



***Great Opportunity to join our team as a  
Manager, Supply Chain & Production Planning***

For half a century, Dufflet Pastries has been at the heart of sweetening everyday moments and milestone celebrations with our delectable and beautifully handcrafted, gourmet deserts. Today, Dufflet Pastries continues to innovate while staying true to our roots, using only natural ingredients to create over one hundred distinctive products that include our famed Cakelet® flavours and a line of Plant-Based Vegan Desserts certified by VegeCert.

Dufflet services all the major Grocery, Mass, Club and Food Service customers in Canada either directly or through distributor and broker relationships. We are proud to operate from a state-of-the-art facility in Etobicoke, which upholds the highest standards of food safety, earning the prestigious BRCGS Global Food Safety Standard certification.

As a member of our team, you will contribute to a legacy of quality and innovation and carry forward our mission to delight and inspire with every sweet creation.

**About The Role**

Reporting to the Director, Operations, this role is primarily responsible for the supply of products for the Canadian and US markets from our plants and Canadian co-packers by managing the Master Production Schedule and Inventory Control functions to ensure exceptional customer service, accurate order fulfilment, and on-time product availability.

To meet objectives, this key role must be familiar with all phases of production work and must develop very strong cross-functional knowledge and relationships with Operations, Sales, Procurement, Quality, Customer Service and Management.

Expected 1-2 direct reports in Production Control may further evolve and grow within 12-18 months, depending on successful applicant.

**ESSENTIAL FUNCTIONS:**

Specific duties below include, but are not limited to:

***Master Production Planning***

Plan, organize, prepare, issue and manage production plans and schedules to achieve optimum productivity, output and capacity utilization.

- Develop weekly and monthly master production schedules for finished goods and ingredient items based on capacity requirements. Derive an intimate knowledge of the resulting requirements for raw materials, films and packaging supplies based on MRP methodology
- Identify then develop a deep understanding of balancing production and inventory levels with demand to support target consistent with 99% customer service levels, inventory turn goals, capacity utilization and staffing requirements
- Audit and investigate daily work orders, looking for discrepancies and variations from the production plan. On a temporary basis, support production management in closing and costing production work orders on a timely basis



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- Work closely with production staff to understand the daily nuances in production that inform how, when, where, what and why specific SKUs are scheduled
- Learn the allergens and learn how, when, where, what and why the production is required to be scheduled in a specific manner to ensure compliance with our packaging declarations and certifications
- Demonstrate a proficient capability in performing and publishing root cause analyses on key metrics including Customer Service Level, Actual vs. Scheduled Productions and Master Schedule Compliance, Adherence and Stability
- Develop a detailed understanding of annual, quarterly and weekly forecasts, master schedule and procurement plan based on history, seasonality and sales opportunities. Analyze and identify risks associated with the options built into the Master Production Plan, including manufacturing lead times
- Provide analytical support to identify opportunities to increase efficiency and follows through with new projects and proposals. Analyze inventories to determine how to reduce DOH, reduce excess inventory and optimize service level
- Interface with Customer Service, Sales and Marketing functions on a timely basis to provide accurate information regarding finished goods deliveries and product availability. Identify slow moving SKUs that will become short dated and highlight to Sales Team in order to minimize spoilage
- Plan production supply of weekly transfers of inventory to warehouses
- Input accurate supply chain information into the item master (Product specs, packaging specs, etc.) and update ERP system with correct and accurate data
- Ideate, create and implement shop-floor metrics and KPI's to determine and improve the effectiveness of the planning function. Embed a philosophy of accountability within the shop-floor supervisory staff
- Selectively review material shortages, stock outages, and safety stock levels while working with Planning and Manufacturing to meet customer requirements. Propose changes when and whereas needed
- Attend daily production planning and all S&OP Meetings and eventually assume accountability for presenting content and summaries for operations including demand, inventory and production data
- Attend courses aligned with Production Planning where and as required

***Inventory Control***

Lead the daily activity of the Inventory Control Team, in the function of their duties to ensure accuracy of inventory in the production plant and ensure that accuracy of cycle counts of raw material at the plant.

