

2022

IndSF Food & Beverages

FOOD MANUFACTURING



IN COLLABORATION WITH



FEDERATION OF
MALAYSIAN
MANUFACTURERS



HRD CORP
HUMAN RESOURCE DEVELOPMENT CORPORATION



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PREFACE

The food and beverages industry in Malaysia is a fast-growing industry and has a significant contribution to the national economy. Thus, HRD Corp recognised the importance of developing the IndSF document for the food manufacturing industry in 2022 to identify job descriptions, skills and recommended training programs. HRD Corp through its collaborators, FMM Malaysian Food Manufacturing Group (MAFMAG) and AYAMAS Food Corporation Sdn Bhd (AFCSD) have identified critical focus areas and subject matter experts (SMEs) that will involve in the initiative. Workshop sessions were conducted both physically and online. The IndSF Food & Beverages focusing on food manufacturing covers four main focus areas as listed below:



F & B Production



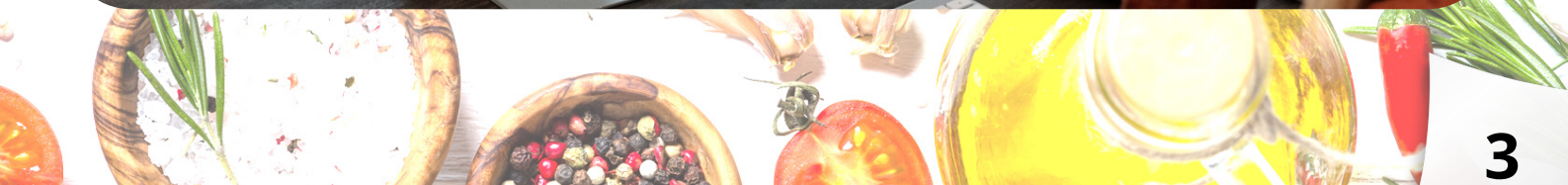
Research & Development



Halal



Quality Assurance



ACKNOWLEDGEMENT

We would like to thank our collaborators and Subject Matter Experts (SMEs) who have worked tirelessly in developing the IndSF Food & Beverages (Food Manufacturing) document. This initiative would not have been possible without the cooperation and dedication of our subject matter experts in contributing their knowledge and expertise into a reference document.





LIST OF SUBJECT MATTER EXPERTS (SMEs)



**Siti Hazlin binti
Jantan**

Nestle Manufacturing
(Malaysia) Sdn Bhd



**Akhtar Hussein
Bin Mohd Nor**

F & N Beverages
Manufacturing
Sdn Bhd



**Saidatul Nurul Ain
Binti Mohamad Yusof**

Ayamas Food
Corporation Sdn Bhd
F & N Beverages Manufacturing
Sdn Bhd



**Jennifer Foo
Sook Hui**

Nestle
Manufacturing
(Malaysia) Sdn Bhd



Nazirah binti Ismail

Ayamas Food
Corporation Sdn Bhd



**Azman bin
Zainal**

Ayamas Food
Corporation Sdn Bhd



**Mohd Zurairi bin
Mustafa**

Etika Holdings
Sdn Bhd





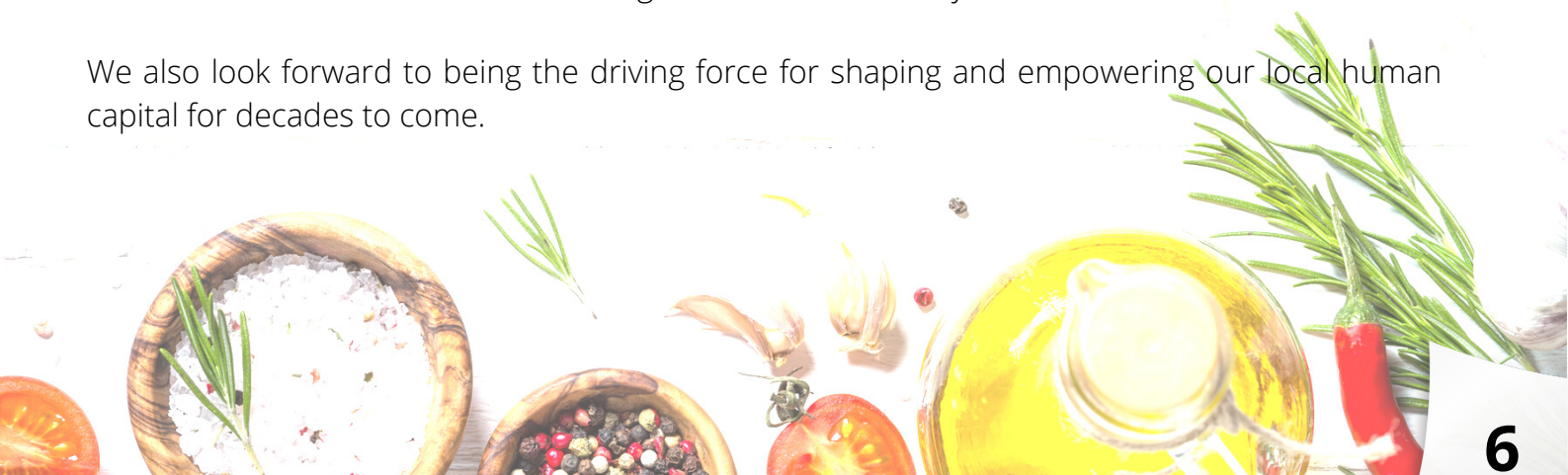
Datuk Shahul Dawood Chief Executive HRD Corp

Human Resource Development Corporation (HRD Corp) has been working continuously to improve efficiency at the workplace. We do this by equipping the Malaysian workforce with proper skills, competencies, and training. Therefore, we firmly believe that a well-planned investment in human capital development will boost the growth of various industries and, ultimately, the economy in the long term. This requires us to work with industry players to understand the skill gaps in many sectors and identify the most suitable training programmes for their talents. To that end, we have focused on higher-level technical competencies and certification programmes.

The world is in a constant state of change. As we enter the endemic stage, we have seen various shifts in the workplace, with businesses looking at accelerating their recovery and growth. This has led to calls for flexible working arrangements and new roles to maintain business momentum and productivity. To that end, HRD Corp also realises the need to revamp our approaches. To deliver on our vision of enabling industry players to upskill and reskill their employees effectively, we must provide them with the right information and opportunities. As such, the Industrial Skills Framework (IndSF) is a well-timed effort that can support this aim. It maps out comprehensive information on different jobs and specialities, career pathways, required skills and development plans that can help individuals and businesses attract and nurture the right talents.

I want to take this opportunity to congratulate all the subject matter experts (SMEs) from their respective industries for their tireless effort in developing this IndSF document. I would also like to thank all our collaborators who made this possible. It is indeed an honour to be able to deliver this initiative to the Malaysian workforce. HRD Corp looks forward to developing more IndSF documents across a broader range of industries in the years to come.

We also look forward to being the driving force for shaping and empowering our local human capital for decades to come.





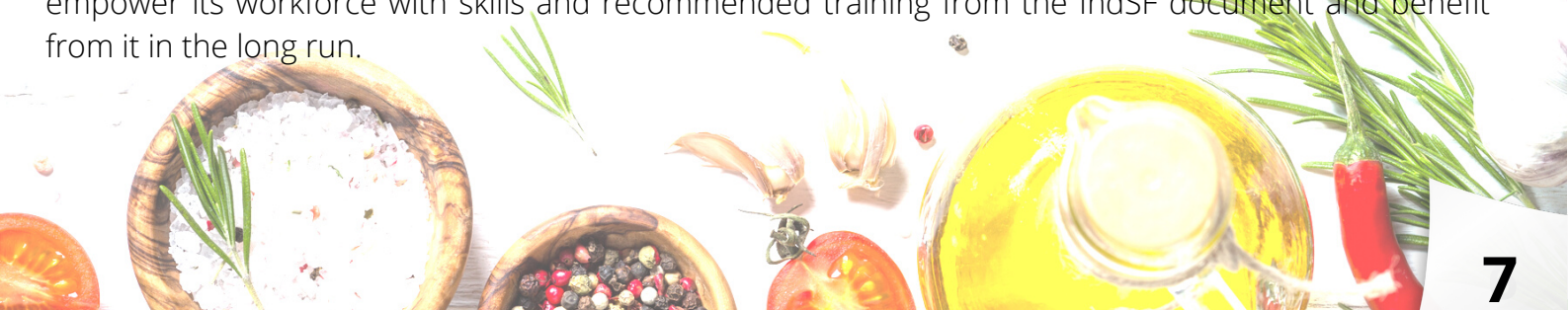
Dato Mizan Bin Yahya Chief Operating Officer AYAMAS

The food and beverages (F & B) industry in Malaysia is a rapidly expanding industry with a projected annual growth rate of 7.6 %. Diverse cultures have paved the way for the local food industry to cater to a wide range of processed food that suits Asian tastes and dietary preferences. Malaysia exports processed food products to more than 200 countries and this number is expected to steadily grow in the future. On top of that, Malaysia's strategic positioning as a Halal hub within South East Asia (SEA) provides humongous opportunities for local food manufacturers to explore the trillion-dollar market. It is undeniable that the food and beverages industry in Malaysia is a thriving market and requires a highly competent and skilled workforce to support its growth.

However, the post-pandemic impact has required the local food manufacturing industry to quickly adapt to technological advancement and digital transformation to maintain competitiveness globally. Thus, the Industrial Skills Framework (IndSF) initiative for the food manufacturing industry is a well-timed effort to review traditional roles, introduce new roles and revamp existing roles to suit the current market demand. The IndSF document for food manufacturing covers four focus areas which include halal, quality assurance, food & beverages production, and research and development. The document was developed with input from subject matter experts from various F & B manufacturing organizations and is expected to collectively benefit the industry in terms of reskilling, up-skilling, and career progressions for current employees within the industry.

On behalf of AYAMAS, we see the IndSF document for food manufacturing as a proactive initiative to address the gap between talent acquisition/retention and current industry demands. This is very crucial to build a strong workforce that can support both recovery and acceleration of the food manufacturing industry post-pandemic.

I would like to take this opportunity to everyone involved in the development of the IndSF F & B – Food Manufacturing document. My appreciation goes to the subject matter experts, validators, and HRD Corp secretariats for their tireless effort to complete the IndSF document through multiple workshops, online meetings, and discussion sessions. We hope that the industry will continuously empower its workforce with skills and recommended training from the IndSF document and benefit from it in the long run.





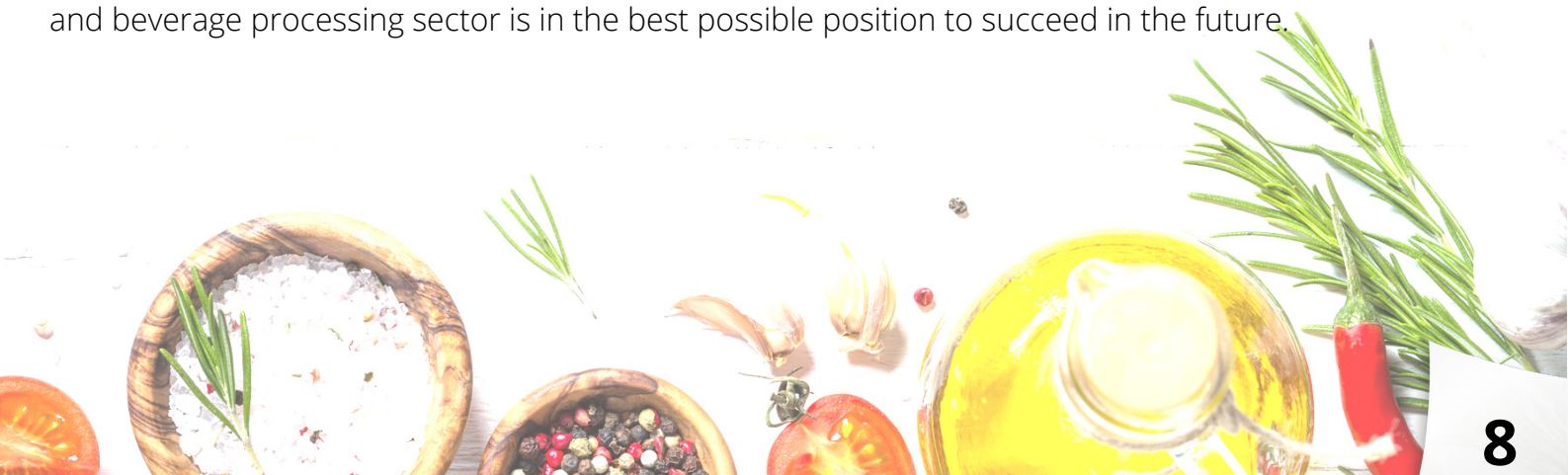
Dato' Adnan Pawanteh Chairman FMM MAFMAG

The food and beverage industry recognizes that skills, knowledge, and competencies are important factors that determine the growth and sustainability of this industry. We believe that up-skilling and re-skilling employees are a continuous effort to embrace changes that are rapidly shaping the landscape of the F&B industry.

HRD Corp together with the industry players has embarked on developing the Industrial Skills Framework document, better known as IndSF aims to provide a foundation for identifying suitable interventions to bridge the right skills and knowledge in the existing workforce based on emerging requirements from the industry. This document serves as a reference for current employees, future employees, employers, and training providers while promoting lifelong learning.

This document recommends accredited upskilling programs for operatives that will enhance career opportunities through the provision of transferable skills, and recognition of skills and competencies gained through on-the-job experience. It functions as a complementary document to the already existing frameworks such as the National Occupational Skills Standard (NOSS) and Malaysian Qualifications Framework (MQF). The industry's involvement in the Sectorial Training Committee (STC) meetings has directly influenced HRD Corp's development of IndSF.

I would like to thank all those who contributed to the production of this document. In particular, I would like to thank those who participated in meetings, workshops, and consultations, which were invaluable in producing this document. I would especially like to express my appreciation to the members of the Sectorial Training Committee, Subject Matter Experts, who contributed their time and expertise, and the team in HRD Corp for leading this project to a successful conclusion. Finally, I would encourage the prompt implementation of the recommendations outlined in the document, to ensure that the food and beverage processing sector is in the best possible position to succeed in the future.





GUIDELINES

1 This document serves as a guide for individuals, employers and training providers to learn more about the knowledge, experience and skills mastery required in the Textile - Manufacturing Industry.

2 The prepared job matrix may serve as a reference for career progression within the industry.

3 The Industrial Skills Framework will focus on level 4 of the Malaysian Skills Certification or its equivalent and above.

4 It is a complementary document to the existing references developed by the National Occupational Skills Standard (NOSS) and Malaysian Qualification Framework (MOF).

5 This document focuses on job descriptions, and training needed in this Industry.

6 The Industrial Skills Framework document is not exhaustive and may be reviewed from time to time for continuous improvement, parallel with the latest changes within the industry.

Industrial Skills Framework (IndSF) was developed by the Human Resource Development Corporation (HRD Corp) to support the industry in acquiring a skilled workforce that meets the level of competencies and experience needed by the industry. The development is supported by the participation of subject matter experts that represent industry associations and employers of the Logistics and Warehousing Industry.

With the IndSF, employees and employers have the opportunity to enhance their skills for career progression. The levy utilization process also becomes more guided as employers can choose from a list of industry-relevant training programs that can provide a greater return on investment for their company.

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HRD CORP INDUSTRIAL SKILLS FRAMEWORK (IndSF)



Human Resource Development Corporation (HRD Corp) was established in 1993. As an agency under the Ministry of Human Resources, it is responsible for the collection of levy from key industries and the disbursement of training grants to registered employers through its internal mechanisms known as the Human Resources Development Fund (HRDF). Today it has expanded its role to include training and development programs for all Malaysian talents and employers, as well as providing income-generating opportunities to all communities in need.

The Industrial Skills Framework (IndSF) was developed by the Human Resource Development Corporation (HRD Corp) to support the industry in acquiring a skilled workforce that meets the level of competencies and experience needed by the industry. The development is supported by the participation of subject matter experts that represent industry associations and employers of the Logistics and Warehousing Industry. This is done based on the underlying principles below

HRD CORP INDUSTRIAL SKILLS FRAMEWORK (IndSF)



Focus on all levels of Malaysian Skills Certification or its equivalent and above.



Accommodate the needs of in-service workers.



Built upon the National Occupational Skills Standard (NOSS).



Developed together with the industry and benchmarked against successful frameworks or model(s).



Meet the competency requirements of sectors currently covered under the PSMB Act 2001.

With the IndSF, employees and employers have the opportunity to enhance their skills for career progression. The levy utilisation process also becomes more guided as employers can choose from a list of industry-relevant training programs that can provide a greater return on investment for their company

SECTORIAL INFORMATION

FOOD MANUFACTURING INDUSTRY IN MALAYSIA



The global food and beverages industry in Malaysia is a rapidly growing and highly diverse multi-cultured industry that contributes to revenues amounting to RM140.42 million to the national GDP (2018) with an annual growth rate of 7.6%. Thus, meeting the continuous change in customer demands and digital transformation will positively encourage sector expansion.

The food and beverages industry is divided into the production or manufacturing and service section. Malaysia's liberal trade regulation and supportive effort to increase food production have placed the country as a strategic hub in the Asian region for both local and global food and beverages manufacturers to expand their business.

In 2019, the value of processed food in Malaysia amounted to RM21.76 billion and was exported to 200 countries while the import value was almost similar, amounting to RM20.27 billion (MIDA, 2020). The food manufacturing sector is expected to expand with the advances in processing technology and the increased capacity for investment.



FOOD MANUFACTURING INDUSTRY IN MALAYSIA



BUSINESS OUTLOOK



Malaysia's growing population with increased buying power (based on per capita income) is also expected to further increase demands for health-based foods. Another important factor is the growth of the global halal market and Malaysia, as a country with a majority Muslim population is well-positioned to be an international halal food hub for branding, processing, and marketing to the Muslim population.

Realizing the huge potential that the food manufacturing industry holds for Malaysia, especially the halal industry, a comprehensive halal ecosystem has been established. This ecosystem covers the safety, quality, and legal requirements based on Good Manufacturing Practice (GMP), Hazard Analysis, and Critical Control Points (HACCP).

HRD Corp sees the critical need to develop an IndSF document for the food manufacturing industry due to the huge growth potential. Structured talent development is needed through guided training programs to ensure the future sustainability of the industry. Thus, this initiative has been started in January 2022 to identify collaborators and subject matter experts (SMEs) for four (4) critical focus areas in the food manufacturing industry.





BUSINESS OUTLOOK



Number of
Registered
Employers



2,496

Total
Number of
Employees



162,869

Total Levy
Collection
(RM)



45,087,571

Total Levy
Claim
(RM)



14,915,369

% Levy
Utilisation
(RM)



33 %

Financial
Assistance
Approved
(RM)



20,021,008

Training
Places
Approved



39,031

Trainees
Trained



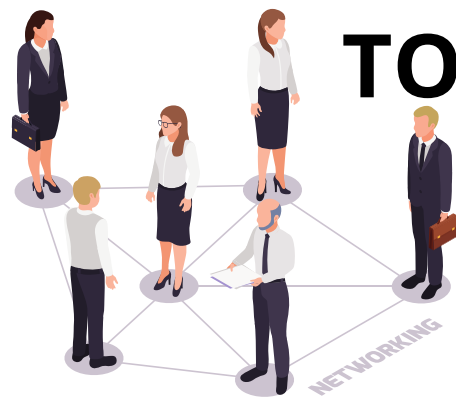
22,346

% of
Professional
Training
attended



22,346

(Source : HRD Corp Internal Data, Year 2021))



TOP



SKILL AREAS



2019

Legal and Law

Quality & Productivity

Audit or Tax

Food & Beverages

Safety & Health

Food & Beverages

Management/ Strategic Management

Education or Training

Safety & Health

Human Resources

2021

Food & Beverages

Safety & Health

Quality & Productivity

Education or Training

Human Resources

MOVING FORWARD

EMPLOYER

Refer to the Skills Framework to find out about employees skills standards.

IDENTIFY

relevant/required training programmes and succession plans for the employees based on the occupation.

PLAN

training sessions for employees and their career advancement

TRAINING PROGRAMMES

Programmes that equip future talents with the relevant knowledge.

Embarking on a career

FUTURE TALENT

Refer to the Skills Framework to find out about careers in the sector.

IDENTIFY

the job opportunities in the sector along with career pathways attributes based on the occupation.

UNDERSTAND

the skills required to perform the job and identify relevant training for professional self development.

IDENTIFY

relevant training programmes

CURRENT EMPLOYEE

Refer to the Skills Framework to find out how to chart their career progression.

IDENTIFY

skill gaps in their current job role to upskill and reskill.

