

Executive Directory, Quality Assurance - Canada

ABOUT ESTÉE LAUDER

Mission: Bringing the best to everyone we touch and being the best in everything we do.

Values: Actions are rooted in the Lauder Family values of respect for the individual, uncompromising ethics and integrity, generosity of spirit and fearless persistence.

Estée Lauder is the global leader in prestige beauty — delighting consumers with transformative products and experiences, inspiring them to express their individual beauty. We are the only company focused solely on prestige makeup, skin care, fragrance and hair care with a diverse portfolio of 25+ brands sold in 150 countries. Infused throughout our organization is a passion for creativity and innovation — a desire to push the boundaries and invent the unexpected — as they continue the bold work of their founder Estée Lauder. The Estée Lauder Companies have always used the best ingredients and the latest technology to create superior products. Estée Lauder started her business in 1946 in New York City with four skin care products and a simple premise: that every woman can be beautiful. Armed with that philosophy, plus perseverance, creativity and passion, she changed the face of the cosmetics industry.

JOB FUNCTION

This position is responsible for ensuring that all products meet overall Estée Lauder quality standards. It provides leadership and direction to drive the multiple manufacturing plants and distribution centres in Canada, towards higher quality products and processes. As required, this role will also drive improvement in suppliers associated with the Canadian operations. This must be achieved while ensuring compliance to applicable regulations, such as Health Canada and US FDA cGMP. This position has responsibility for exempt and non-exempt employees in all QA groups at all Canadian Estée Lauder manufacturing and distribution locations. The role is highly interdependent with manufacturing, packaging, and development groups located in Canada, and is responsible to drive problem resolution and continuous improvement across all groups, as required. This position leads and supports the accountability for overall product quality (including Canadian regulatory compliance) manufactured by multiple Estée Lauder Canada plants, and products imported into Canada and shipped through the Canadian Distribution Center. This position uses their expertise and judgment to support the best interest of the company and customers globally.

OVERVIEW

You and your team will be responsible for the overall quality of:

- Audits
- Regulatory Compliance
- Buildings and Facilities
- Equipment
- Personnel
- Raw Materials
- Production
- Laboratory Controls
- Records
- Labeling

RESPONSIBILITIES

- Ensure compliance to quality policies and procedures, install, maintain and improve quality systems, identify and implement continuous improvement opportunities, oversee site, laboratory and micro audits.
- Ensure root cause investigations are completed and preventive action plans implemented in a timely and thorough manner.
- Assure all materials, manufactured and received, meet specifications and are fit for purpose.
- Ensure compliance to quality regulations as they apply to Canadian sites and products supplied from Canadian sites to global markets.
- Ensure compliance of products distributed in Canada from global sources.
- Maintain an up to date knowledge and understanding of regulatory requirements and compliance.
- Provide Quality leadership to the Canadian sites. Oversee the employee training program for Quality to ensure employees are trained to meet Quality expectations for their role. Insure high touch competencies and talent development processes are established for all QA employees.
- Lead the measurement and improvement of activities having an impact on product and package quality.
- Lead the understanding and implementation of the Estée Lauder Global Supply Chain and QA strategies to all Canadian sites and QA employees, to assure that employees understand their role and impact to the strategies.
- Actively build a collaborative relationship with the Global Supply Chain team, Supply Planning, Receiving, Distribution, Operations, Packaging Development, Consumer Relations, Marketing and Product Development, as they relate to Canadian site activities.
- Lead the investigation of quality issues to a timely and complete resolution.
- Engage the relevant organizations for products supplied from the Canadian sites.

- Manage the QA budget and staffing requirements. Review the monthly department spending to assure budget requirements are met.
- Actively benchmarks with both internal and external organizations to further expand knowledge/skills and identify improvement opportunities for the organization.
- Assure that Canadian 3rd party facilities comply with Estée Lauder Quality standards and Canadian drug Good Manufacturing Practices (GMP) regulations.

COMPETENCIES

- Managerial experience with strong training and coaching skills
- Knowledge of component manufacturing processes
- Thorough knowledge of manufacturing, production and testing processes and utilization of quality metrics
- Excellent communication, analytical, leadership and inter-personal skills
- Superior project management, prioritization, organization and planning skills
- Good understanding of regulatory requirements for the manufacture of cosmetic drug products (including a thorough knowledge of Health Canada and US FDA regulations)
- Bilingual ability is an asset

