

# TRẦN XUÂN HỒNG NGA

HEAD OF RPC & QA SYSTEM



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## CAREER OBJECTIVE

- Affirming personal brand in the FnB market.
- Contributing, accompanying, and leveraging my strengths for the company's development.
- Developing the team.

## EXPERIENCE

**04/2024 to 05/2025: GLX Company**

### Head of RPC, Quality Assurance

#### 1. Internal Audit:

- Review the existing SOP system; collaborate with Operations and Support Departments to collect information and data; from there, develop a comprehensive procedure framework ensuring control, compliance with government regulations, and ISO 22000 standards.
- Transform the procedure system into SOP Manuals tailored for each concept/business, enabling staff to easily apply, understand, and retain.
- Develop and manage the Error Bank and Questioning Bank to support training, evaluation, and continuous improvement.
- Periodically evaluate the effectiveness of the implemented SOP system and propose improvements when no longer aligned with actual operations.
- Establish and develop the Approval Matrix in alignment with the Company's vision, mission, business strategy, organizational structure, roles & responsibilities, job descriptions, and governance approach defined by the Group in each period.
- Design and implement internal audit programs across departments, focusing on inventory management, sales system, BOM, and projects.
- Develop dashboards to monitor and control the execution of key items: daily inventory check of 100 SKUs, PO entry control, and corrective action follow-up after each evaluation.
- Collaborate with the IT Department to build a daily checklist system that assigns tasks by specific area; implement through an application to ensure employee execution and managerial supervision.
- Train the successor team/next generation

#### 2. QA System:

- Review the current checklist and convert the QC checklist into a scoring sheet according to the A.C.H.I.E.V.E criteria and most recently converted to the C.H.A.M.P.P.S criteria.
- Review the service quality checklist and convert it into a complete scoring sheet according to the A.C.H.I.E.V.E criteria, adding CCP/RISK items.
- Develop a set of input material standards in an easy-to-remember, easy-to-understand, easy-to-control format.
- Responsible for checking product quality: from input materials, semi-finished products, finished products.
- Responsible for synchronizing the quality of coffee group products: Standardizing Operating Tools & Equipment for brewing, standardizing the process of preparing semi-finished-product tea, standardizing the process of making tea, ice level, and responsible for training those internal standards.
- Ensure food safety and hygiene: build a Hygiene system, "Hygiene" standards and guide cleaning frequency for each area, ensure compliance/implementation also controlling food poisoning.
- Generating monthly reports to analyze data on compliance status in the restaurant system, thereby updating the bank of Error to update in the scoreboard.
- Train the successor team: build an internal training program (train the trainer), constantly update knowledge for the team in regards to change.

## EDUCATION

- 2006 – 2010: Saigon University of Technology.
- Graduated with a good degree.
- Outstanding Employee of the Year 2018 - GREENFEED VIETNAM Company.
- Outstanding Employee at Vissan Company in 2015.

# SKILLS

- Ability to analyze risks, quickly update technological advancements.
- Quick learning capability.
- Ability to build, develop, and manage teams.
- Adaptability to fast-paced environments.
- Can work independently or in high-performing teams.
- Self-motivated.



**04/2023 - 3/2024: MAYCHA JOINT STOCK COMPANY**

## **Central Distribution Center Manager (QA - Kitchen Center - Warehouse - Logistics):**

### **April 2023 - September 2023**

- Constructed a checklist for building the Central Distribution Center (finding locations, conducting site surveys, assessing technological processes, etc.). Key member in the construction-relocation project of the Tan Phu warehouse to the scale of the Tan Tao Industrial Park.
- Received existing products to develop technological processes and transfer them into automated procedures to minimize damage.
- Received the existing workforce, developed training programs, and created an organizational chart at the new warehouse.
- Received the warehouse system, coordination system for transfer, uploaded data to the IPOS system for temporary inventory management.
- Standardized Plant and Equipment, production equipment, and provided production guidance.
- Developed a new logistics plan to optimize transportation costs, picking, and damage.
- Built master data for the production and warehouse subsystems to go live on the SAP system.

### **October 2023 - December 2023**

- Applied for the Food Safety and Hygiene certificate for the warehouse, developed GMP, GHP programs for the Tan Tao DC.
- Relocated the Tan Phu warehouse (Production, Warehouse, Logistics) to the Tan Tao DC.
- Transferred production processes from manual to plant and equipment.
- Improved existing production processes to optimize production costs, warehousing costs, and transportation costs.
- Deployed production processes for new products, monitored the loss rate of these products, collaborated with R&D to adjust formulas as needed.
- Implemented logistics in Bien Hoa, Binh Duong, My Tho, An Giang, Can Tho.
- Established a quality management system at the DC as an integrated chain from input to output. Developed DC audit checklists, supplier audit checklists.
- SAP B1 go-live.
- Developed the 2024 budget in line with the company's development direction.

