



<b>TITLE</b>	Quality Assurance Specialist
<b>DEPARTMENT</b>	Supply Chain
<b>ROLE REPORTS TO</b>	Quality Assurance Manager
<b>CLASSIFICATION</b>	

**PURPOSE OF THE ROLE:**

The Quality Assurance Specialist is responsible for proactively working closely with company's supplier network to continually improve product quality and adherence to specification.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Cultivates relationship with supplier plant stakeholders to ensure alliance with company goals and expectations for product quality
- Monitors performance for all suppliers of assigned products by conducting continuous evaluations and documenting results to ensure specification compliance and corrective action. Identifies opportunities and strategies to work with plant management to continually hit target specification to optimize companies product cost
- Conducts continuous evaluation and reports results of product at supplier's plants to ensure specification compliance. Identifies opportunities and strategies to work with plant management to continually hit target specification to optimize companies product cost
- For chicken products, works in conjunction with buyer to track and analyze plant metrics that affect product, i.e. bird weight and case counts to ensure companies target specification
- Analyzes and tracks supplier production reports and 3<sup>rd</sup> party audit reports to identify variances or deviations from Wingstop product specifications. Reports all information to Quality Assurance Manager
- Organizes weekly test kitchen cuttings as required; performs product evaluations and compiles data for weekly report to stakeholders and suppliers.
- Participates in product test case review cuttings
- Works with operations team on restaurant visits to conduct evaluations on core products to ensure compliance to specification
- Co-leads the investigation and resolution of product quality complaints for assigned suppliers with restaurants and internal team. Utilizes information to address and discuss action plan with suppliers to resolve.



- Maintains knowledge of industry best practices for food manufacturing, preparation and handling according to federal, state and local regulatory requirements. Monitors food labeling, safe food production and safe food handling to ensure Wingstop restaurants are in compliance with such laws and regulations. Notifies Supply Chain team of any impending or proposed regulatory changes
- Validate and recommend for approval, new supplier facilities that will support
- Assist QA Manager as needed on special projects.

**Requirements (Education, Qualifications, Experience)**

- Working knowledge of food manufacturing, preferably poultry processing.
- Previous restaurant or QSR experience a plus
- Ability to work self-sufficiently in a face-paced environment without interruptions or distractions
- Interpersonal Skills - ability to build effective organizational relationships inside and outside the department; ability to inspire trust via open, candid relationships, fair treatment and behavior consistent with expressed beliefs and commitments.
- Communication Skills - excellent verbal, written and oral ability to deal independently with internal customers and external resources, including technical writing and presentation skills.
- Judgment/Decision Making - ability to independently work through complex problems and derive innovative solutions/options.
- Problem Solving - ability to independently work through complex problems and derive innovative solutions/options.
- Basic computer skills with MS Work and Excel.
- Business travel will be required- Maintain the ability to legally operate personal and/or business automobile-Travel requirement. International travel is likely and should be expected.

**PHYSICAL REQUIREMENTS:**

- NP Not Present
- O Occasional (Up to 25% of time)
- F Frequent (26%-74% of time)
- C Constant (75% or more of time)

Check All That Apply

References

Requirements	NP	O	F	C	References
Standing/Walking: Remaining on one's feet in an upright position at a workstation or moving about in a work area.			x		
Routine work in cold and hot environments (freezer processing and cooking areas)			x		
Ability to exert and lift up to 30 lbs. on a routine and regular basis			x		
Sitting: Remaining in a normal seated position.			x		
Lifting: Raising an object from one level to another with hands or arms and/or shoulders, back and legs			x		
Pushing/Pulling: Exerting force upon an object so that object moves away from/towards the force.			x		
Travel: Requires traveling outside geographic area.			x		
Stooping; Bending body downward and forward			x		



by bending spine at waist.					
Bending; Bending knees to come to rest on knees or knee.			x		
Reaching; Extending hands or arms in any direction.				x	
Handling; Seizing, holding, grasping, turning or otherwise performing precision work with hands.				x	
Bending/Twisting; Continual intermittent twisting of the spine.			x		
Talking; Expressing or exchanging ideas by means of the spoken work.				x	
Hearing; Receiving detailed information through oral communication.				x	
Vision; Clarity of vision at near or far distances.				x	
Computer usage or other special equipment operated.				x	