PLAN

their career progression.

TRAINING PROGRAMMES

Programmes that will upskill/reskill the current employees.

Lifelong learning to fulfill existing and emerging demands of the industry



SKILLS & DESCRIPTION OF COMPETENCIES



MALAYSIAN OCCUPATIONAL SKILLS QUALIFICATION FRAMEWORK (MOSQF) LEVEL DESCRIPTOR



1



Competent in performing a range of varied work activities, most of which are routine and predictable.

2



Competent in performing a significant range of varied work activities in diverse context. Activities may be non-routine and require individual responsibility and autonomy.

4



Competent in performing a broad range of complex technical or professional work activities carried out in a wide variety of contexts and with a substantial degree of personal responsibility and autonomy. Responsibility for the work of others and allocation of resources is often present. Should possess a higher level of technical skills.

3



Competent in performing a broad range of varied work activities in diverse context, most of which are complex and non-routine. There is considerable responsibility and autonomy. Control or guidance of others is often required.

5



Competent in applying a significant range of fundamental principles and complex techniques across a wide and often unpredictable variety of contexts. Requires very substantial personal autonomy and significant responsibility for the work of others. Must be able to perform substantial resource allocation. Able to demonstrate personal accountability for analysis and diagnosis, design, planning, execution and evaluation. Requires specialization in particular technical skills area.

MALAYSIAN OCCUPATIONAL SKILLS QUALIFICATION FRAMEWORK (MOSQF) LEVEL DESCRIPTOR



6



Achievement at this level reflects the ability to refine and use relevant understanding, methods and skills to address complex problems that have limited definitions. It includes taking responsibility for planning and developing courses of action that reflect substantial change or development, as well as exercising broad autonomy and judgment. It also reflects an understanding of different perspectives, approaches of schools of thought and the theories that underpin them.

7

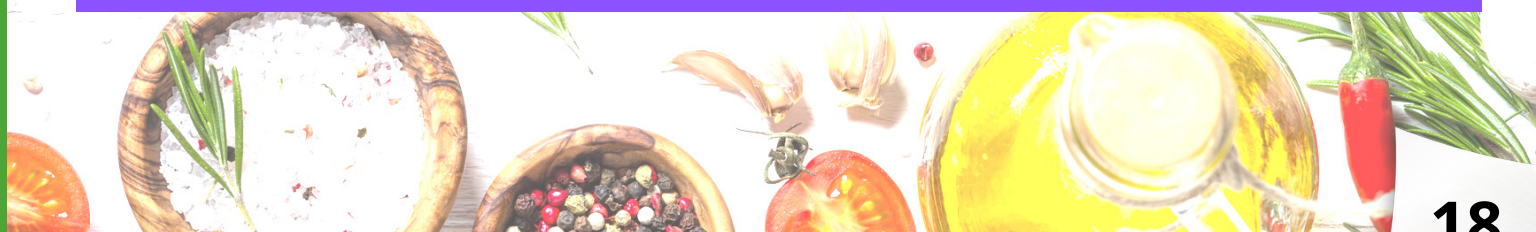


Achievement at this level reflects the ability to reformulate and use relevant understanding, methodologies and approaches to address problematic situations that involve many interacting factors. It includes taking responsibility for planning and developing courses of action that reflect substantial change or development, as well as exercising broad autonomy and judgment. It also demonstrates an understanding of theoretical and relevant methodological perspectives, and how they affect their sub-area of study or work.

8

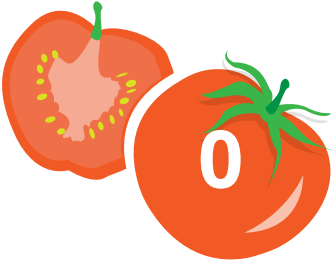
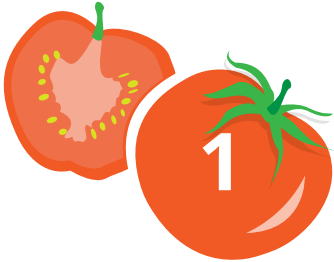
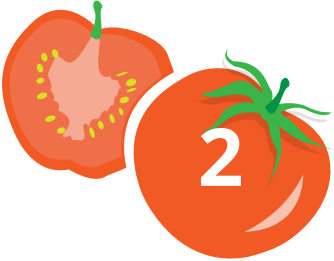
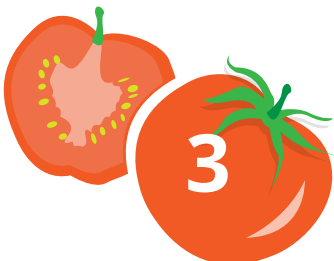
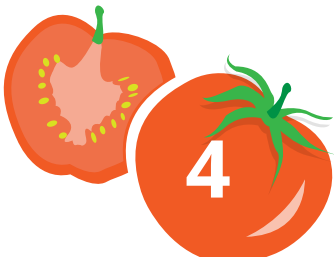


Achievement at this level reflects the ability to reformulate and use relevant understanding, methodologies and approaches to address problematic situations that involve many interacting factors. It includes taking responsibility for planning and developing courses of action that reflect substantial change or development, as well as exercising broad autonomy and judgment. It also demonstrates an understanding of theoretical and relevant methodological perspectives, and how they affect their sub-area of study or work.



REQUIRED COMPETENCY LEVEL



LEVEL	INDICATOR	DESCRIPTION
	None	Denotes a lack of competence in a specific area or topic
	Basic	Denotes an understanding of fundamentals and some initial practical application
	Intermediate	Denotes a solid conceptual understanding and some practical understanding
	Advanced	Denotes significant conceptual knowledge and practical experience in performing a competency to a consistently high standard
	Expert	Denotes extensive knowledge, refined skill and prolonged experience in performing a defined competency at highest standard



FOCUS AREAS



HALAL



F & B PRODUCTION

There are four (4) critical focus areas that have been identified under the food manufacturing sector for the development of IndSF Food & Beverages. The four focus areas are a) Quality assurance; b) Halal; c) Research & Development and d) F & B production.



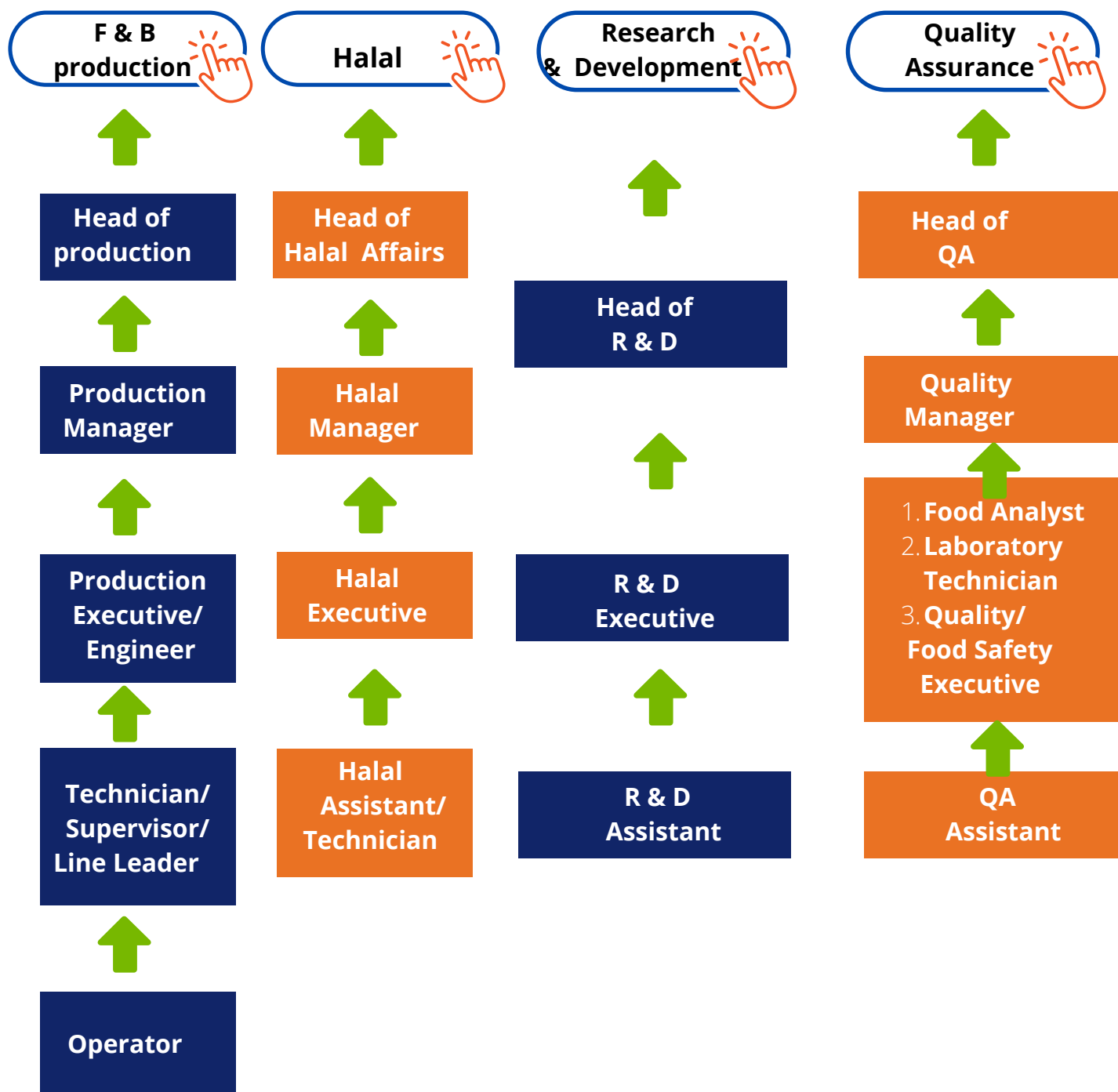
QUALITY ASSURANCE



RESEARCH & DEVELOPMENT



CAREER PATHWAY



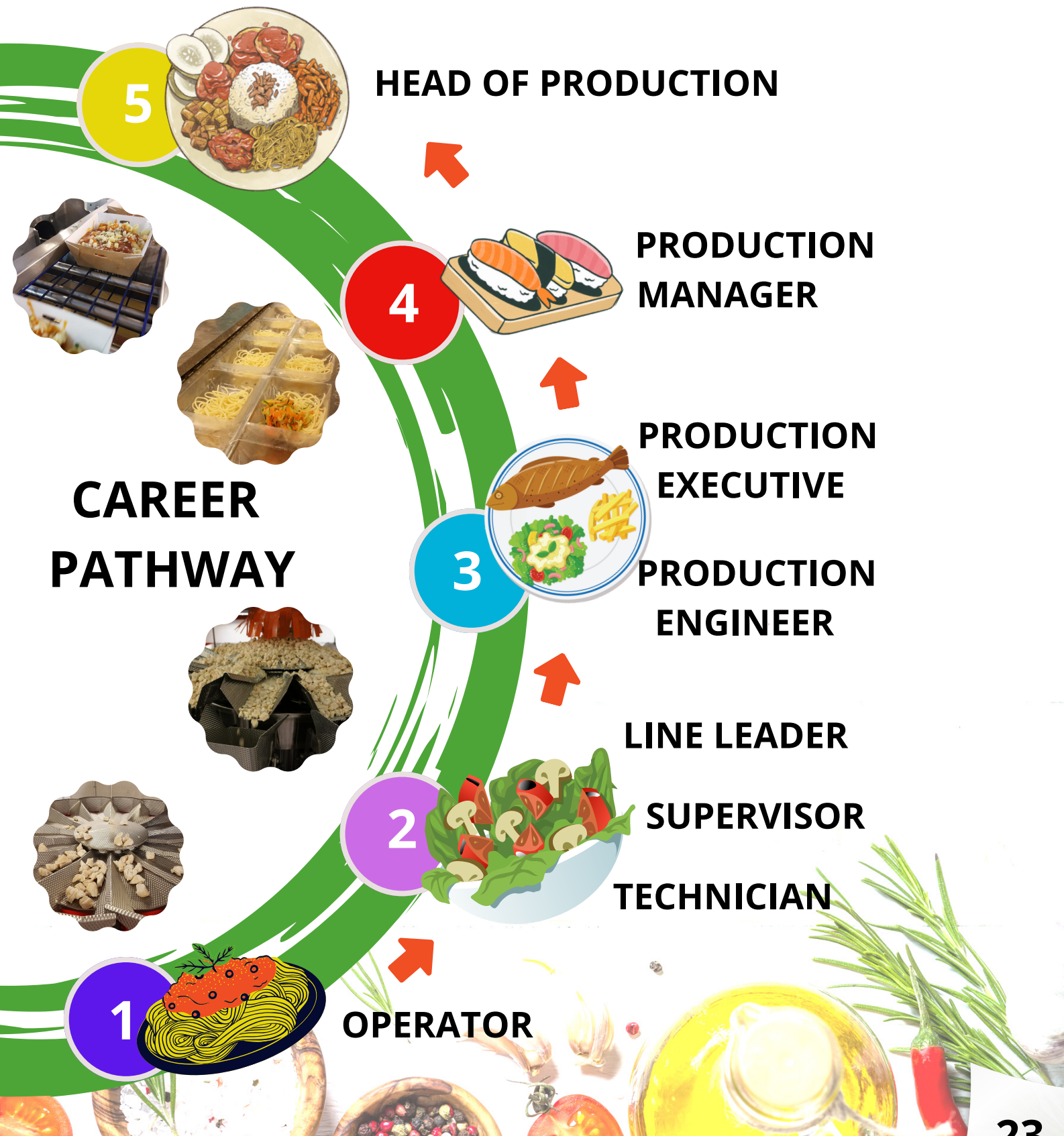


F & B

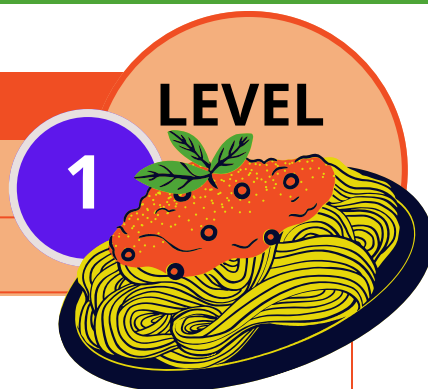
PRODUCTION

FOCUS AREA - F & B PRODUCTION

There are seven (7) job positions that have been identified under the focus areas of F & B Production. The job positions are as stated below:



DETAILS

FOCUS AREA : F & B Production**JOB TITLE :** Operator**Job Description**

- To perform the work activities according to SOP

Responsibilities:

- To perform work activities as per the line leader's instruction
- To abide by the GMP
- To report any activities/ incident that does not meet the standard rules and regulations

Soft Skills	Required Competency Level (RCL)	Recommended Training
Ability to follow rules and discipline (Good Interpersonal Skills)	1	Interpersonal Skill Training
Basic communication skills	1	Effective communications
Basic knowledge on GMP	1	GMP training
Basic teamwork	1	Team building
Time management	1	Effective time management training



LEVEL

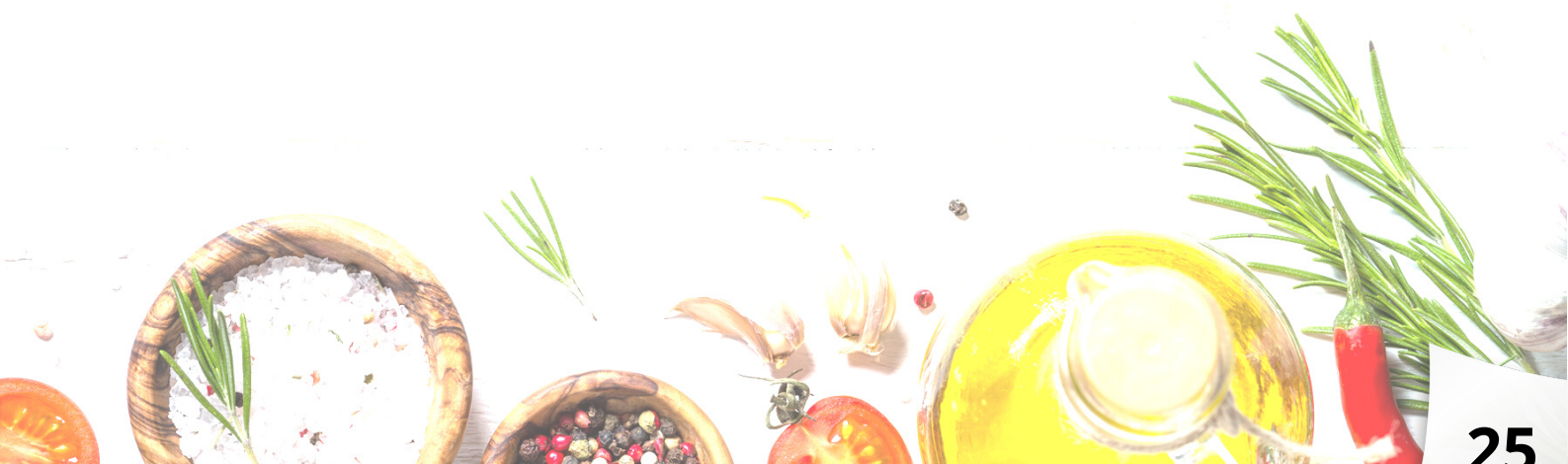
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FOCUS AREA : F & B Production

JOB TITLE : Operator

Technical knowledge and skills	Required Competency Level (RCL)	Recommended Training
Basic product knowledge	1	Product Knowledge training
Basic machine / tools handling	1	Basic processing machine / tools handling
Basic safety knowledge	1	Basic safety training
Basic English communication and writing	1	English for beginner



DETAILS

FOCUS AREA : F & B Production**JOB TITLE :** Technician

2

LEVEL

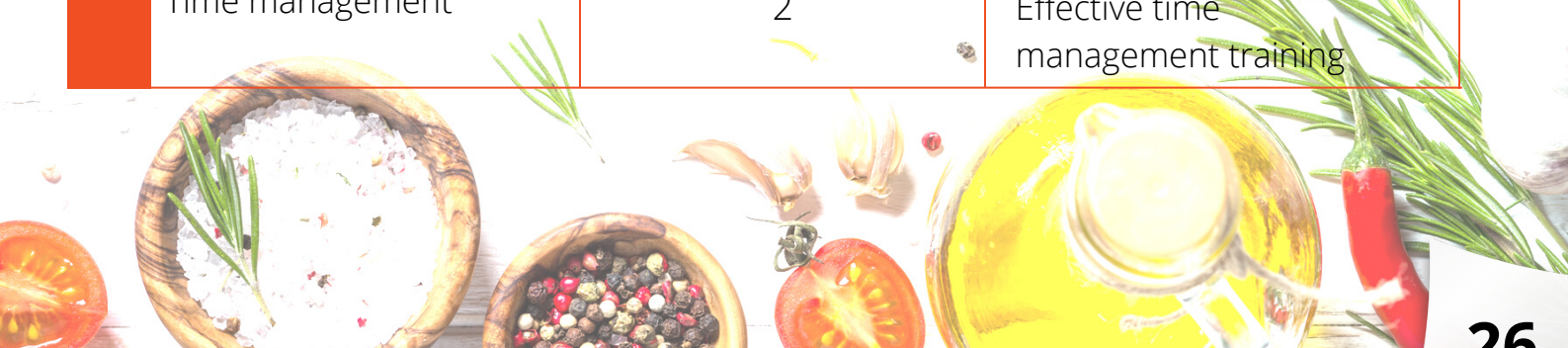
**Job Description:**

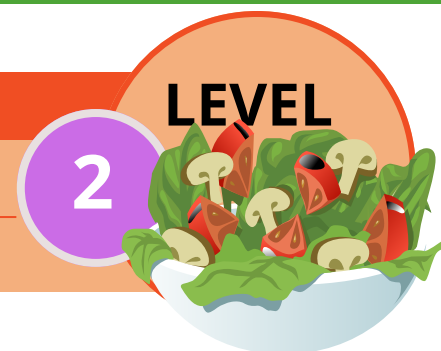
- Professional with technical skills to maintain facilities function by performing routine preventive maintenance and corrective action

Responsibilities:

- To repair and troubleshoot malfunctioning machinery or systems according to the maintenance manual.
- To perform mechanical and electrical servicing works according to the maintenance manual and as per the maintenance schedule.
- To record the completion of work orders both for corrective and routine preventive activities in the logbook, checklist, or CMMS
- To perform continuous improvement activities and contribute improvement ideas
- To do fabrication work by machining, cutting, drilling, and welding tools for new or refurbishment project
- To follow maintenance SOP and comply with GMP

