

Triona Naidoo
School Street
Northern Paarl, Western Cape, South Africa, 7646
Contact Numbers: 0825790974
E-Mail: Triona.naidoo@gmail.com

Employment History

Quality Assurance Coordinator: KVV, Paarl

04/2016- Current

- Maintain and monitor the Integrated Management System to ensure continuously improve the system. IMS includes, but not limited to the following standards:
 1. ISO9001
 2. ISO22000
 3. FSSC22000
 4. BRC Food
 5. TS/ISO 22002/1
 6. IFS Food Manufacturing
 7. WIETA/ BSCI
 8. Fairtrade
 9. R962
 10. Kosher
 11. SANS 1841
- Documentation, implementation, maintenance and evaluation of Quality, Food safety and Ethical systems
- Ensure the compliance of all business processes against the required standards and documented work instructions, within a safe work environment and with responsibility towards the environment
- Support all business processes with technical advice, training and quality assurance verification, supporting continual improvement throughout KVV
- Documentation and implementation of verification schedules to confirm due diligence evidence and compliance. Verification planning and reporting, statistics for individual verification results and analysis of verification results
- Ensure compliance to Standards, Codes and/or Regulatory requirements as determined by country, customers and management
- Monitoring the implementation of the IMS in the different business areas.
- Evaluate the effectiveness of the IMS with the necessary gap analysis and action/ implementation plans.
- Verify and maintain the document management system and quality manual controlled by SAP
- Coordinating external and certification audits and reporting of results as well as co-ordination of action plans of all external findings.
- Manage the Food Safety Team as the leader in the IMS work group
- Coordinate the IMS plan reviews and risk assessments (Food Safety, Food defense and Quality) (HACCP plan)
- Implement PRP's, OPRP's and CCP's derived from the risk assessments (HACCP plan) and train personnel site wide.
- Reporting of trends to the Quality Management Manager, support factual decision making of Top Management with Management Review data and objective documentation
- Coordination of a companywide Quality Awareness program, including design and development of training materials.
- Identification and facilitation of training needs
- Coordinate, administer and chair the Non-conformance system (1st, 2nd and 3rd level problem solving systems) to ensure fast and effective decision making.
- Coordinate all concessions and deviations for fast decision making.
- Maintain the Recall system with mock recalls once per annum and month traceability exercises
- Reporting/ escalation of issues to Quality Management Manager
- Assisting in the generation of the training, unscheduled entertainment and external audit budget. Reviewing the forecast information with the QM Manager.
- Leading MDWT1 and participation in MDWT2 work groups.

Internal Auditor, Quality: KWV, Paarl (Auditor Portfolio on request)

05/2014 – 03/2016

- Maintain the Internal audit system by compilation, execution and reporting of the annual internal audit program, to ensure compliance and continuous improvement pertaining to the following standards:
 1. ISO9001
 2. ISO22000
 3. FSSC22000
 4. BRC Food
 5. TS/ISO 22002/1
 6. IFS Food Manufacturing
 7. WIETA/ BSCI
 8. Fairtrade
 9. R962
 10. BSCI
 11. SANS 1841
- Coordinating external and certification audits and reporting of results as well as co-ordination of action plans and sign off of all external findings.
- Coordinate the IMS plan reviews and risk assessments (Food Safety and Quality)
- Reporting of trends to the Top Management.
- Contingency for Quality Assurance Manager after resignation 06/2015.

Quality supplier engineer, Danone SA, Gauteng

11/2013 – 04/2014

Quality

- Monitor and ensure adherence to quality standards, protocols, procedures, policies and practices as they relate to supplier quality.
- Ensure that all activities are carried out to high standards of workmanship.
- Ensure compliance to housekeeping standards: ensure that work area and equipment is kept clean at all times.
- Understand the impact of inferior quality material on operational efficiency
- Address all the quality issues identified on the line and work collaboratively with the teams to resolve issues.
- Deliver quality best practices to the floor

Delivery

- Ensure that all material received from Suppliers complies with Danone's specifications and requirements as stipulated.
- Test incoming materials based on predetermined sampling plan and according to set procedures.
- Manage all non-conformances as per procedure from identification to "close out"
- Release packaging and raw material to production as per procedure (Positive release system)
- Maintain accurate records of product received from suppliers and of supplier performance.
- Report on Supplier quality performance, identifying trends and corrective action as required.
- Plan and conduct quality audits at Suppliers
- Coach suppliers, assist with training as required
- Participate in monthly and quarterly supplier review sessions
- Work with suppliers to deliver on set KPIs
- Assist suppliers with continuous improvement initiatives (relating to raw and packaging materials)
- Liaise with suppliers regarding the handling of material and communicate the requirements to the industrial team as appropriate.
- Coach stores personnel regarding the procedures for taking samples particularly relating to material received at night.
- Monitor and ensure that all required documentation is completed as per standard (daily, weekly
- And monthly as required), record keeping, filing, presentations, etc.
- Assist the auditors and provide the necessary records as required
- Conduct consumer complaints investigations as required
- Support R&D and industrial with product trials when necessary
- Update quality dashboard (suppliers and co-manufacturers)

Costs

- Identify cost savings initiatives and improvement areas to assist in improving production.
- Ensure that work activities are executed within budget and attempt to curtail costs associated with duties
- Participate in quality related problem solving initiatives
- Ensure that all required documentation is completed properly: use information to analyze performance (i.e., establish trends, etc.) and identify improvements
- Ensure that stock rotation practices are adhered to on materials and that FIFO practices are in place.