### **January 2024 - February 2024**

- Participated in the construction project of a Hub in the Central region.
- Established Key Performance Indicators (KPIs) for the transportation unit.
- Developed procedures for resolving disputes and losses of goods.
- Collaborated with Operations (OPS) to establish a Sales Fulfillment Center (FC) for the 2024 Tet holiday season, implementing production plans to ensure sufficient supply of goods for the peak period.
- Developed a training program on product characteristics for staff at the shops.

**05/2022 - 4/2023: PHUC LONG HERITAGE JOINT STOCK COMPANY**

## **Quality Assurance Manager**

### **1. Store System**

- Responsible for establishing a quality management system from raw material intake to finished products based on the "Million Miles Like One" criterion.
- Developed and adjusted CHAMP, the compliance assessment program for Food Safety and Hygiene Standards (updated every 6 months), evaluating customer service and product quality.
- Developed transportation procedures, established and evaluated KPIs for transportation units, ensuring consistent product quality throughout the store system (North – Central – South).
- Developed internal training programs, Food safety and Hygiene training for the store system, CCP, RISK training.
- Collaborated with Operations Department, Training Department to develop training programs for new employees and quality control training. Also, developed a reevaluation program for existing employees.
- Standardized beverage preparation, sanitation, and cleaning systems for the store system.
- Received the Customer Service team, developed training programs, controlled customer care services, reduced the number of complaints over the months, and developed a Mystery Shopper program

# CERTIFICATES



- Professional quality assurance.
- ISO 22000: 2018
- Sensory analysis of Masan group

## 2. Tan Binh Factory + My Phuoc Factory:

- Applied for Food safety and Hygiene factory certification, developed GMP, GHP programs for the Tan Binh factory according to Massan Group standards.
- Set up and operated a Hub in the Hanoi area, controlled and standardized processes in the North-South regions. Improved existing production processes to optimize production costs, warehousing costs, and transportation costs.
- Reviewed master data for SAP go-live for quality management subsystems.
- Implemented production processes for new products, monitored the loss rate of these products, collaborated with R&D to adjust formulas as needed.
- Conducted innovations to improve products, optimize costs, and ensure product quality during transportation from South to North.
- Reviewed the list of suppliers, developed control programs, and conducted periodic evaluations of high-volume suppliers.
- Developed a quality control process in two steps: QA inspection at the DC – QA inspection at the receiving warehouse.
- Building and Developing Teams
- Established annual operating budgets, developed KPIs, implemented and ensured results for the department.
- Developed the organizational chart for the QA Department, recruited team members, developed specialized training programs, integration, and development for employees.
- Developed an Internal Sensory analysis Training program for the QC team in three regions. Established a team development program, specialized training for the QC team.

## 03/2017 - 05/2022: GREENFEED VIETNAM COMPANY

### Internal audit Manager

- Developed compliance control programs and operational checklists for production and slaughtering activities to ensure compliance with legal regulations and ISO 22000.
- Established standard operating procedures (SOPs) and food safety & hygiene protocols.
- Set up the Compliance Control Department for the food sector, ensuring adherence to corporate processes and systems.
- Participated in the project to construct a product processing factory in Phuoc Binh – Tay Ninh, including bidding, layout design, and warehouse system construction.
- Reviewed and optimized infrastructure, machinery, and equipment at DnF factory workshops; conducted supplier evaluations.
- Designed evaluation plans and implemented audit programs for operational and annual procurement activities.
- Supported the DnF factory in transitioning and conducting internal audits under the ISO 22000:2018 framework.
- Supported SAP (Feed & Food BU) enabling seamless integration of compliance and production management systems. and TM+ go-live projects for internal audit department.
- Built and mentored a succession team, enhancing organizational capability and ensuring sustainable compliance operations.

## 05/2011 - 02/2017: VISSAN JOINT STOCK COMPANY

### Head of Quality Control Department

- 05/2011 – 09/2012: Traditional Frozen Product R&D Staff (spring rolls, dumplings, wontons, etc.).
- 10/2012 – 01/2014: QC at the Cold Meat Processing Plant.
- 01/2014 – 02/2017: Production Supervisor at the Cold Meat Processing Plant.
- Received production plans, scheduled monthly production, monitored daily productivity and output of employees, ensured safe inventory levels.
- Collaborated with QC Department to review and improve processes, resolved customer complaints related to team product quality issues.
- Responsible to management for production status and progress.
- Instructed and trained new workers on production procedures. Assisted experienced workers in improving procedures to increase productivity.

## 05/2010 - 04/2011: Assistant to the head of the food technology department at Saigon University of Technology.