Soft Skills	Required Competency Level (RCL)	Recommended Training
Teamwork and collaboration	2	Team building
Problem solving and analytical	3	Problem solving training
Time management	2	Effective time management training





FOCUS AREA : F & B Production

JOB TITLE : Technician

Soft Skills	Required Competency Level (RCL)	Recommended Training
Creativity	3	Creative thinking skills and apply training
Communication and teamwork	2	Effective communication and teamwork training
English communication and writing	1	English for beginner

Technical knowledge & Skills	Required Competency Level (RCL)	Recommended Training
Machinist Tools handling skill	1	Industrial technical and workshop craftsman training (SKM 3 – refer to NOSS) (Penyeliaan Operasi Makanan & Minuman)
Capable to understand and interpret technical schematic drawing	1	SKM 3 – refer to NOSS (Pelukisan Pelan Mekanikal)

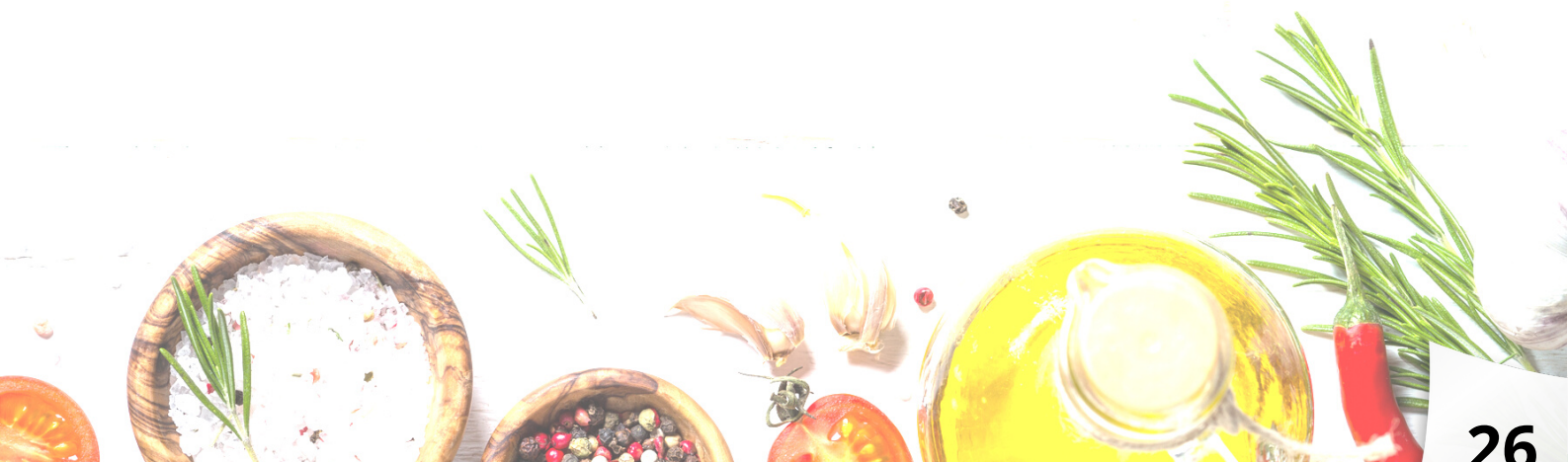


FOCUS AREA : F & B Production

JOB TITLE : Technician



Technical knowledge & Skills	Required Competency Level (RCL)	Recommended Training
Understand GMP	2	GMP training
Documentation and reporting	2	Maintenance report training



DETAILS

FOCUS AREA : F & B Production**JOB TITLE :** Line Leader

2

LEVEL

**Job Description**

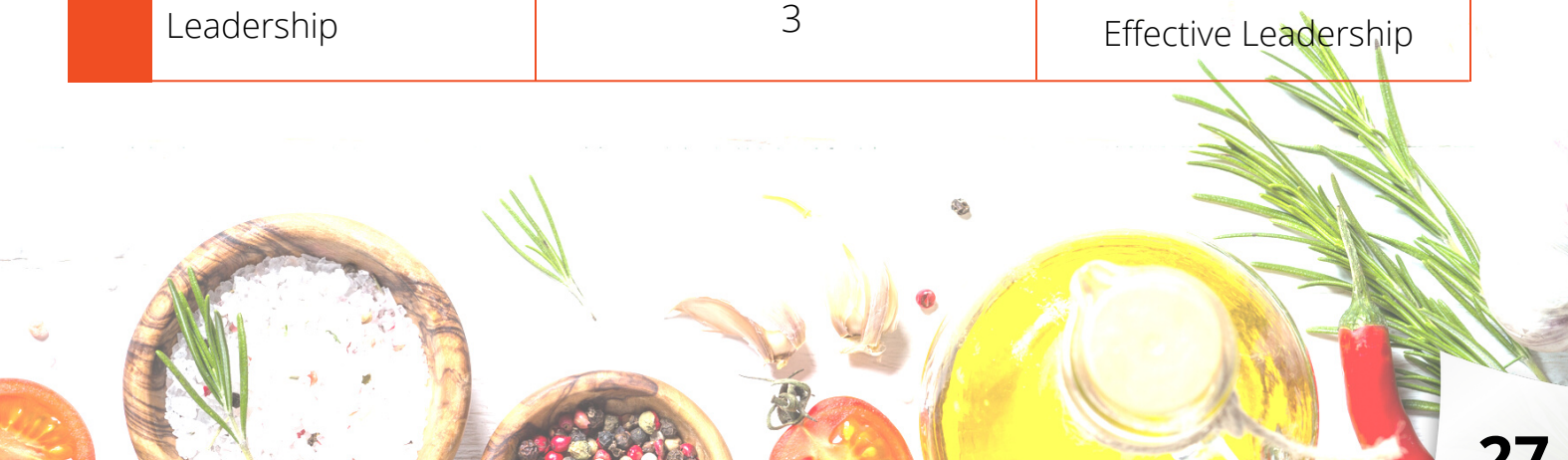
- To control production line or process activities at the production floor level

Responsibilities

- To perform the pre-operation check for production readiness (eg. cleanliness of production floor, availability of all resources manpower, machine, and material).
- To perform metal detector calibration according to SOP
- To ensure printing devices are functioning and up to date/correct
- To ensure staff members comply with GMP i.e physically clean and wearing proper/clean attire.
- To perform production daily/monthly checklist
- To prepare daily attendance report
- To ensure the material used are correct and accurately recorded.
- To ensure production output is accurately recorded.
- To ensure the processing environment (such as temperature, lighting, and humidity) is within the permissible limit
- To ensure product and process parameters are within specifications
- To perform post-operation/production shutdown checking as per SOP
- To handle non-conformance products according to SOP

Soft Skills**Required Competency Level****Recommended Training**

Teamwork and collaboration	2	Team building
Leadership	3	Effective Leadership



LEVEL

2

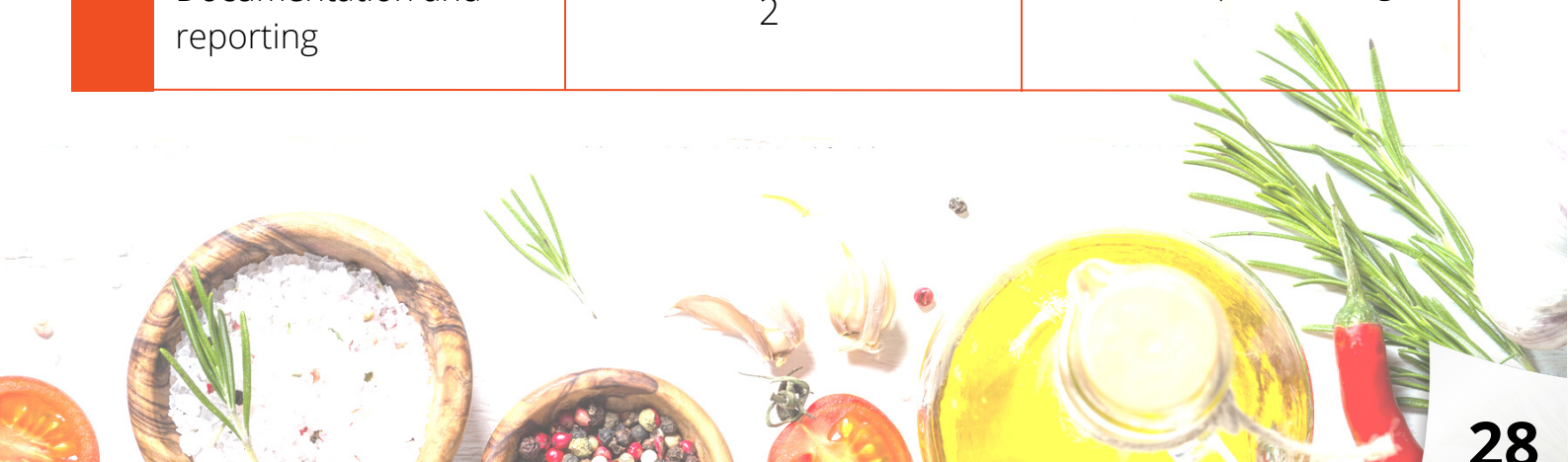


FOCUS AREA : F & B Production

JOB TITLE : Line Leader

Soft Skills	Required Competency Level (RCL)	Recommended Training
Communications	3	Effective communication and teamwork training
Time management	3	Effective time management training
Stakeholder management	1	Engagement with top management

Technical knowledge & Skills	Required Competency Level (RCL)	Recommended Training
Product handling	3	Product knowledge training
Machine operating and handling	2	Basic processing machine / tools handling
Documentation and reporting	2	Effective report writing



LEVEL

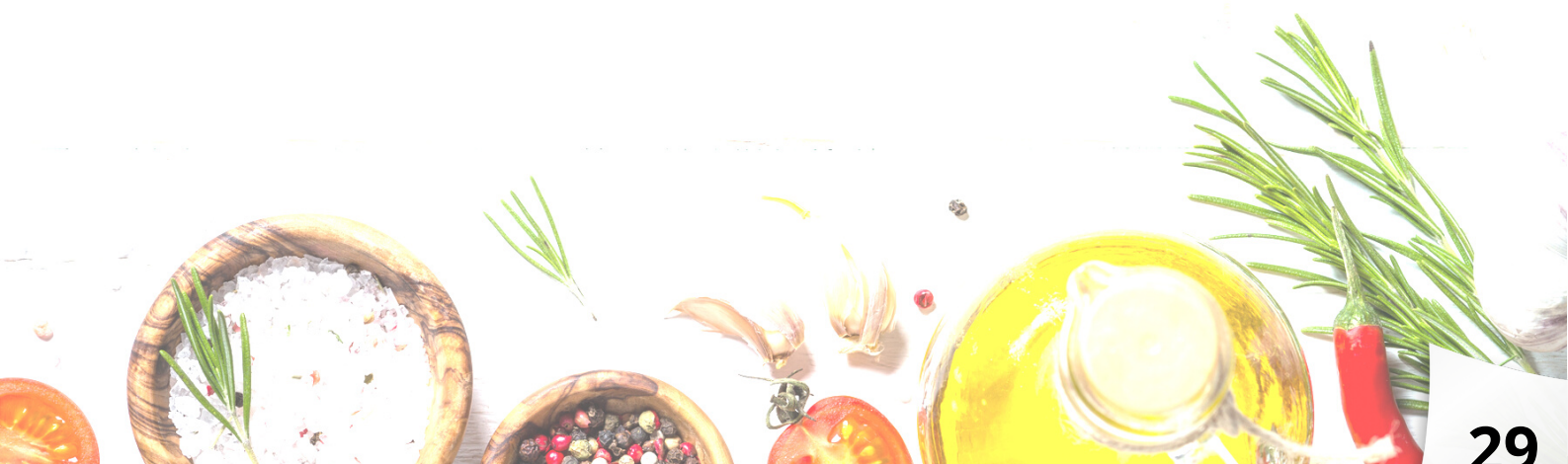
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FOCUS AREA : F & B Production

JOB TITLE : Line Leader

Technical knowledge & Skills	Required Competency Level (RCL)	Recommended Training
English communication and writing	2	English for beginner
Basic Computer skills	2	Microsoft Office (Word, Excel and PowerPoint)
Understand GMP	3	GMP training
Organizing and planning	2	Production Floor management



DETAILS

FOCUS AREA : F & B Production**JOB TITLE :** Supervisor

2

LEVEL

**Job Description**

- To execute and supervise production activities according to the production schedule plan

Responsibilities

- To verify overall production readiness before starting production
- To verify the pre-operation checklist
- To verify CP and CCP are complied
- To verify staff attendance and timesheet and prepare for submission
- To verify resources availability i.e manpower, machine, and material
- To carry out production scheduling and assigning work
- To prepare shift schedule
- To complete Production reports
- To verify the production checklist
- To issue a work order to maintenance on any technical issue

Soft Skills**Required Competency
Level (RCL)****Recommended Training**

Teamwork and collaboration	2	Team building
Leadership	3	Effective Leadership
Communications	3	Effective communication and teamwork training

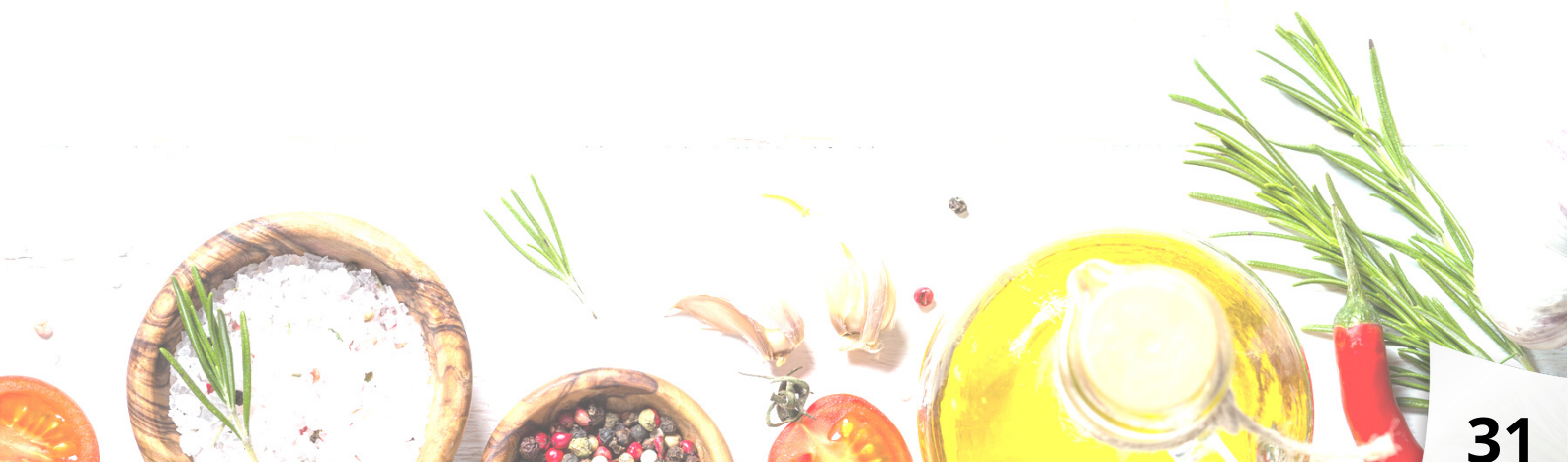


FOCUS AREA : F & B Production

JOB TITLE : Supervisor



Soft Skills	Required Competency Level (RCL)	Recommended Training
Organising and planning	3	Production floor management
Time management	3	Effective time management training
To communicate management's aspirations to subordinate	2	Stakeholder engagement (Internal or external)
English communication and writing	2	English for beginner



LEVEL

2



FOCUS AREA : F & B Production

JOB TITLE : Supervisor

Technical knowledge & Skills	Required Competency Level (RCL)	Recommended Training
Product handling	3	Product knowledge training
Machine operating and handling	3	Basic processing machine / tools handling
Documentation and reporting	3	Effective report writing
Basic Computer skills	2	Microsoft Office (Word, Excel and Powerpoint)
Understand GMP	3	GMP training



DETAILS

FOCUS AREA : F & B Production

JOB TITLE : Production executive

3

LEVEL



Job Description:

- Overseeing day-to-day operations to ensure overall production is according to the production plan

Responsibility:

- To prepare a production plan and to ensure execution of the production is as per the plan
- To prepare/monitor/request resources i.e raw material, machinery, labor, and time used by the production
- To monitor the production activities as complied with GMP
- To ensure production is running as per the plan
- To prepare production reports

Soft Skills

Required Competency Level (RCL)

Recommended Training

Able to lead entire team to achieve target objective	3	Leadership
Able to delegate task effectively	3	People management
Able to think strategically to achieve target goals	3	Strategic thinking



LEVEL

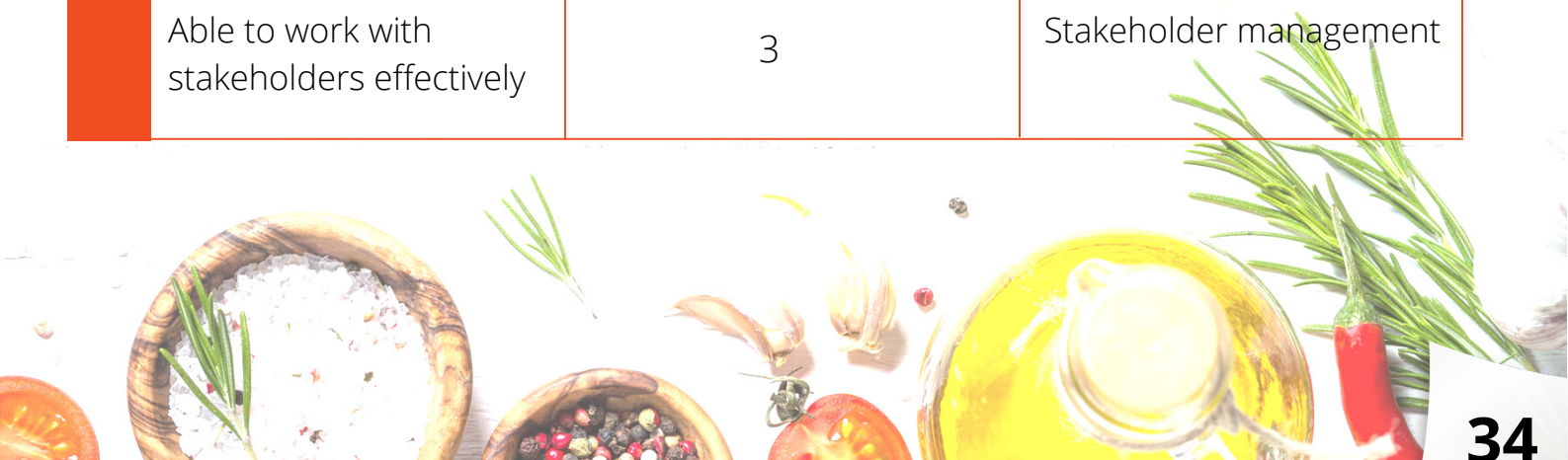
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FOCUS AREA : F & B Production

JOB TITLE : Production Executive

Soft Skills	Required Competency Level (RCL)	Recommended Training
Business oriented mindset	3	Business thinking
Able to manage projects effectively	3	Project Management
Possess good coordination skill	3	Good coordination skill
Able to think progressively	3	Growth Mindset
English communication and writing	3	English communication and writing intermediate level
Able to think critically	3	Critical thinking
Able to work under pressure	3	Stress management
Able to work with stakeholders effectively	3	Stakeholder management



