

Auditor - Quality Management

Job Title	Auditor		
Division	Quality and Risk Management Division		
Department	Quality Department		
Section	Quality Management		
Location		Direct Reports	
Reports To	Quality and Risk Management director	Version Number	1
External Relations		Guide Number	6948
Internal Relations	All departments	Job Code	

Basic Function

The Auditor ensures that organizational processes and services and their results comply with the requirements of the ISO and other Standards as well as customer, Governmental and SMSA's requirements (Quality Management System).

KEY Responsibilities

General

- Execute the audit plan and communicate the results to the concern department and Management.
- Ensure proper employee adherence to approved policies and procedures.
- Coordinate activities with external auditors to support audit and review of procedures.
- Provide assistance and advice to departments.
- Assist with investigation process.
- Conduct internal audits to ensure compliance with requirements of Quality Management System and the quality standards.
- Ensures that Audits are conducted in a professional manner as per the given Standard
- Ensures that Audit Records and documentation is written and filed in a professional manner as per the standard
- Identify and assist with providing relevant quality-related training needs.
- Plan Internal Audit calendar as well as follow-up audits as required.
- Promote quality achievement and performance improvement culture
- Conduct Quality Management System induction sessions for employees.
- Must qualify as a certified Internal ISO Auditor or pass LRQA Internal Auditor Course
- Excellent in communicating and reporting skills
- Adept in general office procedures especially in computerized environment
- Computer literate particularly in MS Office package skills
- Teamwork, leadership and Interpersonal skills
- Must be persistent with his objectives not stray away from the required standards

- Ready to make decisions based on the findings.
- Independent and must have his own opinion of things and not be influenced by the environment
- Ability to mobilize from one situation / process to another without losing direction
- Provide training to new staff on how to implement audits.
- Save all information and data audits in the computer according to the approved forms.
- Arabic Translation where applicable
- Conduct Investigation
- Knowledge assessment

Planning

- Prepare annual internal audit program that covers all company departments.
- Prepare audit plans for visits to departments.
- Develop business process mapping.
- Develop audit checklist.
- Looks out for areas of improvement in the business while conducting audits and assists auditee

Internal Control

- Develop strong internal control processes and procedures; continually assess and improve it to ensure the effectiveness of the adopted controls and to prevent any breach.
- Identify and design anti-fraud criteria and controls.
- Identify and assess the implementation of new controls as necessary.
- Monitor and audit the company's compliance with established internal controls.
- Ensure the adequacies of practiced policies and procedures in the company and provide recommendation for their improvements.

Audit Administration

- Conduct Internal Audits according to ISO and other Standards as defined in the Internal Audit process on the Quality Management System (Guide).
- Conduct visits to regions, other countries, departments, sections and branches of the company.
- Send audit notification to heads of departments, department managers.
- Discusses the Audit findings and improvement actions and corrective actions proposed by the auditee, and clarifies any issues that may need resolving. Finalizes the Audit Report
- Evaluate processes and policies of each department or division in accordance with relevant ISO and other Standard requirements and prepares audit checklist.
- Prepare an analysis on the causes of non-compliance and to identify the main obstacles that cause them.
- Perform walk through visits to ensure that the departments carried out the required amendment; visit departments to follow-up /observe amendments of non-conformities.
- Meet with department head to discuss the observations, audit findings that have been found during audits.
- Close file in case management to address the observations found during audits.

Reports

- Assist in preparing statistics and reports for the Management Review.

- Prepare the following:
- Report of non-compliance CAPA
- Weekly movement report.
- Internal Audit report
- Quality assurance as required

EHS

- Coordinate and Participate in the departmental EHS system activities including hazard identification, safety awareness and procedures implementation, waste management, environmental aspects identification, and EHS audits
- Actively participates in the development and implementation of EHS objectives & programs
- Participates in the emergency response plan
- Actively participates in the EHS audits / inspections. Take a major role in incident reporting & investigation
- Coordinate and participate in the paper and other recycling programs

Business Continuity

- Attend and actively participate in all business continuity training and awareness programs.
- Understand the facility's business continuity plans and procedures.
- Act according to the emergency response procedures during drills and actual events.
- Report any observed risks or potential threats to the continuity of operations to the designated officer.
- Adhere to data protection policies to ensure the integrity and confidentiality of sensitive information.
- Acknowledge roles and responsibilities during an incident to ensure effectiveness by understanding the business continuity programme.
- Recognize an incident or crisis.
- Alert incident or crisis responders (including emergency responders as appropriate).
- Escalate action to the incident or crisis management team.
- Respond appropriately to specific threats.
- Respond appropriately when evacuated from the site.

Competencies - Professional and Technical	
Behavioral Competencie	
Analytical Thinking	Level 2
Communication	Level 3
Creative Thinking	Level 2
Planning & Organizing	Level 2
Teamwork	Level 2
Technical Competencie	
Database Management Knowledge	Advanced
Local Regulations Compliance Knowledge	Intermediate
Management of Health & Safety Knowledge	Intermediate
MS Office (Excel, Word, PowerPoint, Visio, Outlook) Knowledge	Intermediate
Portal & Application Framework Knowledge	Intermediate
Total Quality Management Knowledge	Advanced
Competencies – EHS	
Knowledge of basic environment health and safety requirements EHS corporate objectives awareness Awareness of EHS requirements in the QEHS management systems Have attended EHS awareness training (if applicable) Awareness of Environment Health Safety incident reporting	
Organizational Competencies	
Intermediate <i>*Refer the Organizational Competencies Dictionary in GUIDE (Doc# 6244)</i>	
Decision Making	
Key Performance Indicators (KPIs)	
Abide by the goal setting forms (Individual KPI'S) of the current financial year	
Qualification : Education and Experience	
Bachelor's Degree (Preferred specialization in their field of work).(Those in finance/ accounting jobs must be a CPA or equivalent. & or Any specialized positions like Pharmacist,Brand Advisor etc.must have degree in their specific field),Post graduate degree an advantage. At least four (4) years of relevant work experience, 2 years of which should be in Supervisory capacity, preferably in the same industry. <div style="text-align: center;">or</div> Diploma, certificate courses with over 4 years industry experience of which at least 2 years has been in Level-05 position <div style="text-align: center;">or</div> Diploma, certificate courses with over 5 years industry experience of which at least 2 years has been in Level-04 position *Note: Industry Experience wherever its applicable	

Date Of Release

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Prepared By:	Reviewed by:	Approved by:	Endorsed by:

Updated by:	Date:	Approved by:	Date:

Employee Name:

I hereby confirm my utmost commitment in fulfilling all the requirements including above and any amendment to this document.

Management reserves the right to amend the Job description at any time without prior notice.

Signature:	Date: