



<https://tenece.com/job/quality-assurance-quality-control-manager/>

QUALITY ASSURANCE & QUALITY CONTROL MANAGER (QA/QC MANAGER)

Description

The QA/QC Manager is responsible for establishing and maintaining an effective Quality Management System (QMS) that ensures raw materials, packaging materials, in-process activities and finished products consistently meet customer, regulatory and company requirements. The role leads both Quality Assurance and Quality Control, driving product quality, regulatory compliance, customer satisfaction, yield improvement, waste reduction, CAPA effectiveness and continuous improvement across the manufacturing value chain.

Responsibilities

Quality Management System & Compliance

- Develop, implement and continuously improve the Quality Management System (QMS).
- Ensure compliance with GMP, applicable ISO standards, customer requirements and relevant regulatory requirements.
- Maintain quality policies, SOPs, specifications, standards and quality documentation.
- Lead internal, external, customer and regulatory audits and ensure timely closure of findings.

Quality Assurance & CAPA

- Drive process compliance and quality assurance across all manufacturing operations.
- Manage deviations, non-conformances, CAPA, change controls and root-cause investigations.
- Ensure preventive and corrective actions are practical, timely and effective.
- Promote Right First Time manufacturing, quality-by-design and disciplined process control.

Quality Control, Laboratory & Product Release

- Oversee testing, inspection and release of raw materials, packaging materials, work-in-progress and finished goods.
- Ensure laboratory equipment is appropriately calibrated, validated and maintained.
- Review and approve test results, Certificates of Analysis, release

Hiring organization

Tenece

Employment Type

Full-time

Job Location

Enugu, Nigeria

Date posted

August 17, 2026

documentation and product disposition decisions.

- Ensure effective hold, quarantine, rejection and release controls are maintained throughout manufacturing and warehouse processes.
- Ensure traceability of materials and products throughout the manufacturing lifecycle.

Product Quality, Yield & Waste Management

- Monitor quality performance, process capability and product conformity and drive corrective actions where standards are not met.
- Lead initiatives to improve production yield and reduce waste, scrap, rework and product losses.
- Define acceptable process-loss and waste-tolerance thresholds with Operations and monitor compliance.
- Track Cost of Poor Quality (COPQ) and implement improvement actions that support operational efficiency and profitability.

Customer & Supplier Quality Management

- Investigate customer complaints, determine root causes and implement sustainable corrective actions.
- Monitor quality-related customer satisfaction trends and recommend preventive actions.
- Partner with Procurement and Supply Chain to improve supplier quality and ensure only compliant materials enter production.
- Conduct supplier quality assessments and track supplier corrective actions to closure.

Governance, Reporting & Quality Leadership

- Lead daily quality reviews and quality escalation discussions and participate in weekly operational and monthly S&OP reviews.
- Develop quality dashboards, scorecards and management reports and present quality insights and recommendations.
- Lead, coach and develop the quality team and ensure required competency and training compliance.
- Build a quality-focused culture across the plant and champion continuous improvement and operational excellence.

Qualifications

Education & Experience

- Bachelor's Degree in Chemistry, Industrial Chemistry, Biochemistry, Microbiology, Chemical Engineering, Industrial Engineering or a related field.

- Professional certifications in Quality Management, ISO Lead Auditing, Lean Six Sigma or related disciplines are an advantage.
- Minimum of 7–10 years' quality management experience in a manufacturing environment.
- At least 3–5 years' experience in a quality leadership role.
- Demonstrated experience managing QMS, audits, compliance programmes, CAPA and quality improvement initiatives.

Skills & Competencies

- Quality Management Systems (QMS)
- GMP & Regulatory Compliance
- CAPA Management
- Root Cause Analysis
- Statistical Process Control (SPC)
- Laboratory & Testing Operations
- ISO Standards
- Process Validation & Risk Management
- Supplier Quality Management
- Team Leadership & Coaching
- Problem Solving & Decision Making
- Continuous Improvement & Change Management
- ERP Systems
- Microsoft Excel / Power BI / Quality Data Analysis