LEVEL

3

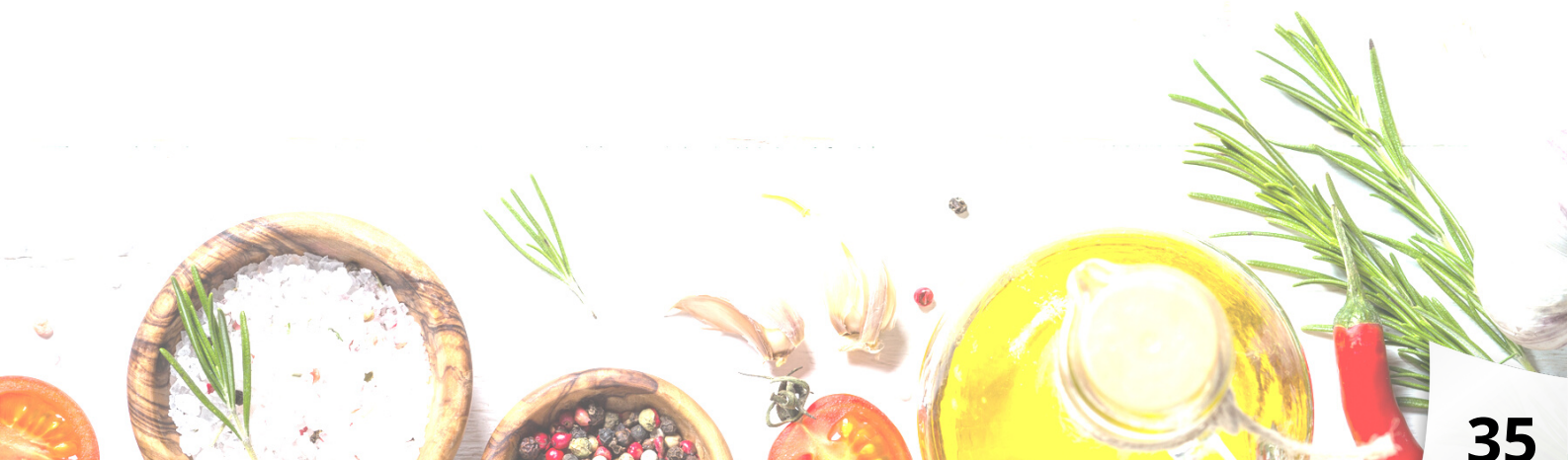


FOCUS AREA : F & B Production

JOB TITLE : Production Executive

Soft Skills	Required Competency Level (RCL)	Recommended Training
Communication and Teamwork	3	Team building

Technical knowledge & Skills	Required Competency Level (RCL)	Recommended Training
Material requirement	3	Material Requisition Programme
Halal requirement knowledge	2	Halal Competency training for Halal Committee *
ERP /JDE	1	ERP/JDE for beginner
Basic Computer skills	2	Microsoft Office (Word, Excel and PowerPoint)



DETAILS

FOCUS AREA : F & B Production

JOB TITLE : Production Engineering

3

LEVEL



Job Description:

- Professional with technical skills to plan, strategise and execute production improvement activities to increase efficiency, production improvement activities to increase efficiency, productivity and maximize plant earning

Responsibility:

- To collect process performance data, analyse and come out with a process improvement action plan.
- To analyse machine downtime data and plan a corrective action plan
- To source and bring in new technology available which will give improvement impact the plant's performance
- To lead, plan and execute the CAPEX project

Soft Skills	Required Competency Level	Recommended Training
Able to lead entire team to achieve target objective	3	Leadership
Able to delegate task effectively	3	People management
Able to think strategically to achieve target goals	3	Strategic thinking



LEVEL

3



FOCUS AREA : F & B Production

JOB TITLE : Production Engineering

Soft Skills	Required Competency Level (RCL)	Recommended Training
Business orientated mindset	3	Business thinking
Able to manage projects effectively	3	Project Management
Possess good coordination skill	3	Good coordination skill
Able to think progressively	3	Growth Mindset
Able to think critically	3	Critical thinking
Able to work under pressure	3	Stress management
Able to work with stakeholders effectively	3	Stakeholder management



LEVEL

3



FOCUS AREA : F & B Production

JOB TITLE : Production Engineering

Technical knowledge & Skills	Required Competency Level (RCL)	Recommended Training
CAD Software skills	3	Advance CAD Drawing training
English Communication and writing	2	English Intermediate
Machine operating and principal	3	Specific training on machine operation
Data analytical	3	Interpreting Data
Process Improvement	3	Process Improvement Training e.g.: KAIZEN methodology, LEAN process *
Failure Mode Effect Analysis	3	Failure Mode Effect Analysis
Measuring Process Efficiency	3	Measuring Process Efficiency Training e.g.: Six Sigma *



DETAILS

LEVEL

4

**FOCUS AREA :** F & B Production**JOB TITLE :** Production Manager**Job Description:**

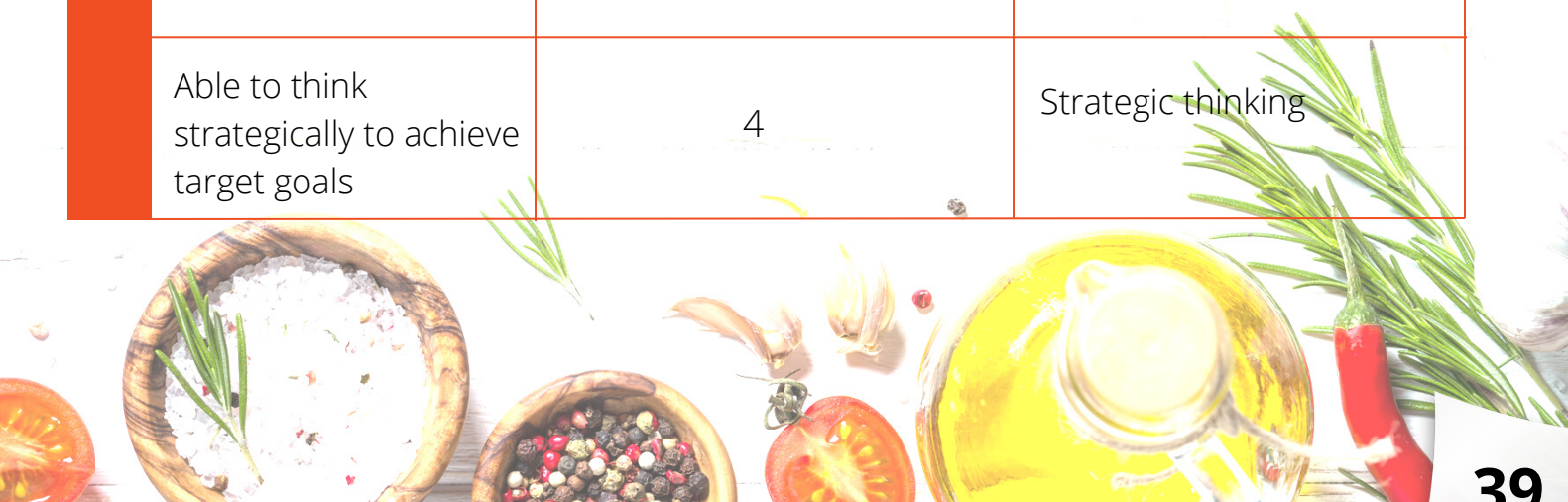
- Overseeing day-to-day operations to ensure overall production is according to the production plan

Responsibility:

- To verify the production plan and to ensure execution of the production is as per the plan
- To verify resources i.e raw material, machinery, labor, and time used by the production
- To monitor the production activities as complied with GMP
- To ensure production is running within the approved budget
- To verify the production report
- To prepare the management report
- To prepare the operation budget
- To review the technical/project on CAPEX

Soft Skills**Required Competency Level (RCL)****Recommended Training**

Able to lead entire team to achieve target objective	4	Leadership
Able to delegate task effectively	4	People management
Able to think strategically to achieve target goals	4	Strategic thinking



LEVEL

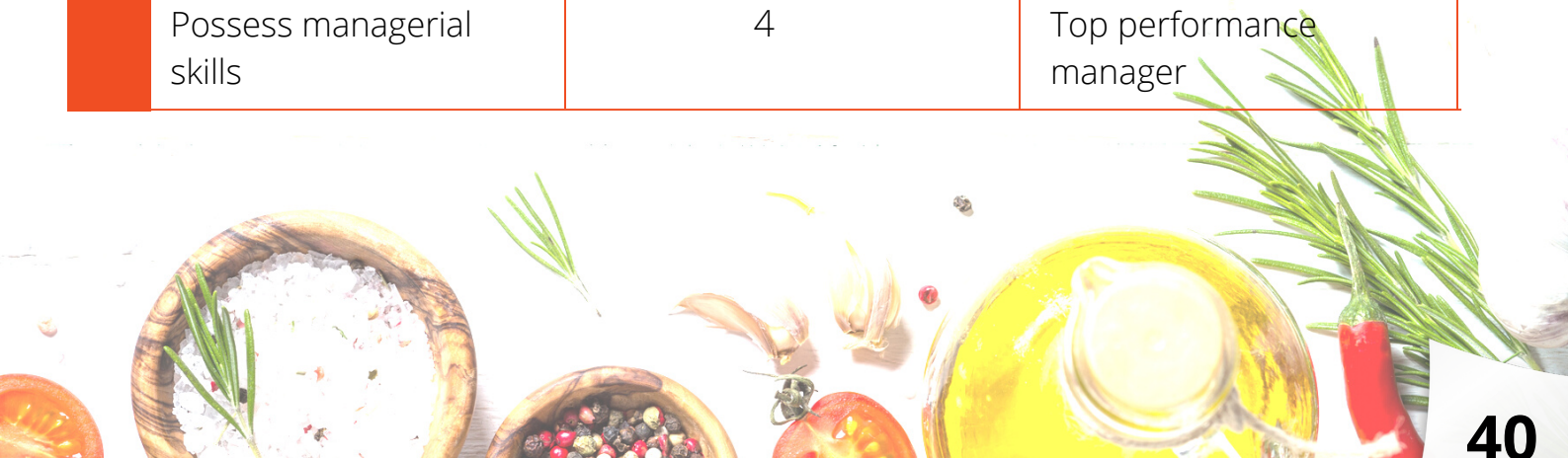
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FOCUS AREA : F & B Production

JOB TITLE : Production Manager

Soft Skills	Required Competency Level (RCL)	Recommended Training
Business orientated mindset	4	Business thinking
Able to manage projects effectively	4	Project Management
Possess good coordination skill	4	Good coordination skill
Able to think progressively	4	Growth Mindset
Able to think critically	4	Critical thinking
Able to work under pressure	4	Stress management
Able to work with stakeholders effectively	4	Stakeholder management
Possess managerial skills	4	Top performance manager



LEVEL

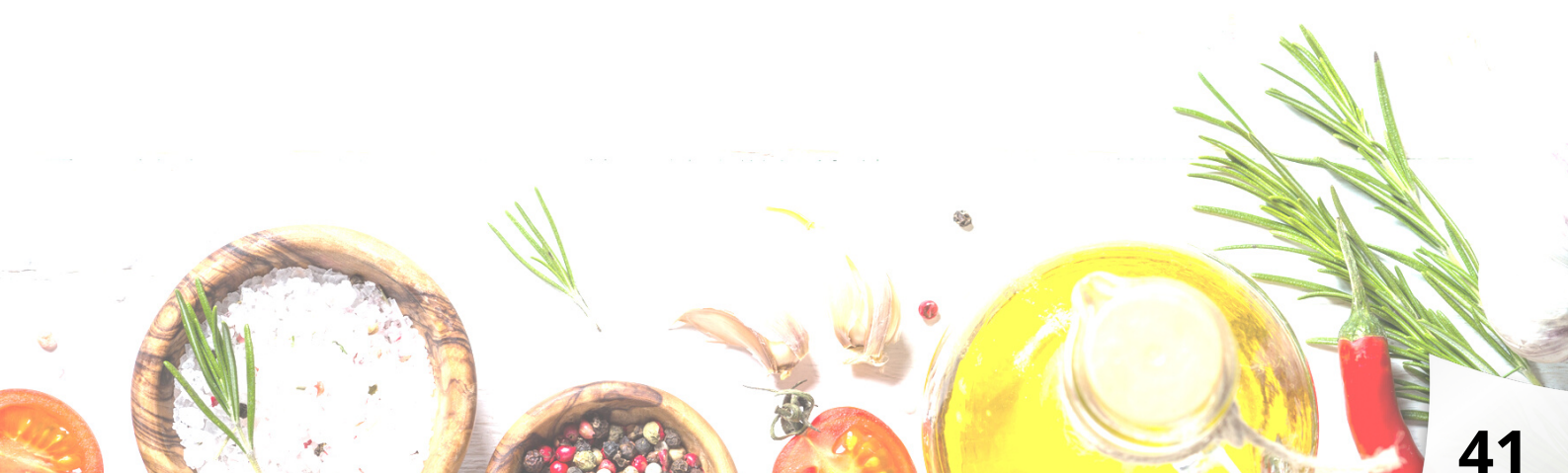
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FOCUS AREA : F & B Production

JOB TITLE : Production Manager

Technical knowledge & Skills	Required Competency Level (RCL)	Recommended Training
Product knowledge	4	Product Knowledge training
Accounting	2	Accounting for Non accountants
English communication and writing	3	English communication and writing –Intermediate
Continuous Improvement	4	Process Improvement Training eg: KAIZEN methodology , LEAN process *
Halal management	3	Halal Competency training for Halal Committee *
Understand and interpret technical layout plan	2	CAD for beginners



DETAILS

LEVEL

5

**FOCUS AREA :** F & B Production**JOB TITLE :** Head of Production**Job Description:**

- Overseeing overall operations to ensure operations are cost-efficient, comply to SOP, and meet the plant's target

Responsibility:

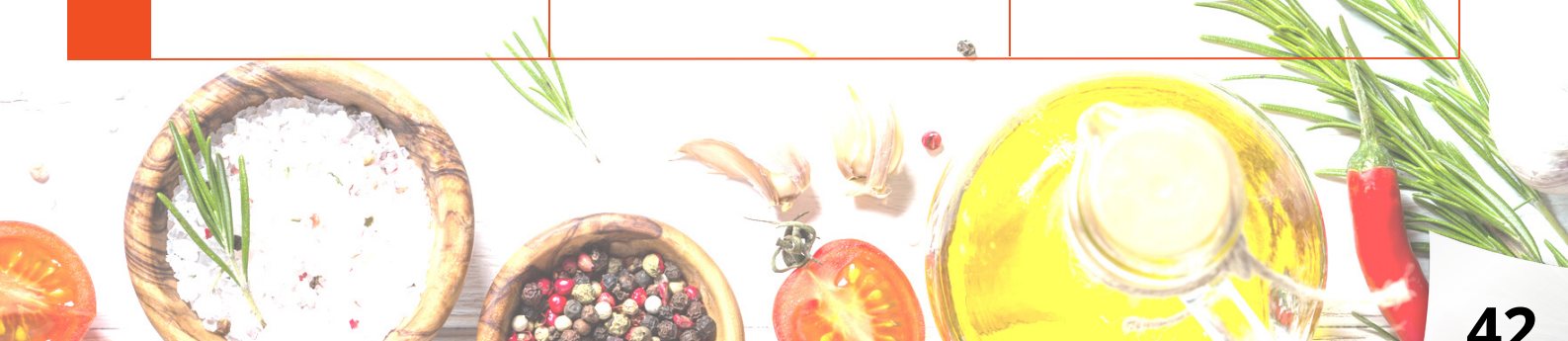
- To approve the department's key performance index
- To approve the production planning
- To verify the departmental budget
- To advise and approve technical/project on CAPEX
- To structure overall production management within the department
- To advise operation matters
- To update top management on operations matters
- To conduct on-the-job training for subordinates and recruits and liaise with the HR Training division regarding staff development and other training programs
- To appraise staff performance and make recommendations for purpose of annual increments, promotions, and skills development
- To ensure that subordinates adhere to the company safety rules and regulations at all times.
- To perform other tasks as assigned by superior

Soft Skills**Required Competency
Level (RCL)****Recommended Training**

Able to lead entire team to achieve target objective

4

Leadership



LEVEL

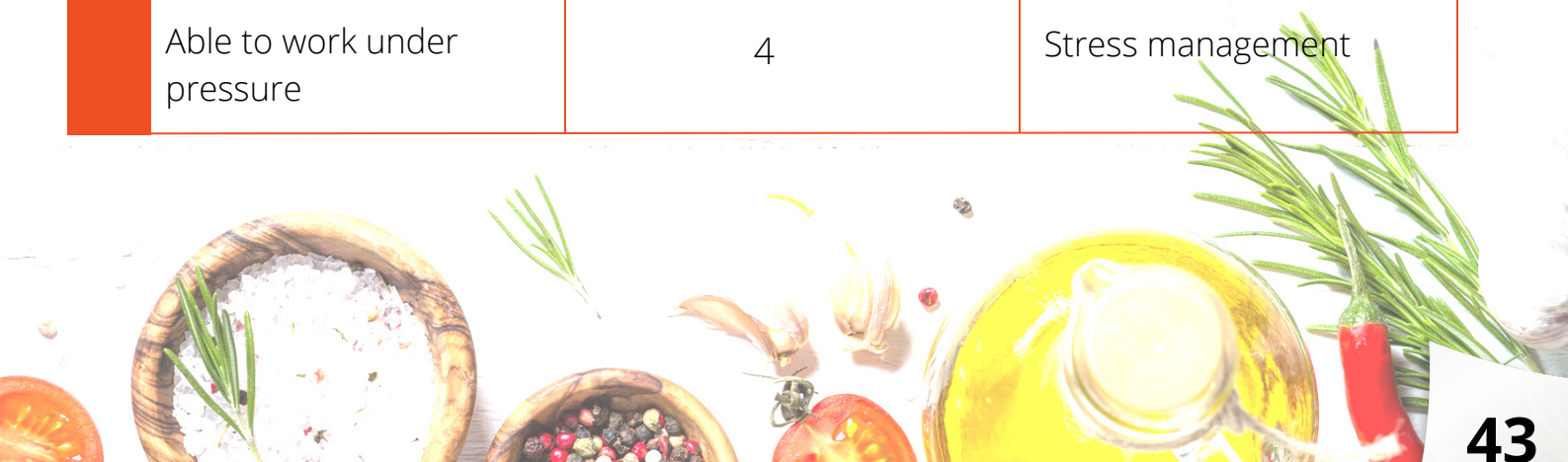
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FOCUS AREA : F & B Production

JOB TITLE : Head of Production

Soft Skills	Required Competency Level (RCL)	Recommended Training
Able to delegate task effectively	4	People management
Able to think strategically to achieve target goals	4	Strategic thinking
Business orientated mindset	4	Business thinking
Able to manage projects effectively	4	Project Management
Possess good coordination skill	4	Good coordination skill
Able to think progressively	4	Growth Mindset
Able to think critically	4	Critical thinking
Able to work under pressure	4	Stress management



LEVEL

5



FOCUS AREA : F & B Production

JOB TITLE : Head of Production

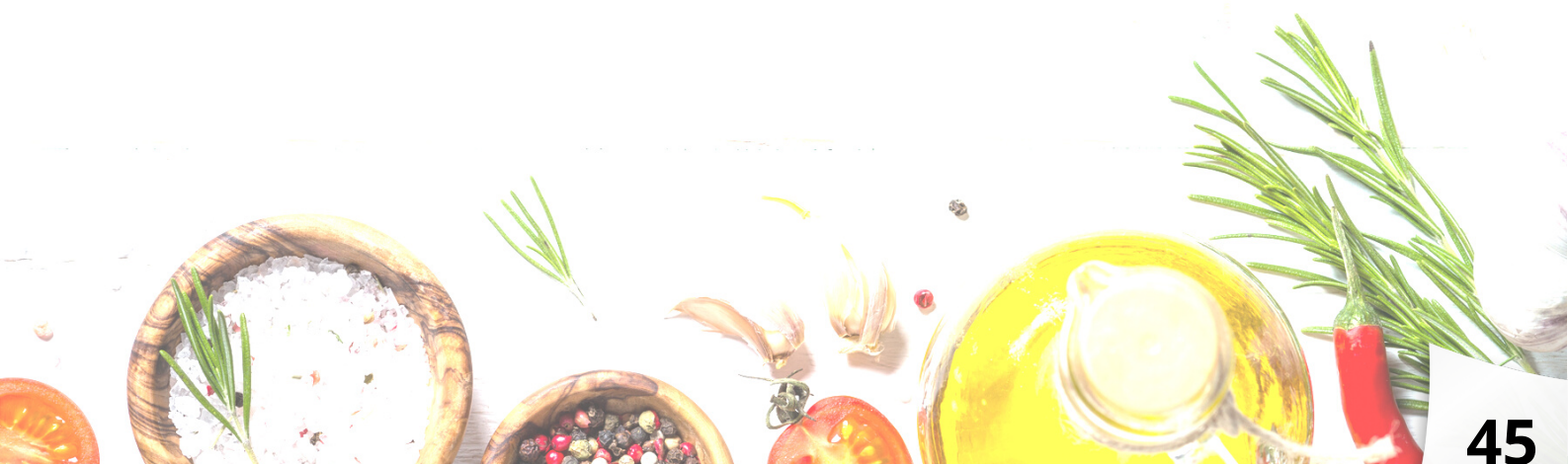
Soft Skills	Required Competency Level (RCL)	Recommended Training
Able to work with stakeholders effectively	4	Stakeholder management
Possess managerial skill	4	Stakeholder management

Technical knowledge & Skills	Required Competency Level (RCL)	Recommended Training
Product knowledge	4	Product Knowledge training
Accounting	3	Accounting for non accountants
English communication and writing	4	Intermediate English communication and writing
Continuous Improvement	4	Process Improvement Training eg: KAIZEN methodology, LEAN process *



LEVEL**5****FOCUS AREA :** F & B Production**JOB TITLE :** Head of Production

Technical knowledge & Skills	Required Competency Level (RCL)	Recommended Training
Halal management	4	Halal Competency training for Halal Committee *
Understand and interpret technical layout plan	2	CAD for beginners
Persuasive skills	3	Persuasive training
Presentation skills	3	Presentation training



A close-up photograph of a large pile of raw, red meat, likely beef or lamb, cut into chunks. The meat is resting on a white plate with a blue and green geometric pattern. In the background, a small wooden bowl filled with a bright yellow powder, possibly turmeric or saffron, sits on a wooden surface. The word "HALAL" is overlaid in white, bold, sans-serif capital letters across the center of the meat.

