



## VACANCY

---

### POSITION – QA MANAGER

---

---

<b>REPORTING TO</b>
---------------------

<b>Packhouse Manager</b>
--------------------------

#### Company Profile

AAA-Growers Limited is among the leading Kenyan exporters of different types of Vegetables, Flowers, and Avocados. We are looking for a QA Manager for one of our Veg packhouses

#### Job objective

AAA Growers – Veg is a division within AAA Group that deals with vegetables, chilies, and herbs. At AAA Growers - Veg, we produce a variety of premium & prepared vegetables, herbs, chilies, and fruits. Demand by some of our clients led to the addition of herbs into the product range that AAA exports. The growing started mid 2010 in chestnut Farm on a small scale and currently the herbs are spread across our three farms.

#### Your tasks and responsibilities

- Ensure that the laid down Quality management systems are adhered to at all times within production unit ensuring that the product conforms in terms of quality, safety, integrity, authenticity and legality.
- Investigating and looking for ways of improving the current systems / practice applied in production whenever there is a change in supermarket standards.
- Understanding the requirements for audits and customer visits and be able to help in preparation for the visits / audits.
- Ensuring that the documents / records in use are current, the correct versions and completed in a way that it is unambiguous and clear.
- Ensure that the package is well equipped with required QA working tools including effective cleaning equipment, traceability aids, and conforming measuring devices.
- Familiarize with all customer factory standards and act as the contact person for all factory standards compliance.
- Schedule and conduct all factory standards audit in line with customer expectations.
- Keep track of all customer audits, results of past audits and expectations.
- Update audit data on the technical manager database.
- Working with the pack house to ensure that the production process yield products that consistently satisfy stated customer quality attributes.
- Maintain an updated customer complaint trends and facilitate investigation of all customer complaints, trending of such and ensuring corrective actions are put in place to avoid a re-occurrence.
- Understanding of New Product Development and looking at new concepts that can be trialed within the current HACCP.

- Flag out claims and customer complaints to the production teams
- Contact people for all customer complaints.
- Complete Root Cause analysis for all customer complaints and complete timely customer complaint responses.
- Trend and update customer complaints and follow through on improvement plan feedback.
- Update customer complaint data on the technical manager database.
- Familiarize with all customers finished product specifications and act as a contact person for all finished product specifications.
- Follow up on getting all new products specifications developed and approved by both technical and commercial heads of department for onward use by the pack house.
- Keep track of all finished product specifications and guide the pack house on product specifications
- 

### **Your profile**

- Degree/Diploma in Food Science & Technology, Quality Assurance, Microbiology, Industrial Chemistry, or a related field.
- 3-5 years' experience as an Assistant Packhouse Manager in a fresh produce facility
- Additional certification in Quality Management Systems (QMS), ISO 22000, FSSC 22000, HACCP, or BRCS is highly desirable.
- Experience in handling customer audits, compliance with supermarket standards, and managing customer complaints.
- Strong understanding of Quality Management Systems (QMS) and HACCP principles.
- Familiarity with GMP (Good Manufacturing Practices) and GHP (Good Hygiene Practices).
- Knowledge of customer technical standards and retailer requirements (e.g., Tesco, Marks & Spencer, Carrefour, etc.).
- Proficiency in traceability systems, measuring and calibration tools, and quality monitoring instruments.
- Good understanding of product specification development and New Product Development (NPD) processes.
- Strong planning and execution skills
- Strong business acumen; a
- Critical thinker and proactive
- Ability to analyze, communicate, manage and prioritize multiple technical issues
- Possess proven technical aptitude, leading from the front.

### **We offer.**

AAA growers has great ambitions. Innovation, technology, and quality are high priorities. This results in a challenging working environment in which you can develop yourself. AAA growers offers plenty of room for personal growth and development. We have an informal and easily accessible working environment in which cooperation is very important.

The position comes with a competitive salary as well as other benefits.