



Exciting opportunity available within R&D, Q Team!!

QUALITY ASSURANCE MANAGER
12 months Contract, Maternity Leave Coverage

- **About Dufflet Pastries**

Who we are:

Eat More Cake! At Dufflet Pastries, we do not just make desserts; we craft the sweetest parts of life's celebrations. 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.

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. Our commitment to quality extends to every aspect of our operation, from sourcing premium, unbleached flour and real butter to eschewing artificial flavours and preservatives.

As a member of our team, you will contribute to our continuous focus on innovative and standard for premium, natural desserts, and our plan to bring the same Canadian-made premium experience beyond our borders, carrying forward our mission to delight and inspire with every sweet creation.

Our Future:

Dufflet has made significant steps over the last months in transforming the business to a professionally managed, mid-market consumer package goods company. The business model, and associated processes and systems continue to evolve across every dimension. During this time, the Company has grown, initiated implementations of new supporting infrastructure and systems, up-skilled and retained key talent at the Leadership Team level and across all mid and back-office functions and has invested heavily in PP&E to set the business up for future growth.

At the core, the thing that makes Dufflet successful is a resolute conviction to challenging the status quo, and always confronting conventional wisdoms. As a mid-market company, Dufflet needs to think disruptively, and push the boundaries of possible whether considering an innovative marketing campaign, fighting for distribution and availability, or expanding our capacity to meet growing consumer and customer demand. Everyone at Dufflet is driven by a sense of urgency and strong will to succeed. Moving forward we will continue to inspire the broader Dufflet team's will to win, through an empowering and empathetic leadership style, a performance and accountability-based mindset, and identifying potential and coaching to the achievement of that potential.



For the future, the Company intends to continue its current growth trajectory, building a profitable business which achieves through both aggressive organic growth, and an engaged, enthusiastic organization that is staffed with 'A'-level talent who exemplify speed, purpose, accountability.

- **About the Role:**

We are currently looking for a QA Manager to join our team on a 12-month contract, to cover a maternity leave.

Reporting to the Director of Research & Development, Quality, the QA Manager oversees the activity of the quality assurance department and team members, developing, implementing, and maintaining a system of quality and reliability testing for the organization's Food Safety, Quality system.

We are seeking passionate individuals who aspire to uphold the art and heart of gourmet pastry making. 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. We intend to continue to set the standard for premium, natural desserts in North America and beyond.

Reporting Relationships

- Reports to: Director of Research and Development, Quality.
- Direct Reports: Two (2) QA Technicians are reporting to this role

Key responsibilities include:

- Oversee Food safety, Quality, regulatory, HACCP and other programs related to food manufacturing (bakery environment).
- Review, develop, implement, and maintain company BRC, Gluten-free and Vegan Certification program, GMP's, food safety policy and procedures
- Work with operations as a key team member to help with strategic decisions, continuous improvement, and promoting food safety.
- Support change management activities related to processes, programs and/or systems at the facility.
- Assess, investigate, provide and verify corrective action to Quality Assurance/Quality Control deficiencies; review monthly plant self-inspections to ensure conformance to GMP requirements
- Maintain, review and ensure compliance with the company Hazard Analysis Critical Control Points (HACCP) - Preventative Controls program
- Oversee the environmental monitoring program and manage and maintain all inhouse testing
- Review and verify receiving, storage and shipping program including distribution vehicle Sanitation and shipping Procedures, sanitation and Pest Control
- Monitor ingredient, finished product storage temperatures and First in First out (FIFO) programs in terms of quality and food safety standards.



- Manage and track customer complaints with a trend analysis. Lead investigations into consumer and customer complaints in a thorough and timely manner.
- Conduct mock recall annually, review recall plan and revise as necessary.
- Liaise where required with various municipal and provincial bodies, in the event of non-compliance, non-conformances or other violations.
- Validate and maintain documentation such as finished product specs, labels, ingredient declaration and nutrition information
- Work in partnership with the plant/production management and the HR management to maintain and oversee the employee orientation training related to Food Safety, Personal Hygiene, GMP's Sanitation.
- Conduct employee Hygiene, GMP, Sanitation, Food Safety training program
- Train and develop employees pertaining to quality assurance and associated standards
- Coordinate the development of a supplier/co-packer approval program
- Perform other related duties and projects as assigned.

Qualifications:

- Bachelor's degree in science, Manufacturing Engineering, or other Quality-related field equivalent work experience
- 5+ years of proven Quality-related work experience in a food manufacturing setting
- Thorough working knowledge of HACCP, FIFO and various international and national food safety standards
- Must have experience with GFSI standards/programs or Safe Quality Food (SQF) audit certification
- Working knowledge food manufacturing processes (baking)
- Strong verbal and written communication skills, in English
- Understanding and working knowledge of Food Safety, Good Manufacturing Practices (GMP) and compliance with product quality goals
- Strong planning, organizing and time management skills, detail oriented.
- Proficient in MS Office, including Outlook, Word, and Excel
- Analytical skills with the ability to identify root cause and solve problems. Action-Solutions oriented
- Understanding on meeting customer service expectations and standards in all interactions with Team Members and cross functional teams
- Effective time management and organization skills
- Effective communication skills to interact with the team members and cross functional teams
- Strong relationship skills.
- Teamwork spirit and able to work independently



Why work with us:

- Competitive salary and benefits package (extended health care, life insurance, paid time off)
- Positive, inclusive culture focused on teamwork and quality
- An open, 'continuous learning' environment where professional development and career progression is encouraged
- Work within a dynamic, driven, high-achieving, close-knit and fun-loving team
- High level of autonomy and responsibility

Contact/application information:

- Please apply by sending your resume to hr@dufflet.com before March 1, 2025. We look forward to hearing from you.

Dufflet Pastries 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 your interest in the role; however, only those selected for an interview will be contacted.