

JOB DESCRIPTION

Order Preparation / Final Cold Store Quality Controller (ODPBQC)

Department: CQI (Continuous Quality Improvement)

Reports To: Continuous Quality Improvement Manager (CQIM)

Work Location: Red Lands Roses SEZ Plc (RLR 1, RLR 2 or RLR 3)

Supervises: None

I. Job Purpose

The Order Preparation / Final Cold Store Quality Controller assesses the quality of bunches to be packed for clients, carrying out quality checks at collection, drying, boxing, strapping, palletising and loading points. The role is responsible for identifying and scanning non-conformities, organising rework and replacement, maintaining cold room temperature and hygiene standards, controlling packaging material quality, and training and guiding ODPB and storage teams to uphold the company's quality standards.

II. Key Responsibilities

1. Quality Control – Storage, Collection & Drying

- Ensure that bunches are not collected in excess at collection points from storage.
- Check the quality of all bunches placed on trolley dryers according to the Final Cold Store Order Preparation form; identify and scan non-conformities and organise for replacement and rework.
- Generate daily, weekly, monthly and yearly reports including training strategy, progress noted, and corrective action needed for ODPB and storage supervisors.
- Train on the job during drier quality control and test employee understanding by having them explain or demonstrate what they have learned.
- Every morning before drying starts, carry out quality control (scouting) in the Final Cold Store (FCS) with the Storage Supervisor, retrieving any non-conforming bunches and setting aging flowers aside, arranged by FIFO. Produce and hand over a summary report to the CQI Manager. Checks in the FCS include:
 - Varieties are stored per variety and length, FIFO.
 - There are no leaves in the buckets.
 - The floor is clean and dry.
 - Nets and plastic partitions are well fixed.
 - Preservative has been changed within the agreed time frame.
 - Temperature readings are always below 3°C; all temperature recording sheets are updated hourly.
 - Varieties stored in AVB solution are well checked and the solution is of good quality.
- Hand over a quality control summary report at the end of the day to the CQI Manager and review progress against the previous day.

2. Quality Control – Boxing, Strapping & Palletising

- Check the bunches and boxing technique at the boxing point; correct and rectify on the spot and report on the same.
- Check strap tightness and position at the strapping point; rectify and train where needed.
- Check the palletising process at pallet level, ensuring standards and spacing are implemented, and check adequacy of box labels.
- Ensure no partially boxed boxes are placed on or below the tables, and that no boxed flowers are placed on the floor. All boxed flowers must be well arranged on pallets per client.

3. Cold Room & Temperature Control

- Check hygiene of the lorry, and temperature and handling of boxes while loading onto the truck.
- Be fully responsible for checking temperature in ODPB cold rooms, ensuring it is always below 5°C.
- Ensure ODPB room temperatures never rise above 3°C and advise immediately if temperature is high in the ODPB room.
- Ensure temperature sensors are placed in boxes as per the schedule prepared by the CQIM, and report when done.
- Check temperatures of packed flowers at random for all clients and report on the same; flag by message any box with temperature above 5°C.
- Check that bunches do not stay on the driers for more than 1.5 hours before being boxed; the process must be fast and efficient. Inform the CQI Manager on the spot if this is not happening.

4. Hygiene & Packaging Material Quality Control

- Control the hygiene of cold rooms, tools and equipment, and report any non-compliance.
- Control the quality of all packaging material used in ODPB and report daily, weekly and monthly through a packaging material quality report.
- Be responsible for checking quality of all packaging material assembly (box making meets set standards). For each issuance of packaging from stores, check quality of handling and inform the CQI Manager of findings.
- Ensure hygiene in the ODPB room and changing rooms is always up to standard.

5. Reporting & Communication

- Report daily upon arrival and before departure to the CQI Manager, or in their absence to the person acting on their behalf.
- Advise management by radio immediately on quality issues observed during trolley, cold room or ODPB quality control, and report the same daily to the CQI Manager.
- Communicate with the CQI Manager on quality criteria (cut stages, pests and diseases, mechanical damage, finger pressure, colour, weak stems, centre bud removal, late desuckering, etc.) for feedback to Post Harvest, IPM and Production Managers.
- Inform the CQI Manager verbally and in writing of all quality deviations noted during storage in final storage, as needed throughout the day, using your radio.
- Attend the daily ODPB team briefing meeting; inform participants of non-conformities noted during collection, arrangement on driers and boxing; inform on corrective action to be taken and debrief the team daily before they leave the company.
- Attend the 7 daily offloads of the RLR2 flower truck and carry out a quality control summary of the product. Remove non-compliant bunches for rectification immediately and report on the same. Generate a daily report.