- Manage and maintain the integrity of the inventory at all Dufflet warehouses locations
- Investigate and authorize adjustments to inventory discrepancies as per company policy



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- Collect, summarize and submit inventory data for the S&OP, financial control and other processes, ensure that write offs have been properly approved, prior to write off and final disposition. Work with Finance to ensure proper allocation to the correct accounts and keep a running balance to meet provision account
- Manage and ensure that the existing WMS is correct on a daily basis, be it finished goods or raw materials. Ensure that transfers of raw material transfers to the shop floor, and the receipt of finished goods from the shop floor are completed in a timely fashion, in all systems by Inventory Control personnel
- Communicate and address any inventory discrepancies with customer service and ensure that all issues pertaining to inventories are resolved quickly and accurately
- Develop, implement and ensure that sound inventory processes are used throughout the Dufflet sites
- Supervise and manage Inventory Control personnel to ensure that they follow inventory process. Ensure that all cycle counts are done on a daily basis and that only authorized adjustments are inputted into WMS
- Ensure that all KPI's within the Supply and Production Planning are captured and reported on a period basis. Ensure that the period report is forwarded on time for final analysis and commentary

**Special Projects**

Contribute expertise and energy to building a high performing and engaged operations team. Provide leadership, direction, coaching and development to supervisors and work-teams. Promote an engaged, accountable culture that acts with speed and purpose within the Company's "Right First Time, On Time, Every time" paradigm.

- Support Supply Chain strategic planning process by coordinating/providing:
  - Data regarding capacities statistics/constraints
  - Data on inventory management needs
  - Understand the customer future needs
  - Develop strong communication links with demand planning team
- Develops projects and charters in support of organizational change providing deep understanding of client groups, their needs and issues
- Spearhead programs, policies and service delivery that supports the operations
- Contributes data, ideas and experiences to Continuous Improvement on shop floor

**QUALIFICATIONS**

Education, experience and Skills

- University degree or College diploma preferred, or an equivalent combination of supply chain training and considerable experience
- Certified professional planning designation or equivalent preferred



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- Minimum 3+ years of experience in a planning function, with exposure and familiarity with both CPG and enterprise resource planning systems
- Highly proficient using Software Applications such as Excel and ERP systems, entire suite of MS Office. Experience with MS Dynamics, Nav, SAP or Oracle considered a plus
- Experience optimizing interfaces between various computer systems
- Fluent English and effective communication (writing and verbally)
- Financial and accounting math, scheduling, budgeting, measurement and calculation math, numerical estimation and forecasting
- Proven track record in strategic sourcing (packaging and raw materials) in a food manufacturing environment with demonstrated overall cost reductions while preserving quality/service levels
  
- Effective interpersonal and communications at all levels to achieve objectives
- Critical thinking and ability to perform multi-scenario and complex analysis
- Proven analytical, attention to detail and problem-solving skills
- Judgment and decision-making
- Project management, planning and organization
- Information comprehension and materials management
- Negotiation, persuasion and conflict resolution
- Ability to work independently with minimal supervision and in a diverse team environment
- Flexibility and adaptability: To meet the needs of the organisation and to change customer demands and schedules
- Exceptional attention to detail and excellence-customer service-focus
- Perpetual Learner
- Strong ability to manage multiple projects and coordinate priorities
- Effectively deal with ambiguous situations

**Application Details:** Please **forward your resume** to the Human Resources department to [hr@dufflet.com](mailto:hr@dufflet.com) with the reference: Manager, Supply Chain & Production Planning

**Dufflet's Diversity and Inclusion- commitment and Accessibility Policy**

At Dufflet Pastries, a diverse, inclusive, and equitable workplace is one where all employees. We are committed to a non-discriminatory approach and provide equal opportunity for employment and advancement in all departments, programs, and worksites. We respect and value diverse life experiences and heritages and ensure that all voices are valued and heard.

Requests for accommodation due to a disability is available on request for candidates taking part in all aspects of the selection process.

*We thank all applicants for applying; however, only those selected for an interview will be contacted.*