory and quality services are provided to the different departments. Ensure standard procedures and equipment is efficient, meet regulatory requirements and produce exacting results. Ensure employees have sufficient/required training and tools necessary in order to obtain department/corporate results. Manage blend recipes and finished product specifications to ensure they meet company and regulatory standards (ex.: allergens, list of ingredients, etc.). Ensure adherence to Personal Safety, Food Safety, Quality and Environmental Policies and Practices.

#### Continuous Process Improvement

**Role:** Core Team Member

**Detailed Role:** Improve quality of product and processes through Continuous Improvement strategies. Lead the Continuous Improvement effort. Help develop, implement and manage, with the appropriate management representative, all programs that will improve the overall Quality and performance of any procedure, process or system by using six sigma tools and principles.

#### New Business Development

**Role:** Core Team Member

**Detailed Role:** Review and approve new products and their components (label approval, dies lines, new bottle molds, etc.) with the different departments in order to assure conformance. Provide specifications to operations according to internal requirements.

#### World Class Customer Service

**Role:** Team Member

**Detailed Role:** Ensure customer complaints are analyzed and processed into the Sazerac database in a timely manner. Monitor, document and follow-up any justified complaints and work with departments to determine root cause and implement corrective actions. Ensure ongoing communication of department/corporate goals to the Quality Department. Ensure communication of department goals/results to different departments. Support quality and operations team where possible to troubleshoot any issues resulting in non-quality.

#### Supplier Specifications

**Role:** Core Team Member

**Detailed Role:** Work with internal departments to develop, implement and maintain a comprehensive Supplier Improvement Strategy (that includes Supplier Specifications) that will prevent Supplier issues from affecting operations. Secure information from suppliers and provide needed information to comply with the Bioterrorism Act to the Sazerac internal team.

#### Outcomes & Processes Project

**Role:** Core Team Member

**Detailed Role:** Ensure the efficiency of the quality department in order to attain desired results. Assist in the documentation of processes and reduce unproductive activities which will eliminate waste, improve quality and save money.

#### Safety Program

**Role:** Team Member

**Detailed Role:** Take a leadership role in creating a culture of prevention, supporting established programs, training, and enforcement of standards with the hourly workforce.

#### Regulatory & Legal Compliance

**Role:** Team Member

**Detailed Role:** Manage blend recipes and finished product specifications to ensure they meet company and regulatory standards (ex: allergens, list of ingredients, etc.).

### Required Qualifications:

- Excellent oral & written communication skills
- Expertise in process redesign
- Good physical health, capable of working on feet
- Solid computer skills
- Strong analytical and technical skills
- Strong planning and organizational skills
- Undergraduate Degree

### Preferred Qualifications:

- American Production and Inventory Control Society Certification or Six Sigma Certification
- Strong presentation skills
- Supervisory experience