HALAL

FOCUS AREA - HALAL

There are four (4) job positions that have been identified under the focus areas of Halal. The job positions are as stated below:



DETAILS

FOCUS AREA : HALAL**JOB TITLE :** HALAL Assistant/Technician

2

LEVEL

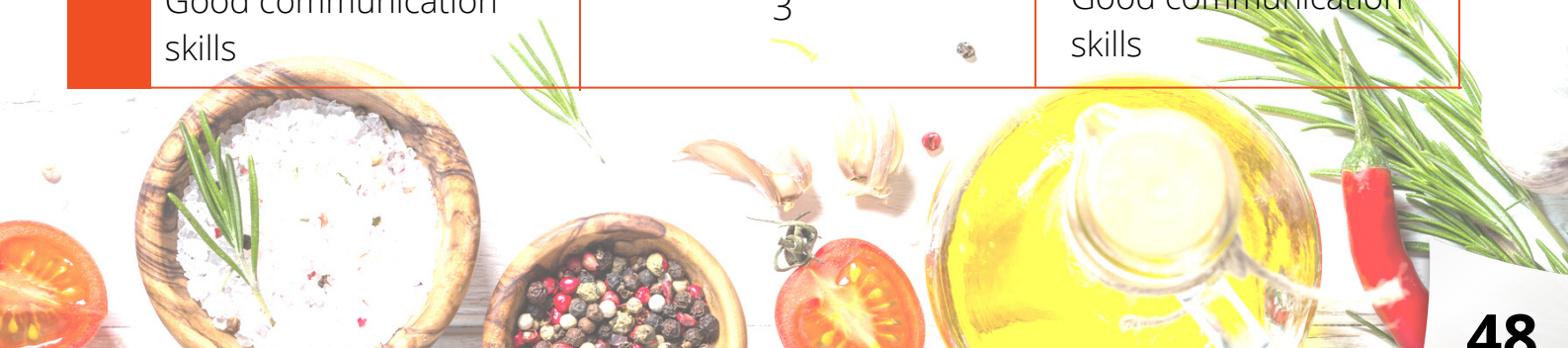
**Job Description:**

- To process Halal applications for renewal, and new products and assist Halal Executives in the implementation of HAS in the factory.

Responsibilities :

- To process Halal applications for renewal and new products and monitor the certification process until complete
- To establish a template to monitor the validity of Halal certificate for finished products and ensure renewal of Halal certification is conducted accordingly
- To establish a template to monitor the validity of the Halal certificates for raw materials and request for renewal of Halal certificates before the expiry date
- To establish a template on change management (identification of additional ingredients and alternative suppliers) and ensure all requests are approved by the authority
- To keep and maintain all records and documentation related to the Halal process (Halal application, Halal certificates, request letters to authority, and approval letters)
- To assist Halal executives on implementation of HAS in the factory including Halal audit, Halal training, Halal meeting etc.

Soft Skills	Required Competency Level	Recommended Training
Good attitude	1	Good attitude
Good administrative & organisational skills	4	Good administrative & organisational skills
Good communication skills	3	Good communication skills



FOCUS AREA : HALAL

JOB TITLE : HALAL Assistant/Technician



Technical knowledge & Skills	Required Competency Level (RCL)	Recommended Training
Documentation skills	4	Microsoft Office (Word, Power Point, Excel)
Knowledge on My-eHalal	4	Certified Halal Executive program *
Knowledge on FHCB and Jakim's circular	2	Halal Competency Training *(eg: Shariah and Fatwa, Critical Ingredients, Slaughtering, Sertu, etc.)
Knowledge on MPPHM	3	Certified Halal Executive program *
Knowledge on MS related Halal (e.g.: MS1500:2019)	3	MS1500:2019 training *
Knowledge on MHMS	3	Certified Halal Executive program *



DETAILS

FOCUS AREA : HALAL**JOB TITLE :** HALAL Executive**LEVEL****3****Job Description:**

- To coordinate Halal management activities in accordance with the company's HAS procedures.

Key responsibilities:

- To liaise with Functional Heads on Halal matters.
- To assist in the coordination of the Group Halal Council and other relevant meetings
- To plan and coordinate training & awareness-related activities.
- To establish or review the effectiveness of SOP for HAS.
- To assist in planning & identification of Halal training needs for relevant projects (*if any*)
- To prepare reports and meetings minutes for Halal Council meetings
- To undertake other duties as assigned by management or the Head, Group Halal Council

Soft Skills**Required Competency Level (RCL)****Recommended Training**

Able to liaise with representatives from different departments	3	Good communication and coordination skills training
Able to conduct training sessions	3	Effective storytelling and engagement skills training



LEVEL

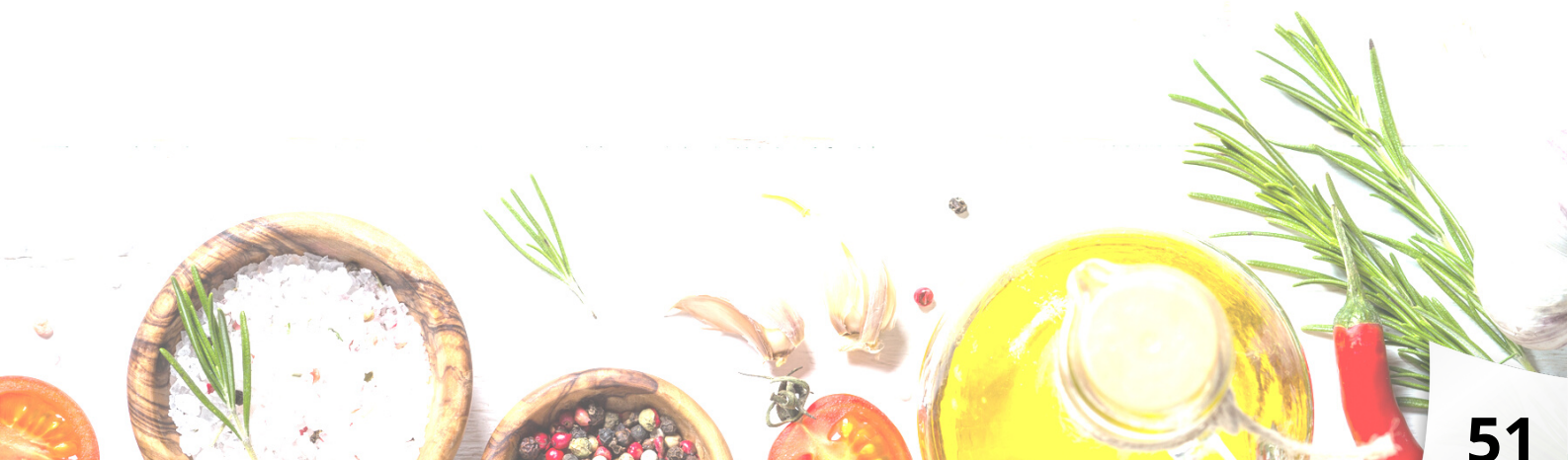
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FOCUS AREA : HALAL

JOB TITLE : HALAL Executive

Soft Skills	Required Competency Level (RCL)	Recommended Training
Able to write clear and concise reports and minutes	3	Good reporting skills and technical writing
Able to prioritize and manage responsibilities	3	Project management
Able to implement structural approach to solve problems	3	Problem solving and decision making
Time management	3	Time management training
Accuracy & attention to detail	3	Accuracy & attention to detail training
Self-development	3	Self-development training



LEVEL

3



FOCUS AREA : HALAL

JOB TITLE : HALAL Executive

Technical knowledge & Skills	Required Competency Level (RCL)	Recommended Training
Able to monitor the internal Halal system of a company producing halal products or delivering Halal services	3	Certified Halal Executive program *
Has knowledge and skills to perform internal technical and syariah compliance audits of HAS	4	Certified Internal auditing program *
Able to conduct a systematic approach to identify non-halal contamination and control measures to ensure halal and safety status of products and services	4	Halal Competency Training * (eg: Shariah and Fatwa, Critical Ingredients, Slaughtering, Sertu, etc.)



LEVEL

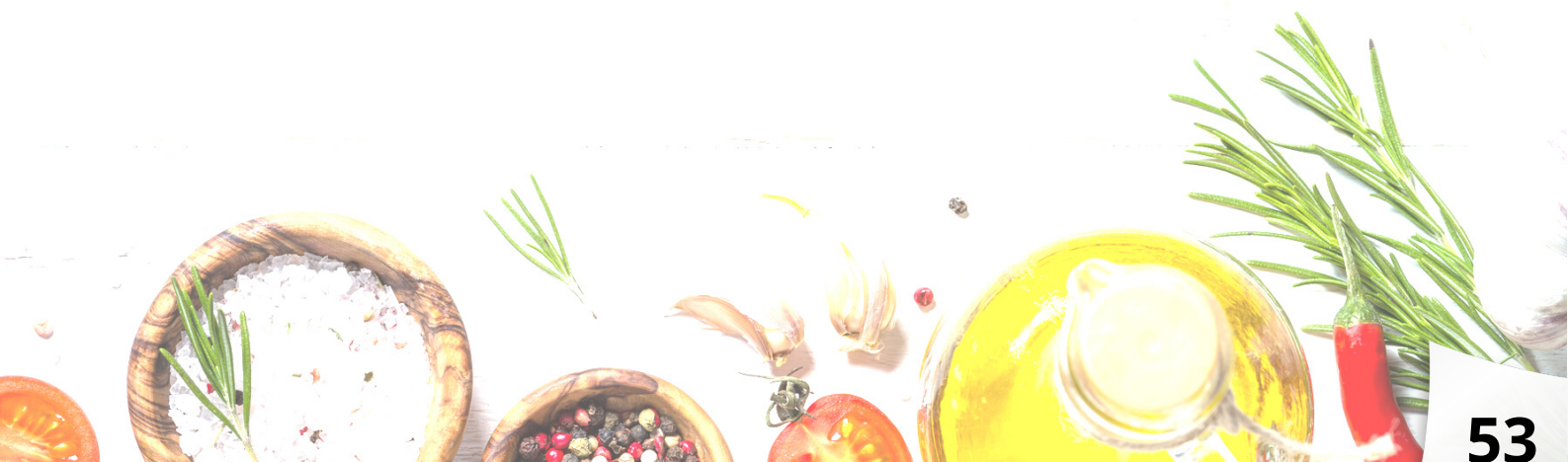
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FOCUS AREA : HALAL

JOB TITLE : HALAL Executive

Technical knowledge & Skills	Required Competency Level (RCL)	Recommended Training
Possess high level of understanding of Halal compliance and requirements	3	Certified Halal Executive program *
Proficient in MS related Halal (e.g.: MS1500:2019)	3	CMS1500:2019 training *
Good knowledge of manufacturing concepts, new technology and continuous improvement (E.g.: GMP, GHP, Food Regulation)	3	GMP and GHP training



DETAILS

LEVEL

4

**FOCUS AREA :** HALAL**JOB TITLE :** HALAL Manager**Job Description:**

- To ensure Halal HAS is fully implemented in the factory and to assist the Head of Halal Affairs in establishing a strong Halal Affairs team to implement and maintain a robust HAS in factories.

Key responsibilities:

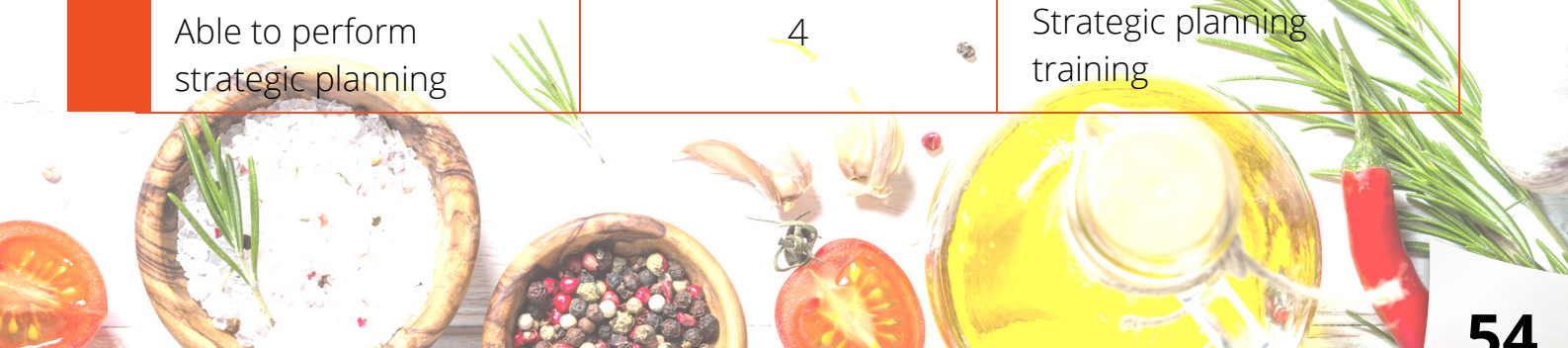
- To champion new areas of Halal development through proactive collaboration, intelligence, and research with in-depth studies on Halal science, Halal Supply chain, and Packaging.
- To ensure the company is fully prepared before any new requirements come into effect especially the implementation of new regulations related to halal.
- To ensure efficient Halal Certification process and Halal Compliance at all levels of business operation for the company.
- To support the implementation of HAS in own and co-manufacturers factories.
- To create and improve the level of Halal awareness in the factories via training and coaching.
- To advocate and liaise with the authorities, and oversee certifying bodies, government link agencies, and other stakeholders in spearheading Halal initiatives as part of the national agenda.

Soft Skills**Required Competency
Level (RCL)****Recommended Training**Able to build
Teamwork

4

Teamwork and
leadership trainingAble to perform
strategic planning

4

Strategic planning
training

LEVEL

4

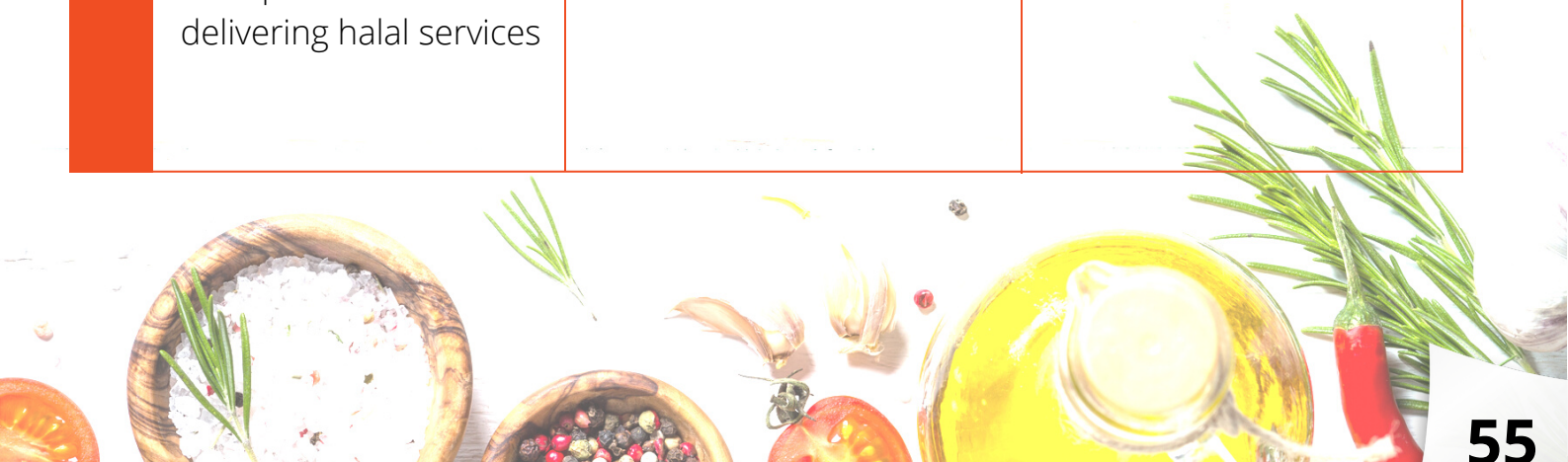


FOCUS AREA : HALAL

JOB TITLE : HALAL Manager

Soft Skills	Required Competency Level (RCL)	Recommended Training
Possesses good interpersonal and effective communication skills	4	Interpersonal skills and communication skills training
Possesses analytical skill / Systematic thinking / Decision making	4	Problem solving and Decision making training
Good training and coaching skills	4	Coaching and training

Technical knowledge & Skills	Required Competency Level (RCL)	Recommended Training
Able to develop and manage the internal Halal system of a company producing halal products or delivering halal services	4	Certified Halal Executive program *



LEVEL

4



FOCUS AREA : HALAL

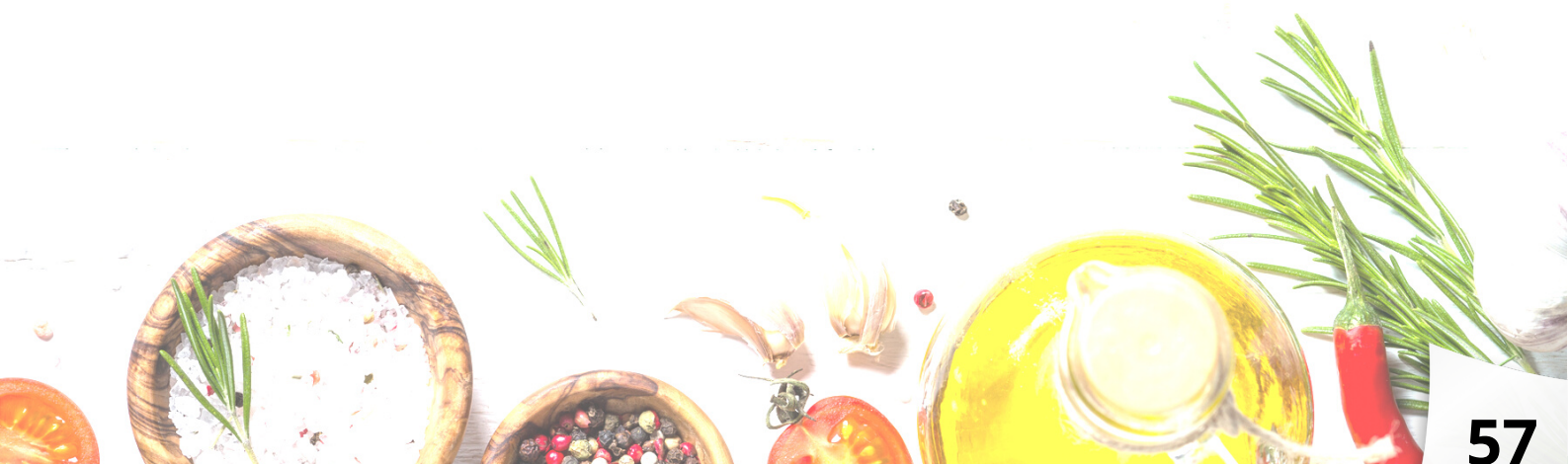
JOB TITLE : HALAL Manager

Technical knowledge & Skills	Required Competency Level (RCL)	Recommended Training
Has knowledge and skills to perform internal technical and syariah compliance audits of HAS	4	Certified Halal Internal Audit program *
Able to establish a systematic approach to identify non-halal contamination and control measures to ensure halal and safety status of products and services	4	Halal Competency Training *(eg: Shariah and Fatwa, Critical Ingredients, Slaughtering, Sertu, etc.)
Possess high level of understanding of Halal compliance and requirements	4	Certified Halal Executive program *
Proficient in MS1500:2019	4	MS1500:2019 training *



LEVEL**4****FOCUS AREA :** HALAL**JOB TITLE :** HALAL Manager

Technical knowledge & Skills	Required Competency Level (RCL)	Recommended Training
Good knowledge of manufacturing concepts, new technology and continuous improvement (E.g.: GMP, GHP, Food Regulation)	4	GMP and GHP training



DETAILS

LEVEL

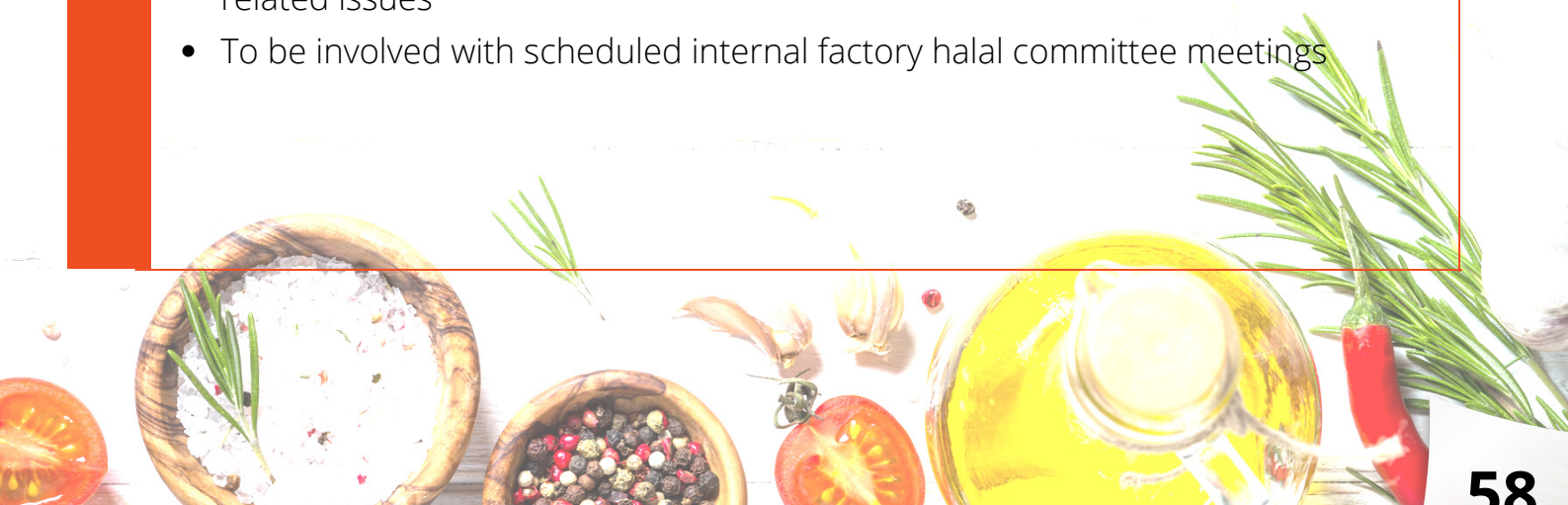
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**FOCUS AREA :** HALAL**JOB TITLE :** Head of Halal Affairs**Job Description:**

- To lead and develop a strong Halal team to implement and maintain a robust HAS in factories.