6. Training & Team Coordination

- Ensure the boxing team and storage teams strictly follow the Do's and Don'ts guidelines. Inform the Storage and ODPB Supervisors daily of non-compliance and train them accordingly; report on the same in writing.
- Maintain good communication with the workforce to transmit the company's boxing standards in terms of technical quality control, productivity and discipline through proper training.
- Follow and implement a training schedule for general workers, prepare exams after training, and follow up on necessary actions.
- Demonstrate teamwork by interacting and sharing ideas constructively with team members, listening to and incorporating others' input.
- Act as an efficient conveyor of management policies by communicating clearly with your team in a language or manner they understand.

7. Meetings, Audits & Consultant Support

- Participate in daily box quality controls, attending a minimum of 4 box quality checks or 3 trolley quality checks daily, alongside Production, IPM, Supply Chain, CQI and Sales representatives.
- Attend consultant audits and visits (Flower Watch, Opticept, Horti Conseil, Directors' quality checks, etc.), implement their recommendations in liaison with the CQI Manager, train boxing teams as recommended, and guide consultants during visits as requested.
- Attend and implement recommendations from all claim meetings and quality meetings, and give feedback on progress.
- Participate in the weekly quality meeting and present all quality issues raised within the week.
- Participate in the monthly preparation of sample boxes for vase life testing by Flower Watch, company vase tests, Production Consultant and/or company clients and Directors.
- If a flower non-compliance is identified during the day, request the Vase Life QC to carry out a vase life test and inform the CQI Manager.
- Participate in preparing for client visits, Directors' visits and exhibitions as required by management, and generate a report of the visit with an action plan.
- Review the technical guidelines on boxing of flowers twice a year for approval by the CQI Manager and the CEO.
- Conduct pack rate validation for all varieties every 3 months and pass recommendations to the CQI Manager. Ensure the pack rate module in the sales database is updated after CQI Manager approval.

8. Health, Safety & Compliance

- Ensure that no harassment of any nature (such as sexual or bribery) is caused to any employee. Any such acts noted or detected must be brought to management's attention immediately.
- Be conversant with all health, safety, gender, integrity and environment standards in the company, and participate in implementing related policies.
- Ensure any injury occurring during working hours is properly recorded and reported to the Company Nurse and HR Manager.
- Attend general meetings called by the company and the company nurse.
- Read, understand and adhere to the company's rules, regulations, policies and the CBA, and train your team on the same.

9. General & Other Duties

- Relieve any Quality Department member at the request of the CQI Manager.
- Carry out any other duties as requested by management.

III. Qualifications & Experience

- [Add minimum education requirement, e.g. certificate/diploma in Quality Assurance, Horticulture, Agriculture or a related field — to be confirmed with HR/CQI Manager]
- [Add minimum years of relevant experience required, e.g. in floriculture post-harvest quality control — to be confirmed]
- Good skill in data recording and analysis.
- Ability to operate a radio and scanner.

IV. Key Competencies

- Strong observation skills.
- Good communication skills.
- Proven ability to train and guide others.
- Strong team player.
- Meticulous and patient.
- Results-oriented.

- Good networking skills.
- High integrity, concentration and commitment.

V. Key Performance Indicators (KPIs)

Area	Performance Indicator
Client Claims	Clients' claims below budget in stems and value.
Bunch Quality Control	No bunches sent to clients or consultants with damages or non-conformities that could have been controlled during ODPB drying and boxing.
Box Volume Weight	Achieve daily volume weight for all boxes packed of less than 1.2.
Cold Chain Compliance	No boxes shipped with temperature above 5°C on arrival to the shipping agent.
Losses	Losses below budget in stems and value.
Team Quality Performance	Quality performance of ODPB supervisor and team improves monthly through regular training during boxing (e.g. fewer pressure damages, no strapping through flower buds).
Regulatory Compliance	No fumigation interceptions in Japan, Australia, the EU or by KEPHIS.
Safety	No accidents.

How to Apply: Interested and qualified candidates should send their CV and application to **[insert application email/portal]**.

Application closing date: [insert closing date]