

## EXAMPLE – PROFILES, OBJECTIVES, SKILLS & ATTRIBUTES

### Quality Management

#### EXAMPLE 1

##### PROFILE

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In addition to my Honours Degree in Social Work and Diploma in Community Development, I have worked in government, education, and not-for-profit sectors with a focus on high risk adolescents and their families. My passion for social justice, client outcomes, critical reflection and change management has led me to quality management, auditing, and continuous improvement roles. The organisational skills I gained in administrative management and my social work background has provided a sound base for managing the quality of client service delivery, both as an internal consultant or as an external auditor.

##### CAREER OBJECTIVE

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I am currently seeking a Quality Management role within the community, health or education sectors which would allow me to drive change and innovation in service delivery whilst evidencing work against external standards. I am particularly adept at developing staff and organisational capacity to both evidence and improve the client's service experience with logical and efficient processes that minimise duplication and gain staff commitment.

##### SKILLS & ATTRIBUTES

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###### Audit, Quality, Improvement & Risk

- **Audit:** train and lead internal audit teams and external audit of community services and health organisations across Victoria
- **Accreditation:** lead and project plan for external review of welfare agencies
- **Client focus:** design quality management systems to inspire and focus staff on the client's entire service experience
- **Continuous improvement:** identify quality improvements, provide internal consultancy advice on improvement projects, and assessment of evidence to confirm completion of audit requirements
- **Risk:** advise executive on safety and quality frameworks, including clinical governance, incident investigation and amelioration
- **Quality management:** prepare project plans, training material, policies and procedures

###### Management

- **Teams:** manage small teams of direct reports or large teams of specialists through indirect reports. Set priorities, delegate, motivate team and mentor.
- **Stakeholder engagement:** build and manage relationships in a multi-agency environment, liaise and advocate with government regulators/funding bodies, represent sector on peak bodies
- **Budget:** prepare, manage, analyse, report on budgets and take appropriate action
- **Equal opportunity:** lead and resource equal opportunity contact officers, provide support to complainants, advise management on incident investigation and response
- **Change:** participate in change management programs to ensure organisational policy, procedures and service quality are maintained and enhanced. Represent and guide staff through organisational restructure.
- **Strategic planning:** develop and manage foster carer recruitment strategy, contribute to strategic plan as Director

# Quality Management

## EXAMPLE 2

### PROFILE

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Strong technical and managerial background as a Quality specialist with extensive manufacturing experience, including 15 years at various renowned Australian food and beverage companies.

I am a results-focused and detail-orientated contributor who constantly engages and motivates teams to deliver in all areas of operational excellence. I maintain the highest professional standards for safe food handling and distribution.

### CAREER OBJECTIVE

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Seeking a Quality Assurance Managerial role to utilise my many years of Technical and Managerial experience in well-known beverage, dairy, grain and food-related manufacturing industries.

### SKILLS & ATTRIBUTES

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- Overseeing all food safety programs through virtual and onsite presence
- Proficient in regulatory requirements for exporting compliance to multiple continents
- Leading cross-functional production teams across Australia to maintain FSSC 22000 v5.1, Kosher, Halal and Organic certifications
- Motivating high-performance teams to continuously improve business processes and exceed customer expectations
- Facilitating root cause analysis techniques into all customer complaints for successful resolutions
- Strong technical abilities in microbiological risks and implementing Food Safety compliance programs across multiple plants nationwide
- Continuously training and updating systems to meet FSSC 22000 requirements
- Managing GMP, Internal auditing and HACCP programs to reduce food safety risks to the business
- Executing Internal, External, and Supplier Auditing programs through a risk management process
- Developing resilient and knowledgeable teams who work in an agile manufacturing environment
- Effective use of Microsoft Office products including Teams to deliver training, information and reporting
- Clear communication abilities especially when escalating quality and technical issues
- Collaborating and working well together with others to synergise opportunities
- Mentoring and coaching team members to motivate, grow and be more effective
- Flexibility in thinking and operating style under different circumstances