

## PRINCIPAL ACCOUNTABILITIES

Accountabilities	Major Activities	Key Performance Indicators
Quality Control & Assurance	<ul style="list-style-type: none"> <li>▪ Implements and evaluates the performance of systems of quality, identifies necessary changes and improvements, and ensures implementation of these.</li> <li>▪ Ensures that production and other functions respect and adhere to quality standards.</li> <li>▪ Controls, verifies and ensures the implementation of policies and processes.</li> <li>▪ To plan monitoring and direct activities of labs as well shop floor inspection.</li> <li>▪ To ensure that all raw material being checked and verified for the expected quality.</li> <li>▪ To provide hands on leadership and management of day-to-day quality interactions within the manufacturing group.</li> <li>▪ To organize, establish, review and approve labeling, finished product, operating procedures, analytical and microbiological test methods and protocols.</li> </ul>	<ul style="list-style-type: none"> <li>▪ No. of quality audits conducted</li> <li>▪ %age defects captured in-house</li> <li>▪ Degree of adherence to quality policies &amp; processes by the organization</li> <li>▪ No. of quality improvement initiatives suggested and benefits derived from them</li> </ul>
Quality Audit	<ul style="list-style-type: none"> <li>▪ To ensure timely audit of quality systems and processes.</li> <li>▪ Prepare audit templates and manage Quality audits of the Business</li> <li>▪ Monitor and implement Quality Management Systems for Polymers.</li> <li>▪ In Process Quality Control and audit</li> <li>▪ Oversee the quality system compliance through internal audit program, quality meetings, routine trend analysis</li> <li>▪ To establish metrics, SPC/SQC practices for product and process quality and report on same.</li> <li>▪ Derivation &amp; Analysis</li> </ul>	<ul style="list-style-type: none"> <li>▪ Reduce time for testing</li> <li>▪ Reduce cost of quality</li> <li>▪ Reduce cost of poor quality</li> </ul>
Customer Complaints	<ul style="list-style-type: none"> <li>▪ Review all complaints from customer and appropriately communicate with the stakeholders</li> <li>▪ Analyze and do RCA to eliminate quality defects</li> <li>▪ Interact with Customer to understand quality demands</li> </ul>	<ul style="list-style-type: none"> <li>▪ Nil Repeat defects</li> </ul>
People management & development	<ul style="list-style-type: none"> <li>▪ Ensures effective internal organization of managed processes and structures, as well as promotion of high professionalism and motivation levels</li> <li>▪ Conduct regular training programs to apprise his team of the latest technological / product related developments in the industry</li> <li>▪ Conduct regular training in the area of quality.</li> </ul>	<ul style="list-style-type: none"> <li>▪ No. of Training man-days against Plan</li> <li>▪ Employee satisfaction and morale levels</li> </ul>

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