Key responsibilities:

- To facilitate the HAS development and review its effectiveness
- To enhance Halal Awareness and commitment internally through training staff members and conducting an internal audit of factories)
- To establish close liaison with JAKIM and other relevant Halal certification bodies (i.e. Majelis Ulama Indonesia, Central Islamic Committee of Thailand, Majelis Ugama Islam Singapura)
- To establish and implement Halal policy and Halal guidelines
- To represent the organization in relevant Halal forums, workshops & seminars
- To heighten the organization's Halal recognition and image externally
- To provide views and advice during Halal committee meetings on matters related to Halal
- To continuously monitor and report Halal status to the Board of Directors
- To ensure Halal certificates are obtained promptly and that Halal requirements are adhered to at all times
- To provide advice and support on HAS development and implementation to local and international factories
- To monitor and provide consultation on Halal imagery
- To recommend protocols for handling stakeholders when handling Halal-related issues
- To be involved with scheduled internal factory halal committee meetings



DETAILS

FOCUS AREA : HALAL

JOB TITLE : Head of Halal Affairs

LEVEL

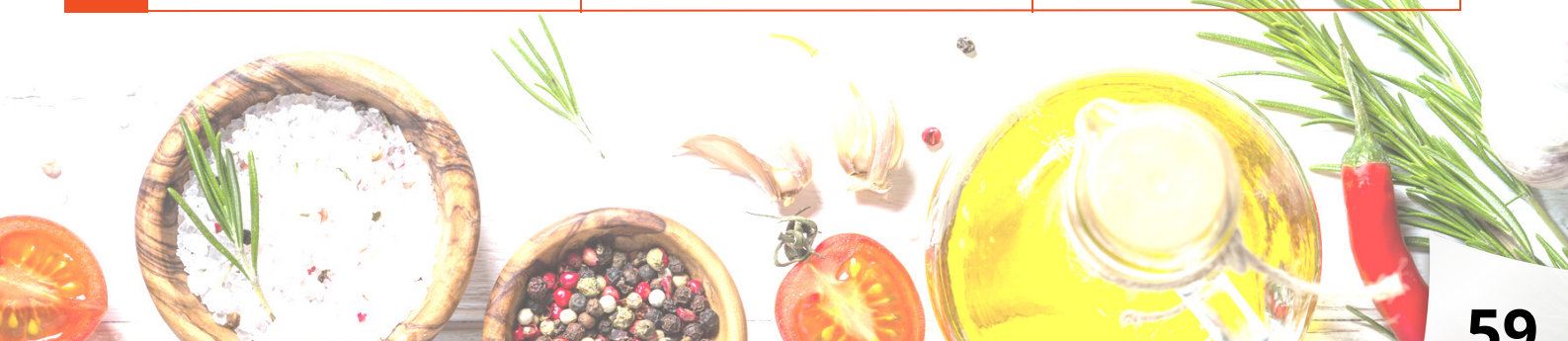
5



Key responsibilities:

- To identify and coordinate collaborations with external parties (including government bodies such as JAKIM & JAIS)
- To conduct on the job training for subordinates and new recruits and liaise with HR Training division in regard to staff development and other training programs
- To appraise staff performance and make recommendations for purpose of annual increment, promotions and skills development
- To ensure that subordinates adhere to the company safety rules and regulation at all times.
- To perform other tasks as assign by superior

Soft skills	Required Competency Level (RCL)	Recommended Training
Able to build Teamwork	4	Teamwork and leadership training
Able to perform strategic planning	4	Strategic planning training
Possesses good interpersonal and effective communication skills	4	Interpersonal skills and communication skills training



LEVEL

5

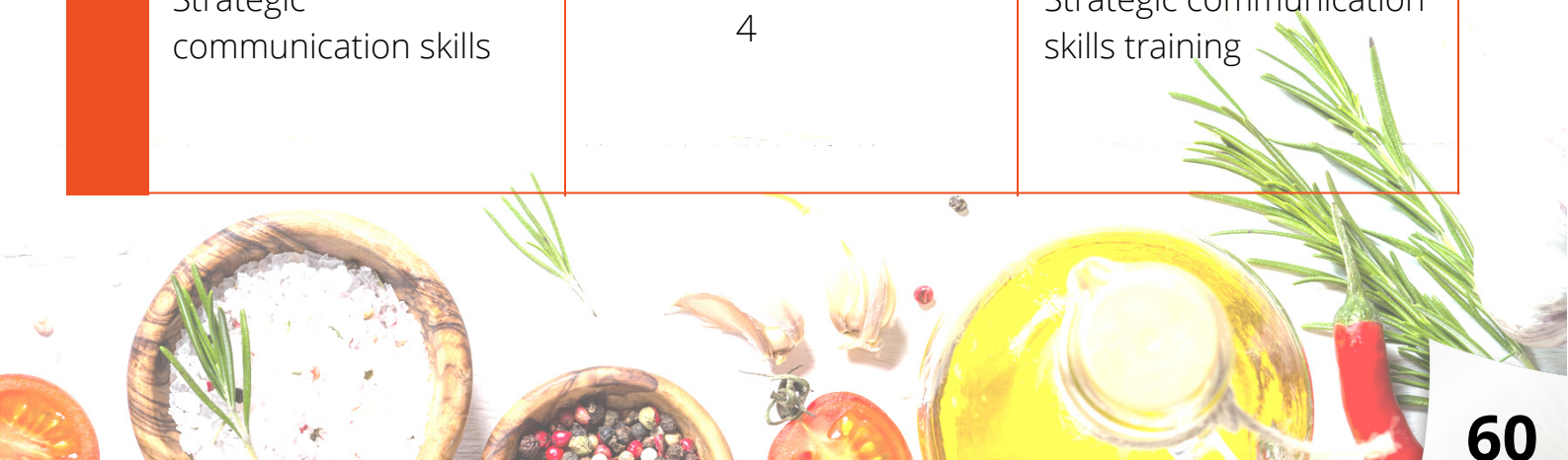


FOCUS AREA : HALAL

JOB TITLE : Head of Halal Affairs

Soft skills	Required Competency Level (RCL)	Recommended Training
Possesses analytical skill / Systematic thinking / Decision making	4	Problem solving and Decision making training
Good training and coaching skills	4	Coaching and training

Technical knowledge & Skills	Required Competency Level (RCL)	Recommended Training
Organizing and planning	4	Organizing and planning training
Critical thinking	4	Critical thinking training
Stakeholder management	4	Stakeholder management training
Strategic communication skills	4	Strategic communication skills training



LEVEL

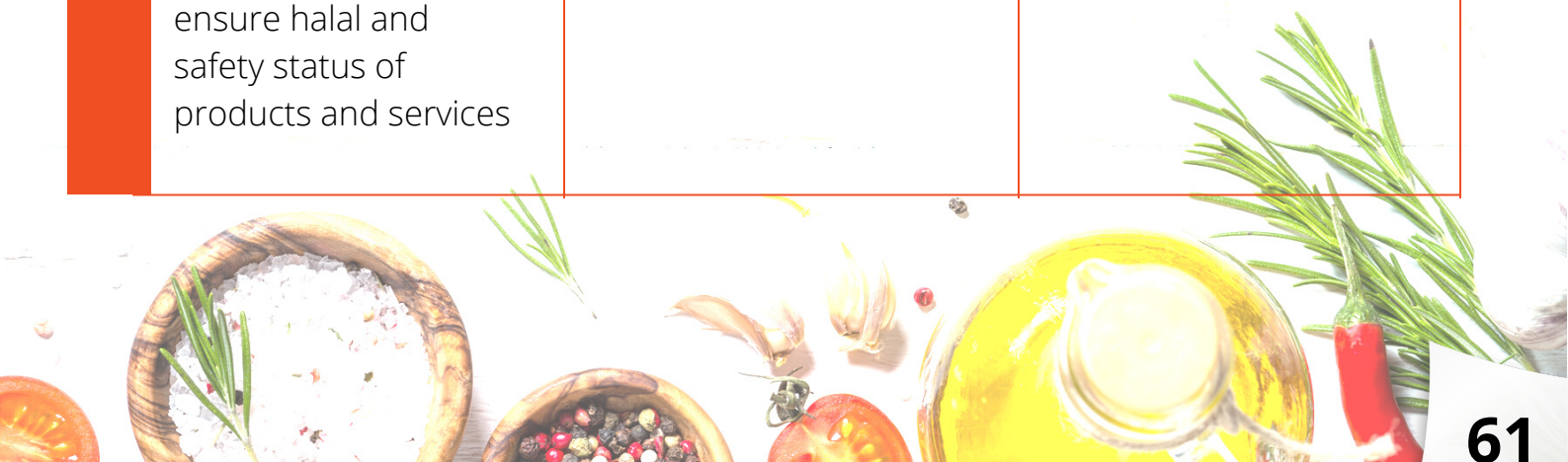
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FOCUS AREA : HALAL

JOB TITLE : Head of Halal Affairs

Technical knowledge & Skills	Required Competency Level (RCL)	Recommended Training
Able to develop and manage the internal Halal system of a company producing halal products or delivering halal services	4	Certified Halal Executive program *
Has knowledge and skills to perform internal technical and syariah compliance audits of HAS	4	Certified Halal Internal Audit program *
Able to establish a systematic approach to identify non-halal contamination and control measures to ensure halal and safety status of products and services	4	Halal Competency Training * (eg: Shariah and Fatwa, Critical Ingredients, Slaughtering, Sertu, etc.)



LEVEL

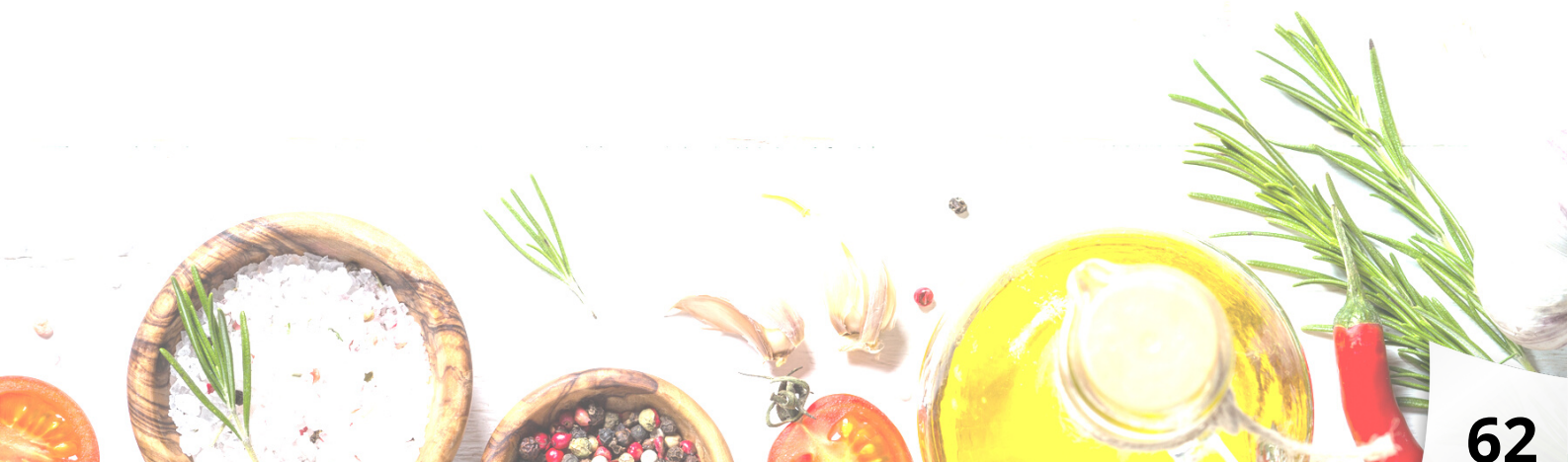
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FOCUS AREA : HALAL

JOB TITLE : Head of Halal Affairs

Technical knowledge & Skills	Required Competency Level (RCL)	Recommended Training
Possess high level of understanding of Halal compliance and requirements	4	Certified Halal Executive program *
Proficient in MS1500:2019	4	MS1500:2019 training *
Good knowledge of manufacturing concepts, new technology and continuous improvement (E.g.: GMP, GHP)	4	GMP and GHP training *





RESEARCH & DEVELOPMENT

FOCUS AREA - RESEARCH & DEVELOPMENT

There are four (4) job positions that have been identified under the focus areas of Research & Development. The job positions are as stated below:



DETAILS

FOCUS AREA : Research & Development**JOB TITLE :** R & D Assistant

LEVEL

2

**Job Description:**

- To ensure departmental cleanliness (machine/facilities) and to assist in the product development process as assigned by executives or superiors.

Key Responsibilities:

- To be accountable for overall departmental cleanliness.
- To handle regular storage cleaning in the freezer and ensure that it is well maintained
- To schedule preventive maintenance for the exhaust fan, water filter, water pot, and cutter.
- To highlight and follow up on maintenance issue and ensure all equipment are in good condition.
- To change frying oil when necessary.
- To make sure all ingredients are well kept and no shortage of stock
- To carry out any other duties as instructed by the superior such as product development.

Soft Skills**Required Competency
Level (RCL)****Recommended Training**Good communication
with internal &
external Depts

2

English
Communication Skills
Training

Time Management

2

Time management
training

LEVEL

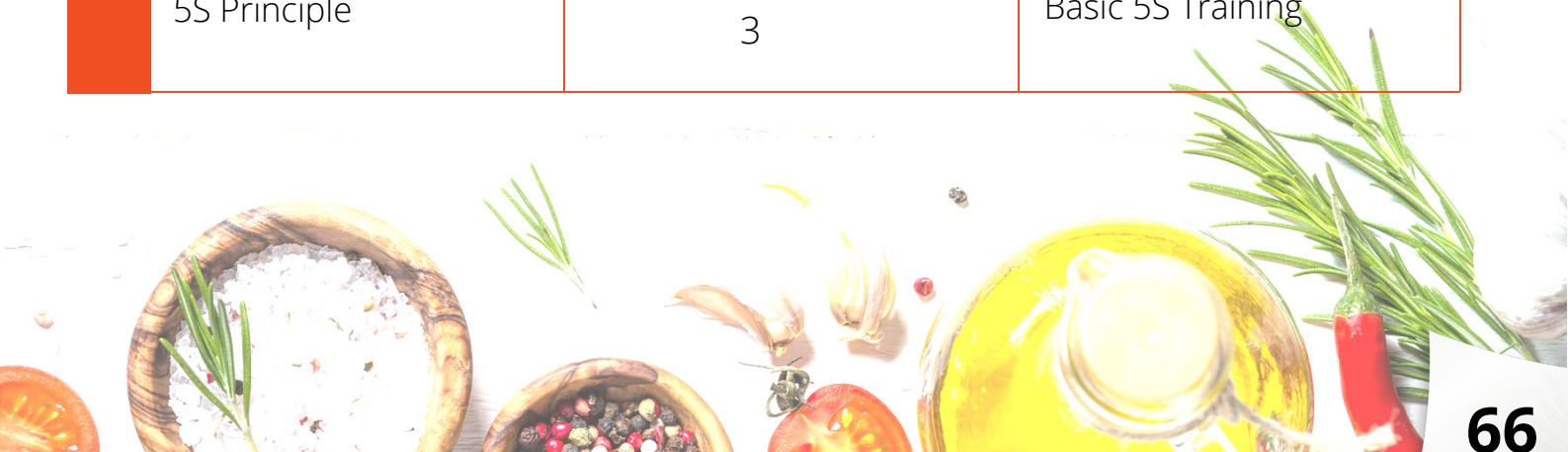
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FOCUS AREA : Research & Development

JOB TITLE : R & D Assistant



Technical knowledge & Skills	Required Competency Level (RCL)	Recommended Training
Scheduled waste management handling	4	Scheduled waste management training
Basic cleaning skills	4	Procedure for cleaning/handle chemicals cleaning
Microsoft Word skills	2	Beginner/Advance Microsoft Word Tools Training
Microsoft Excel skills	2	Beginner/Advance Microsoft Excel Tools Training
Able to do sensory evaluation	3	Sensory evaluation methods& sample preparing
5S Principle	3	Basic 5S Training

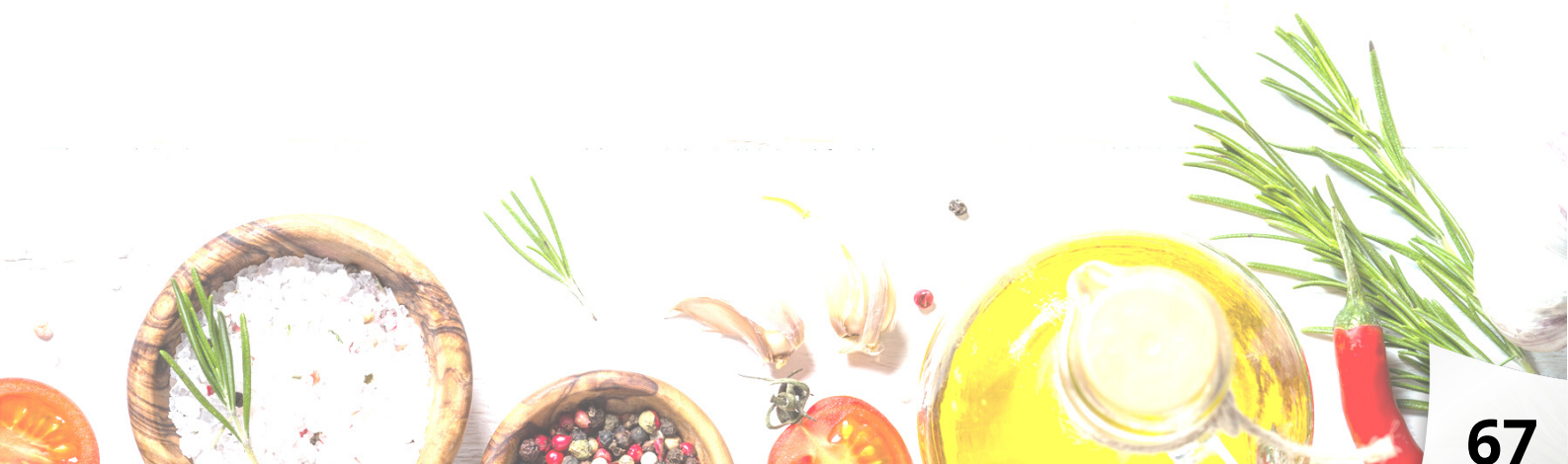


LEVEL

2

**FOCUS AREA :** Research & Development**JOB TITLE :** R & D Assistant

Technical knowledge & Skills	Required Competency Level (RCL)	Recommended Training
Having a knowledge in kitchen and handle tools	3	Basic kitchen skill training <ul style="list-style-type: none"> • weighing • tumbling • chopping • stuffing • breading • cooking/frying/oven cutting

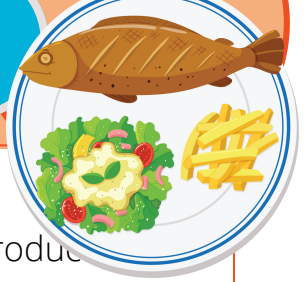


DETAILS

FOCUS AREA : Research & Development**JOB TITLE :** R & D Executive

3

LEVEL

**Job Description :**

- To carry out research & development work for new and existing products in-house brand, open market, and retail outlets (downstream and food service sectors that comply with Food Regulation/Halal requirements).