Morale

- Adhere to company policies and procedures as well as the disciplinary code
- Act as custodian of the company values and CODE
- Monitor KPIs and participate in initiatives aimed at achieving targets set
- Stand in for colleagues (during periods of sick leave, training, etc.) as required to ensure that all shifts are optimally manned and work activities are completed.
- Take responsibility for your own learning and development (subject to budgetary constraints) and performance.
- Participate in team and factory meetings.

Kerry Ingredients and Flavors, KZN

08/2009 – 10/2013

Laboratory Supervisor

- Management and motivation of laboratory personnel
- Stock taking and management of ordering for chemicals for analytical testing of all related products.
- Support in the maintenance of the ISO 9001, ISO 1842, BRC and HACCP certifications.
- Team member of the HACCP and food defense team.
- Training of all laboratory personnel including site personnel on quality and food safety.
- Maintenance and assurance of accuracy of the specific chemical and sensory testing
- Reporting of all Laboratory related and intrinsic deviations on product in the monthly Management meetings.
- Reporting of the Laboratory Quality system's effectiveness, adequacy and suitability during the annual Management Review meeting.
- Communications with clients with regards to test results and interpretation.
- Management of complaints, non-conformances, preventative- and corrective actions in the laboratory.
- Participation in the development of the SAP system (Quality module).
- Validation of Laboratory methods.
- Active participation in sensory evaluation of product.
- Conducting site GMP and GLP audits, structuring plant hygiene and cleaning programs
- Verification of the compliance to legislative requirements for all intrinsic factors of the final product.
- Technical verification of all test reports and certificates issued by the Laboratory.
- Documentation of the work instructions for analytical testing as well as scheduling of daily test schedules.
- Involved in technical/internal audits, by SABS, AIB, FSA and ISO, BRC

Reverse Logistics and Rework

- Develop projects and formulate product recipes that improve plant efficiency and cost saving while appealing to target markets.
- Liaising with customer and suppliers for formulation of product specifications.
- Reverse logistics and customer complaint investigation.
- Reworking of failed and non-conforming product.
- Stock re-evaluation/ extension of expiry dates.

Senior QC Analyst

- Analytical analysis and reporting as well as tasting of raw materials, chemicals, liquid flavors, and dry finished product
- Active in sensory evaluation
- Calibration and verification of all lab equipment and in house training
- Setup cleaning tasks and hygiene inspection around production plant.
- SHEQ representative, in maintaining plant safety and hygiene, GMP auditing

Laboratory Analyst, South African Breweries, KZN

02/2008 – 04/2009

Microbiological

- Trained and assessed on all microbiological analyses pertaining to beer and ready to drink products
- Yeast propagation as well as optimization.
- Monitoring laboratory equipment and data, including customer complaint investigation.
- Compiling of Microbiology Reports.
- Purchasing of laboratory consumables.
- Active participation in Problem solving exercises.
- Yeast propagation as well as optimization
- Reporting of results and problem. (six sigma), compilation of reports.(LIMS, EQMS, PAQT)
- Environmental and plant hygiene involvement i.e.: conducting surveys for plant hygiene and hygiene practices

Analytical

- Maintenance and calibration of equipment, exposure to all analyses in the analytical department, including GC and HPLC, sodium's, color, alcohol, pH, limit of extraction(LE's), spectrophotometer.
- Conducting of taste panels, sensory evaluations and customer perception sessions.
- Involved in external audits, including HACCP, ISO 9001, NOSA

Other employment

Research Assistant, Ethekewini Health Unit, KZN

06/2007 – 07/2007

Education and Qualifications

Grade 12 diploma with exemption, Dr. A. D. Lazarus High 2004

National Diploma Biotechnology, Durban University of Technology 2008

B.Tech Quality, Cape Peninsula University of Technology 2016

Achievements and further training (certificates available upon request)

HACCP implementation, Q Systems 2010

Sensory evaluation and consumer perception, Consumer in Focus 2011

Internal Auditing of Management systems, Progress Excellence 2014

Implementation of FSSC 22000, Progress Excellence 2015

Implementation of BRC version 7, Progress Excellence 2015

ISO 9001:2008 Gap analysis to ISO 9001:2015, Progress Excellence 2015

Facilitation, Executive Coaching and Facilitation 2016

Key Skills

- Strong Leadership skills
- Vibrant and energetic
- Time Management and organizational skills
- Strong motivational techniques for enhancing a positive work environment as well as positive attitudes to system implementation and management
- General background knowledge of operational processes in various manufacturing systems
- Strong communication and interpersonal skills
- Strong need for achievement of allocated responsibilities
- Reverence for new challenges
- Good team dynamic
- Professionalism and work ethics
- Compassion for co-workers
- Ease with the meeting and interaction with strangers.
- Versatile to difference management styles
- Conflict resolution and change management
- Logical and methodical problem solving
- Ambition and willingness to work hard to achieve objectives
- Computer literacy on Excel, Word, Power point, SAP, LIMS, MFGPro, SCADA

- Strong facilitation skills

Personal details

Identity number	8712100107087
Date of Birth	10 December 1987
Gender	Female
Relationship Status	Single
Nationality	South African
Language skills	Afrikaans(understanding and written), English (written and spoken)

References

- Adel Stander
Quality Assurance Manager
KWV SA Pty Ltd
0721844550
adel.sabbagha@gmail.com
- Saloshini Naidoo
Quality supplier manager
Danone Southern Africa
083 293 2443
Salnaidoo3@gmail.com
- Donnee' Atkinson
Process Development Manager
Flavourcraft/ Kerry ingredients and flavours
031-7190563
Donnee.Atkinson@kerry.com
- Melinie Nithiananthan
Quality specialist
SAB Ltd Prospecton
(031) 9101177
Melinie.nithiananthan@za.sabmiller.com