

Position Information

Job Title:	Process Technician	Reporting To:	Process Executive
Department:	Production	Indirect Reporting Manager:	Process Manager
Date:	MEI 2016		

Position Purpose / Context

The position is responsible and accountable for ensuring smooth Tea production operation. Support and execute the activities required by the executives and management in their respective department for the plant operations to achieve Centre of Operational Excellence (COE).

Key Duties / Responsibilities

1. Achieve shift detailed production plan targets in terms of schedule, output, quality, hygiene, cost and consumer complaints. Lead implementation of plant objectives and procedures.
2. Responsible for executing line operation startups, production, shutdowns, cleaning and size changes. Production checklists are to be executed as per details in SOPs. Maintains good record keeping and retrieval.
3. Teach and/or guide team members “how to operate machine”, “how to maintain machine”, how to troubleshoot machine, how to improve productivity and efficiency and /or to provide knowledge concerning technical / productivity matters.
4. Monitor operation of machinery or equipment to detect malfunctions or need for minor adjustments. Ensures that maintenance team is readily available during machine trouble shooting. Involve in troubleshooting activities when required, escalating issues arising to superiors timely.
5. Monitor package verification and quality check, yield optimization check for rejects/breakage/net content/Brix.
6. Perform BEC activities on machineries or equipment as scheduled.
7. Update all form that required to be updated base on shift basis, weekly basis and monthly basis .
8. Participate in RCA analysis with technicians, why-why and/or fishbone analysis of line issues.
9. Complete end of shift paperwork and submit all reports to Senior Technician or Executive for verification.
10. Achieve full compliance to food safety management & hygiene systems & GMP audits and implementation rate.
11. Ensure effectiveness within the team, the machines and to leverage on any other resource which may be required so that the shift can meet company production targets and meet key strategies.
12. Achieve “zero” accident record within scope of assigned responsibility.
13. Participate in Shift Review meetings on shift basis, ensuring all KPIs are tracked and gaps are highlighted.

Job Description

14. Maintains safe and healthy working environment by establishing, following and enforcing standards and procedures; complying with legal regulations.
15. Contributing to team effort by accomplishing related results as needed.

Other Duties

1. Exercise responsible and professional behavior at all times and positively representing the Company.
2. Ensure high standards of professional presentation and grooming.
3. Be flexible in your job function and perform any other reasonable duties and responsibilities which may be assigned to you, including redeployment to other department/areas if required, in order to meet business demands and guest service needs.
4. Respond to changes in the Supply Chain function as dictated by the industry and Company.

Personal Competency Requirements

Core Competencies:

- Drives Innovative Business Improvements: Develops new insights into solutions that result in organizational improvements
- Balances Immediate and Long Term Priorities: Seeks to meet critical objectives while considering the impact of those decisions and activities on the ability to achieve long-term goals.
- Delivers Results: Focuses on the critical few objectives that add the most value and channels own and others' energy to consistently deliver results that meet or exceed expectations
- Imports and Exports Good Ideas: Relentlessly seeks, shares and adopts ideas and best practices in and outside the Company and embraces change introduced by others.
- Develops and Inspires Others: Builds and maintains relationships that motivate, guide, and/or reinforce the performance of others toward goal accomplishments. Develops self to improve performance in current role and to prepare for future roles; seeks and provides feedback and coaching to enhance performance.

Related Position Requirements/Qualifications

- Education: Diploma in Technical field
- Experience:
 - Min 3 years' relevant experience in beverage manufacturing environment or any other related field
- Language: English / Bahasa Melayu
- Capability:
 - Ability to interact with all personnel including from other department
 - Knowledge of utilities machine troubleshooting and beverage manufacturing processes in various packaging types (Knowledge of beverage manufacturing processes in various packaging types (coldfill, hotfill, aseptic, blow molding) including knowledge of food safety regulatory requirements (HACCP) and management quality system.

Job Description

- Understanding of KPIs and its driven criteria
- Able to operate and troubleshoot at least two machines.

Position Dimensions

Quantitative KPI's	
Organizational Impact: (level and nature of contacts within and outside the business)	
Licenses or Certificates	
Other Requirements	

Approvals:

Position Holder

Direct Manager

Name: _____

Name: _____