Key Responsibilities

- To develop new potential products for the open market and food service sector
- To work closely with clients until the sample submitted obtains approval.
- To provide relevant costing or quotation (coordinate with Account Department).
- To send samples for nutrition analysis
- To provide labeling information to Marketing to do the artwork/design of the packaging.
- To apply for halal certification for new products (submit a halal application to the Halal department).
- To conduct test trials and pilot test runs at production.
- To develop product specifications, flow charts, and related documents
- To observe GMP procedures at all the times
- To observe proper documentation procedures.
- To ensure all documents are controlled and adhere to food safety and quality systems as per requirements.
- To maintain a proper filing system.
- To ensure the formula is well kept.
- To carry out any other duties as instructed by the superior (eg - sensory evaluation or check/review artwork)
- To prepare a report for sensory evaluations and case studies conducted.



DETAILS

FOCUS AREA : Research & Development

JOB TITLE : R & D Executive

3

LEVEL



Key Responsibilities

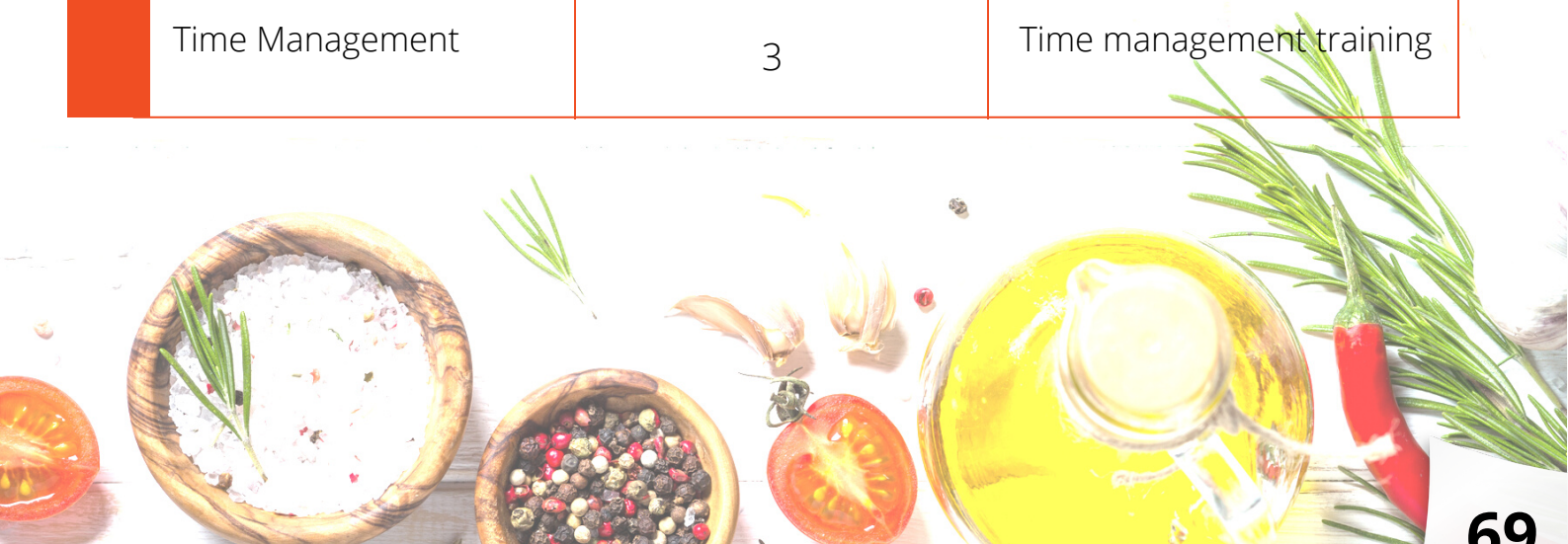
- To research & develop new potential products through market surveys, reading, and attending an exhibition or supplier presentation.
- To ensure all ingredients/materials are halal certified.
- To update the list of products to the Halal Department when there are changes in supplier/new ingredients
- To troubleshoot and continuously improve the product formulation/recipe and process flow
- To ensure the formulation, ingredients, and content in the packaging meet the food regulation requirement

Soft Skills

Required Competency Level (RCL)

Recommended Training

Good communication skills	3	English Communication Skills Training
Adequate in technical writing skills	3	Technical Report Writing Skills Training
Time Management	3	Time management training



LEVEL

3



FOCUS AREA : Research & Development

JOB TITLE : R & D Executive

Technical knowledge & Skills	Required Competency Level (RCL)	Recommended Training
Knowledge in materials & ingredients use in product and process related.	4	Training collaboration with specific/expert supplier on the specific topics related to the industry: <ul style="list-style-type: none"> • Preservative • Stabilizer • Antioxidant • Acidity regulator
Knowledge in Food Nutrition and labelling	4	Updated Food Nutrition and Labelling training
Knowledge in Allergen	4	Allergen training program
Knowledge in food packaging	4	Food Packaging training
Knowledge in Food Act & Regulation	4	Food Act & Regulation specific to related industry training
Microsoft Word skills	3	Beginner/Advance Microsoft Word Tools Training



LEVEL

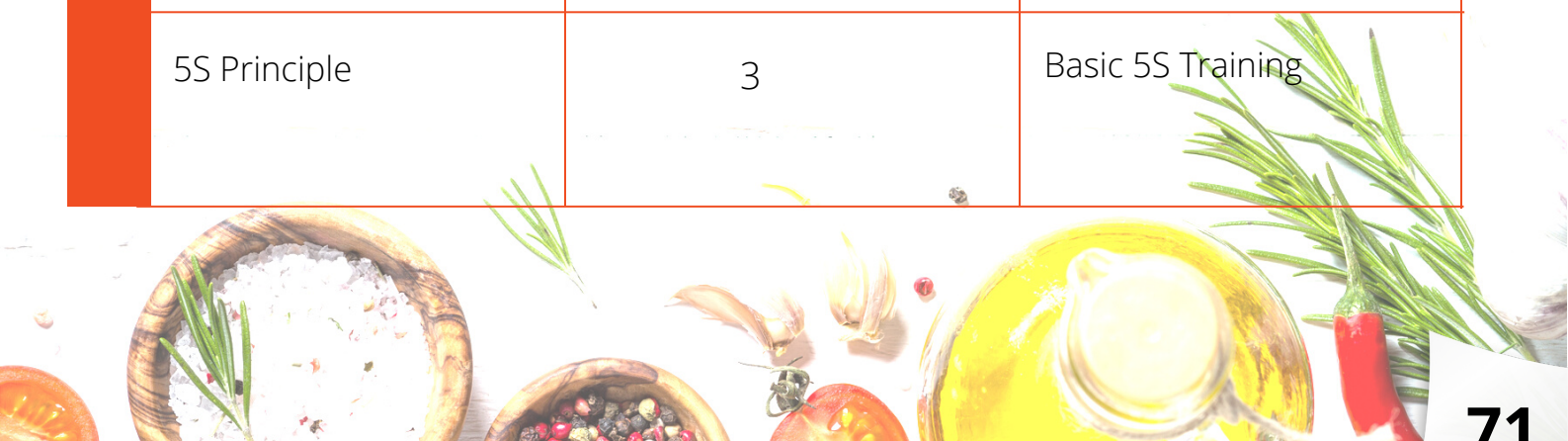
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FOCUS AREA : Research & Development

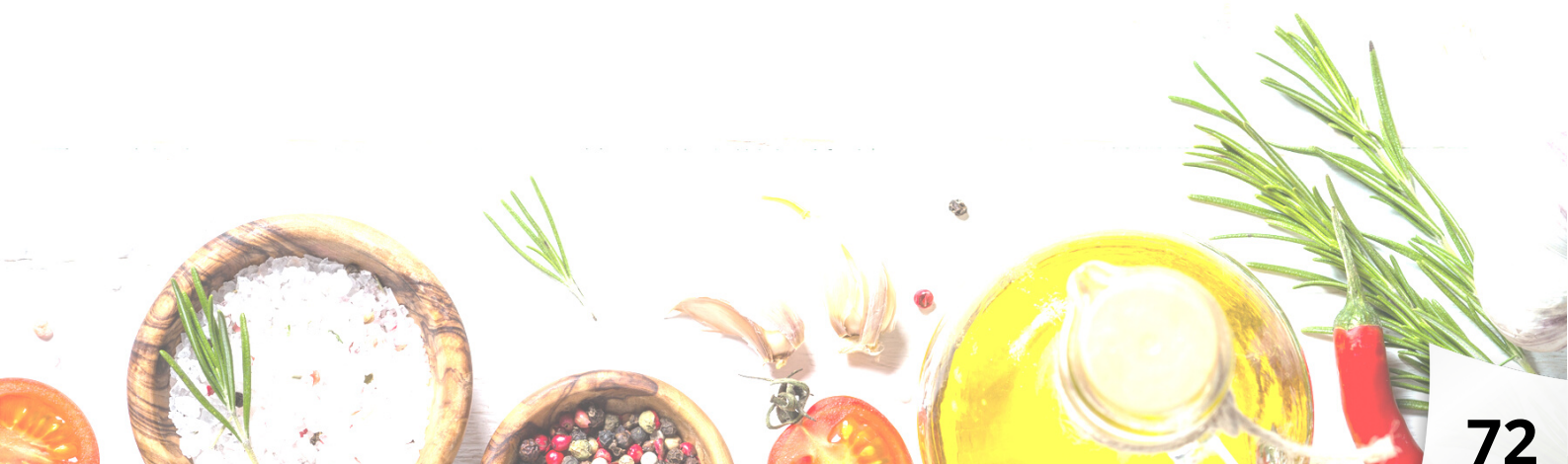
JOB TITLE : R & D Executive

Technical knowledge & Skills	Required Competency Level (RCL)	Recommended Training
Microsoft Excel skills	3	Beginner/Advance Microsoft Excel Tools Training
Knowledge in Food Halal Requirement	3	Halal Awareness Training
Knowledge in Food Safety and Quality System	3	Food Safety and Quality Training
Knowledge in Food Fraud	3	Food Fraud Training
Knowledge in HACCP System	3	HACCP Awareness Training
Technical knowledge in product processing	4	Technical knowledge and training in specific product processing
5S Principle	3	Basic 5S Training



LEVEL**3****FOCUS AREA :** Research & Development**JOB TITLE :** R & D Executive

Technical knowledge & Skills	Required Competency Level (RCL)	Recommended Training
Problem solving skills related in product & process flow	3	Creative Thinking & Creative Problem-Solving Training
Good knowledge in sensory evaluation methodology	3	Food Sensory Evaluation Skills Training



DETAILS

4

5

LEVEL

**FOCUS AREA :** Research & Development**JOB TITLE :** Head of Research & Development**Job Description:**

- To plan, organize, direct and control overall R&D activities.
- To establish overall department performance objectives which parallel and constructive to the company/organization objectives

Key Responsibilities:

- To plan, organise, and control the R&D department
- To coordinate with operation, sales & marketing on new product requirement
- To document and compile specifications on recipes and flow charts of approved new products
- To initiate halal certification for successfully developed new products
- To draw up specifications for the importation of raw materials
- To continuously source for better cost-effective but high-quality raw materials/ingredients for new and existing products
- To evaluate and monitor present products for possible avenues of quality improvement
- To lead and direct a team of R&D personnel
- To regularly survey and evaluate the market on competitors, products, and new ideas
- To ensure the smooth launching of new products by coordinating with all related department
- To monitor equipment/ machine utilization and efficiency



4

5

LEVEL



DETAILS

FOCUS AREA : Research & Development**JOB TITLE :** Head of Research & Development**Key Responsibilities**

- To motivate and guide subordinates to improve productivity levels
- To ensure materials and assets kept at the R&D department are handled and stored in good condition
- To conduct on-the-job training for subordinates and recruits and liaise with the HR Training division regarding staff development and other training programs
- To appraise staff performance and make recommendations for purpose of annual increments, promotions, and skills development
- To ensure that subordinates adhere to the company safety rules and regulations at all times.
- To perform other tasks as assigned by superior

Soft Skills**Required Competency Level (RCL)****Recommended Training**

Good coaching and development skills

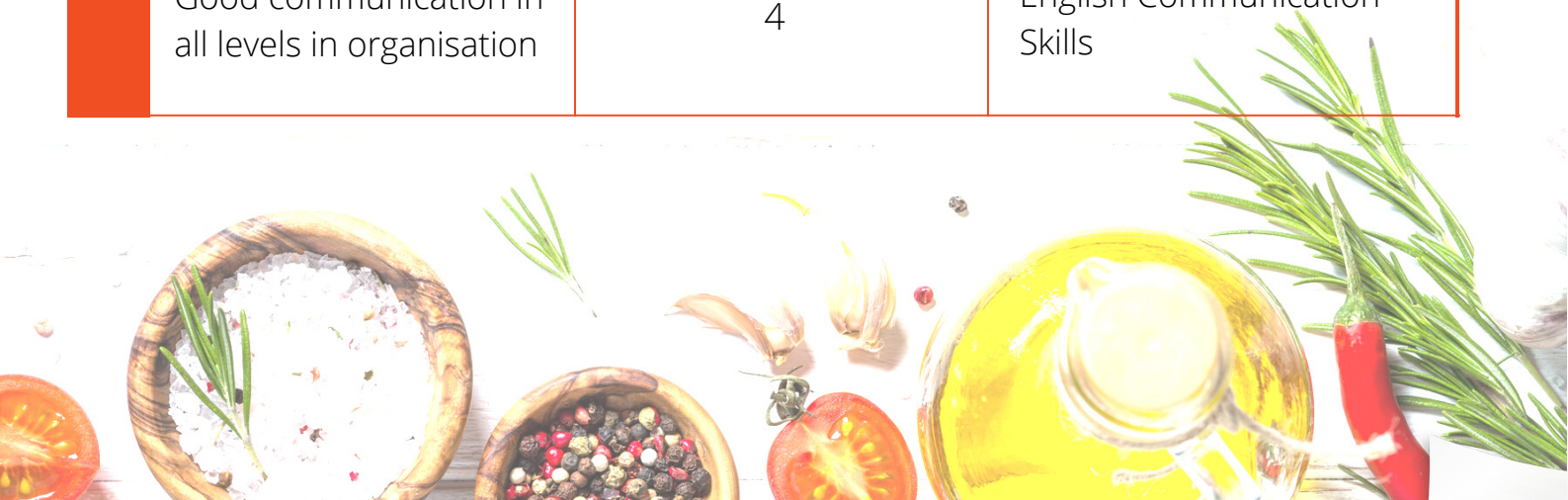
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Effective Coaching and Counselling

Good communication in all levels in organisation

4

English Communication Skills



4

LEVEL

5

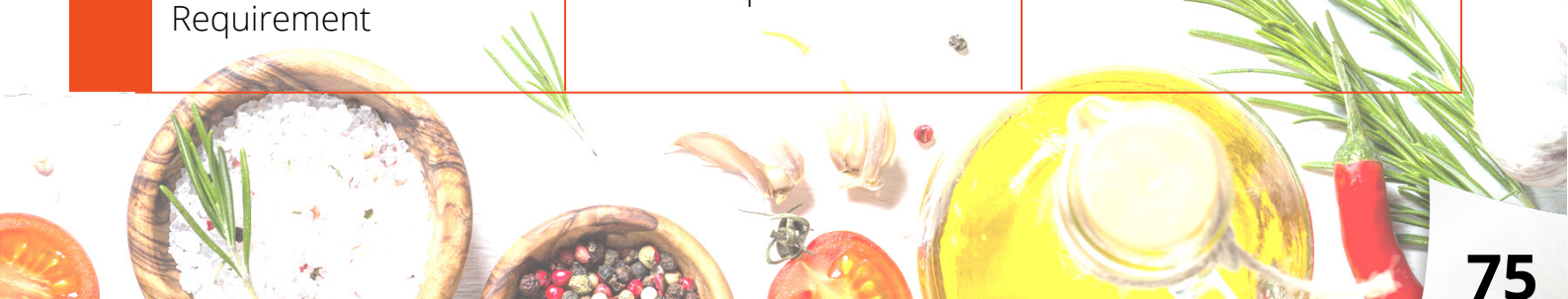


FOCUS AREA : Research & Development

JOB TITLE : Head of Research & Development

Soft Skills	Required Competency Level (RCL)	Recommended Training
Managerial skills	4	Project Management & Problem Solving
Product test and evaluation skills	4	Food Sensory Evaluation Skills

Technical knowledge & Skills	Required Competency Level (RCL)	Recommended Training
Knowledge in Food Nutrition and labelling	4	Food Nutrition and Labelling
Knowledge in Allergen	4	Allergen training program
Knowledge in food packaging	4	Food Packaging training
Well knowledge in Food Act & Regulation	4	Details training on Food Act & Regulation specific to related industry
Knowledge in Food Halal Requirement	4	Halal Awareness Training



4

5

LEVEL

FOCUS AREA : Research & Development

JOB TITLE : Head of Research & Development



Technical knowledge & Skills	Required Competency Level (RCL)	Recommended Training
Knowledge in Food Safety and Quality System	4	Food Safety and Quality Training
Knowledge in Food Fraud	4	Food Fraud Training
Knowledge in HACCP System	4	HACCP Awareness Training
Technical knowledge of related food processing. <ul style="list-style-type: none"> • Meat slaughtering process • Process to marinate food (eg – nuggets/sausage) 	4	Technical knowledge in related food processing. <ul style="list-style-type: none"> • Sausage process /instrument or new technology • Nugget process/instrument/ machine or new technology • Marinated process/instrument/ machine or new technology
5S Principle	4	Basic 5S Training



QUALITY ASSURANCE

FOCUS AREA - QUALITY ASSURANCE

There are six (6) job positions that have been identified under the focus areas of Quality Assurance. The job positions are as stated below:



DETAILS

LEVEL

2

**FOCUS AREA :** Quality Assurance**JOB TITLE :** Quality Assurance Assistant**Job Description :**

- To perform QA activities in raw and packaging materials, in-process, products and environment as per requirement
- To perform sampling of raw and packaging materials as per the SOP
- To perform sampling of product and line samples
- To perform daily line checks as per SOP
- To prepare samples for sensory evaluation and set up the sensory evaluation sessions.
- To prepare sensory evaluation data and reports
- To extract analysis data and on-time reporting
- To register incoming materials, line, and FG samples for release and monitoring
- To prepare the retained sample evaluation results and reports

Soft Skills

Required Competency
Level (RCL)Recommended
Training

Able to plan assigned task and complete within time frame

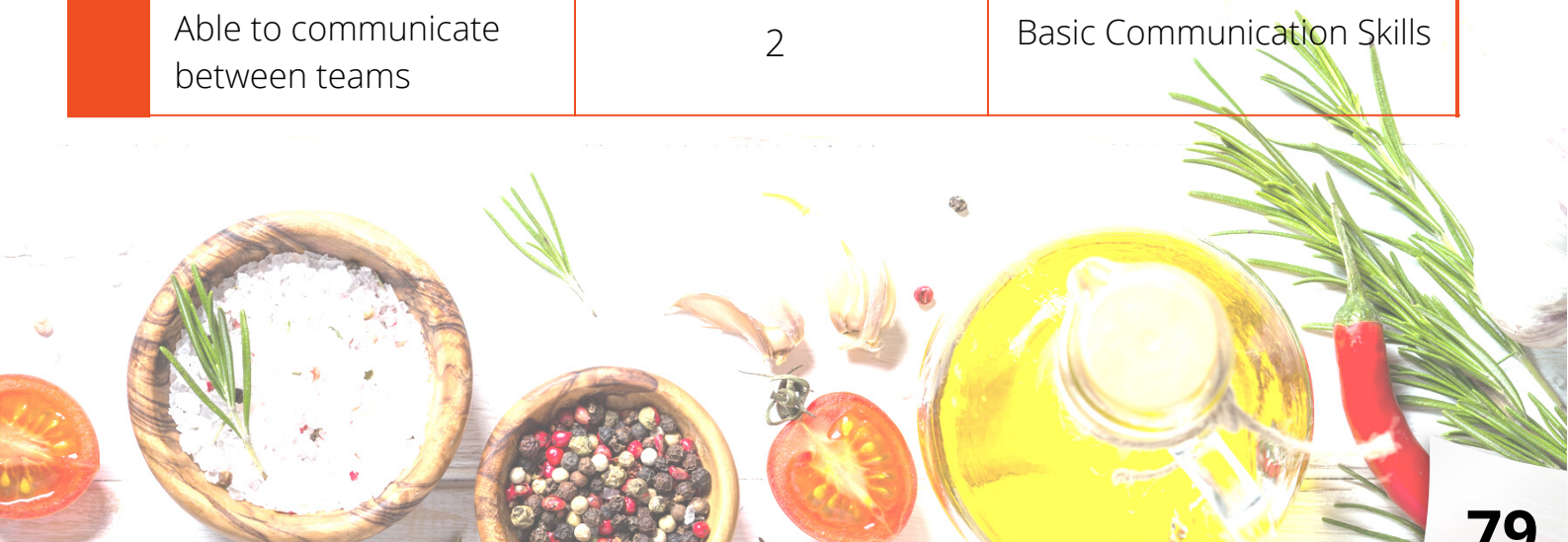
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Time Management Training

Able to communicate between teams

2

Basic Communication Skills



LEVEL

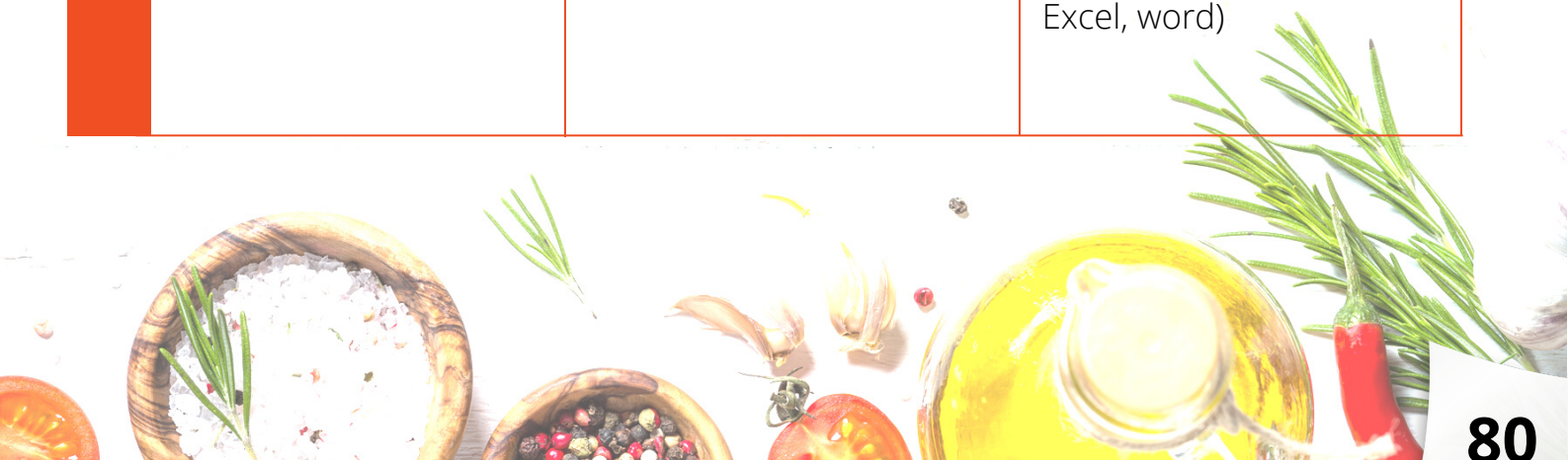
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FOCUS AREA : Quality Assurance

JOB TITLE : Quality Assurance Assistant

Technical knowledge & Skills	Required Competency Level (RCL)	Recommended Training
Understand and able to apply GMP	2	GMP Training
Understand and able to apply food safety requirements	2	Food safety management system *(e.g. GFSI recognized certifications)-basic/awareness level
Able to document and maintain records	2	Documentation and maintaining records
Able to perform Job specific skills	2	Training related to sampling of product and materials, line inspections, sensory evaluation
Basic computer skills	2	Microsoft office tools (eg. Excel, word)



DETAILS

LEVEL

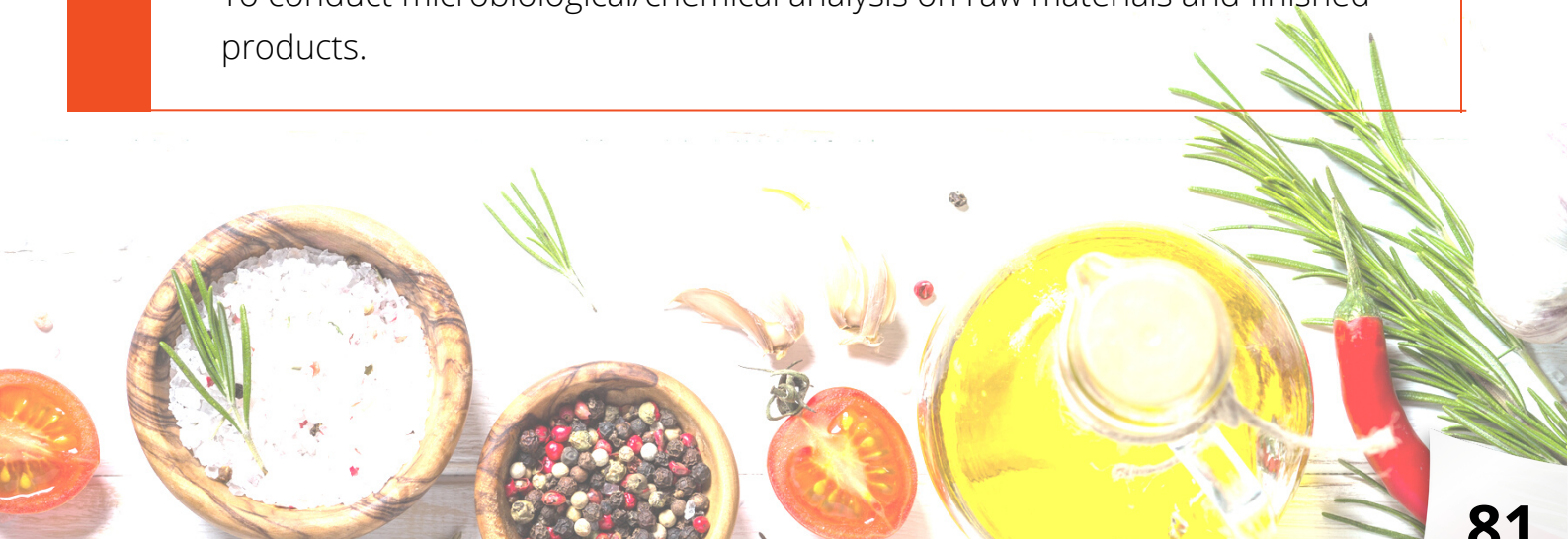
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**FOCUS AREA :** Quality Assurance**JOB TITLE :** Lab Technician**Job Description:**

- To perform microbiological/chemical tests on the products, ingredients, water, and environment according to SOP and work instructions on a timely basis.

Responsibilities:

- To order laboratory supplies, as needed.
- To check purchased materials upon received and ensure conformity to specified requirements.
- To receive, label, and safely store samples to be tested.
- To determine the types of testing requested accordingly.
- To use calibrated equipment for testing.
- To clean, sterilize, maintain and calibrate laboratory equipment/apparatus.
- To carry out samplings.
- To identify, handle, protect, store and dispose of all samples and test items properly as per the documented procedure.
- To clean the laboratory and equipment regularly, especially at the end of the day.
- To always implement GLP.
- To test and monitor lab air quality as per schedule.
- To ensure the cleanliness of work surfaces.
- To check equipment's temperature e.g. water bath, incubator, and refrigerator as per schedule.
- To conduct microbiological/chemical analysis on raw materials and finished products.



DETAILS

FOCUS AREA : Quality Assurance**JOB TITLE :** Lab Technician

LEVEL

2

**Responsibilities:**

- To conduct swab tests on plant equipment, and operator's gloves.
- To prepare reagents, media, and agar as required for the analysis
- To clean lab apparatus after use.
- To properly label all media/reagents/solution/chemicals and use them according to FEFO/FIFO.
- To record all experimental data and test results accurately and fill in relevant records accordingly.
- To follow SOP and work instructions in doing all the assigned tasks.

Soft Skills**Required Competency
Level (RCL)****Recommended
Training**

Able to manage time so that assigned tasks can be completed within stipulated time

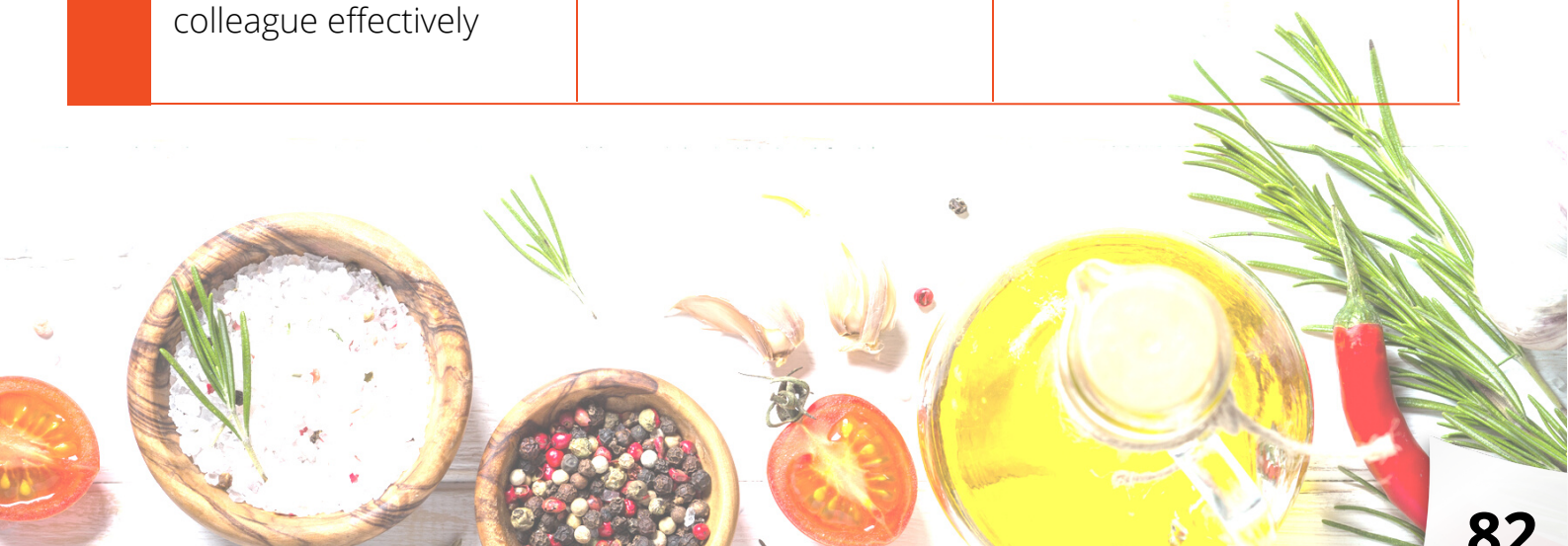
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Effective Time Management Training

Able to communicate with superior and colleague effectively

3

Basic Communication Skills



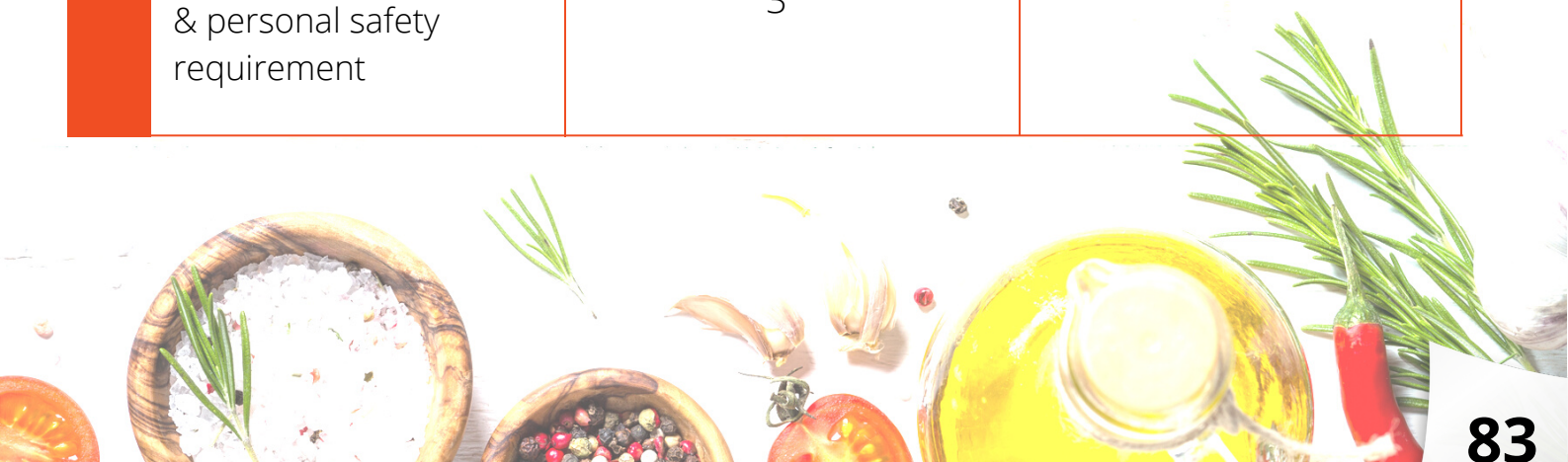


FOCUS AREA : Quality Assurance

JOB TITLE : Lab Technician

Soft Skills	Required Competency Level (RCL)	Recommended Training
Able to work in a team	3	Team building
Able to pay attention to details	3	Attention to detail training

Technical knowledge & Skills	Required Competency Level (RCL)	Recommended Training
Having basic understanding on GLP	3	Introduction to GLP
Having basic Microbiology/Chemical knowledge	3	Introduction to Food Microbiology/Chemical
Having knowledge in lab & personal safety requirement	3	Basic Lab Skill Training



LEVEL

2

**FOCUS AREA :** Quality Assurance**JOB TITLE :** Lab Technician

Technical knowledge & Skills	Required Competency Level (RCL)	Recommended Training
Having Basic Lab skill	3	<p>Basic Lab Skill Training * (Certification)</p> <ol style="list-style-type: none"> 1. Basic rules of safe chemical handling 2. Basic lab procedure <ul style="list-style-type: none"> • weighing • liquid measuring • cleaning & sterilization of glassware (beaker/burette/pipette/conical flask/measurement flask/measuring cylinder/volumetric flask/separating funnel) 3. Use & handling of instrument & equipment <ul style="list-style-type: none"> • analytical balance • Incubator/Bunsen burner • Centrifuge/condenser • pH meter



LEVEL

2

FOCUS AREA : Quality Assurance

JOB TITLE : Lab Technician



Technical knowledge & Skills	Required Competency Level (RCL)	Recommended Training
Having Basic Lab skill	3	Basic Lab Skill Training * (Certification) <ul style="list-style-type: none"> • laminar flow / fume hood • water bath / hotplate • magnetic stirrer • Autoclave • Water distiller 4. Media preparation 5. Titration
Able to verify the monitoring and measuring devices	3	Basic Lab Skill Training
Having knowledge in ISO 17025 requirement	3	Understanding ISO 17025 requirement
Understands 5S principles and be able to implement it	3	Basic 5S Training
Able to do sensory evaluation	3	Sensory evaluation methods & sample preparations



DETAILS

FOCUS AREA : Quality Assurance**JOB TITLE :** Laboratory Executive

LEVEL

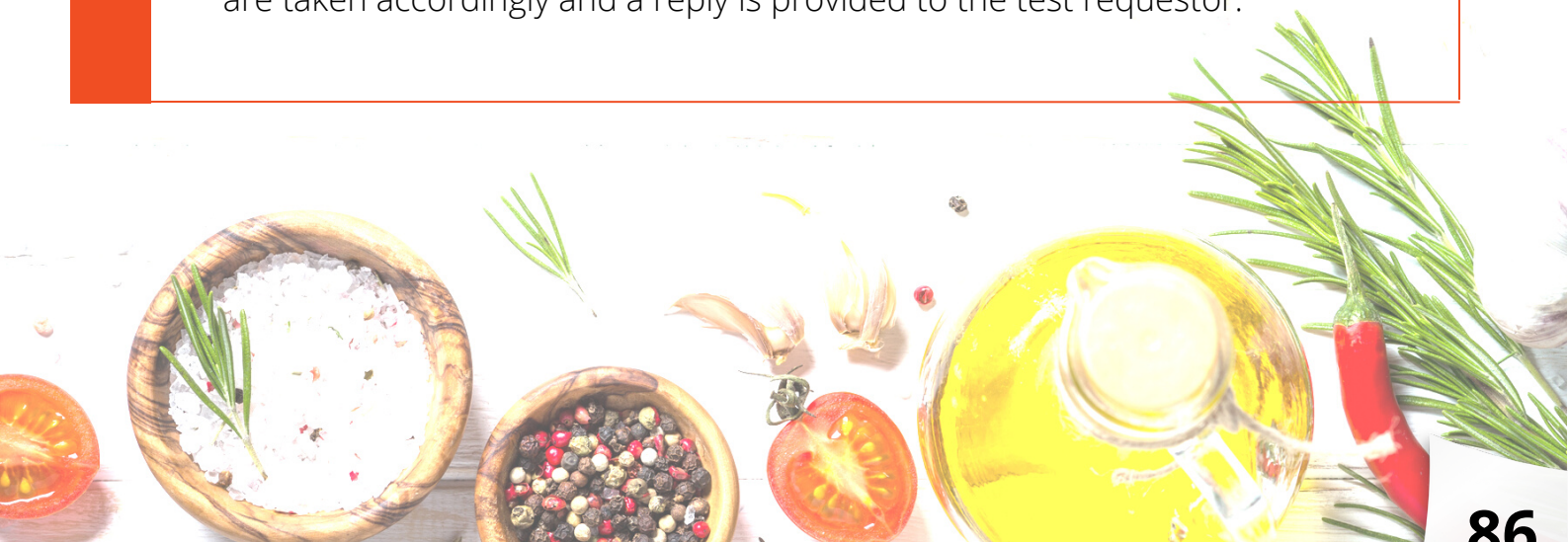
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**Job Description:**

- To support the implementation of the company's food safety & quality systems
- To provide required resources so that all products are correctly tested and reliable results are produced.

Key Responsibilities:

- To ensure proper control of all documents and quality records in the lab.
- To handle and review all testing requests from customers and ensure the laboratory can carry out the testing requested.
- To ensure the availability of all resources (media/reagent/apparatus etc.) for conducting the tests.
- To ensure testing work is subcontracted to competent laboratories only, if necessary or required.
- To source, order, select and evaluate to ensure purchased materials/ reagent/ media/ agar conform to specified requirements.
- To ensure that only calibrated equipment is used for testing.
- To ensure calibration of reference standards is carried out according to the planned schedule.
- To ensure that the confidentiality and proprietary rights of the test requestor are protected.
- To ensure that test requests are treated equally and receive impartial service.
- To handle all test requestor complaints, including ensuring corrective actions are taken accordingly and a reply is provided to the test requestor.



DETAILS

FOCUS AREA : Quality Assurance**JOB TITLE :** Laboratory Executive**LEVEL****3****Key Responsibilities:**

- To take corrective actions for all non-conformance findings from internal and external audits.
- To identify the necessary training required for personnel performing work directly related to the quality of testing work and coordinate training programs.
- To compile/analyze/prepare reports on the area's/department's performance in the area of lab expenses, internal audit, and ISO 17025 MRM

Soft Skills**Required Competency Level (RCL)****Recommended Training**

Able to communicate effectively	3	Effective written and verbal communication. Negotiation skill
Able to lead a team	3	Leadership Training
Able to delegate task to subordinate	3	Effective Delegation Training



LEVEL

3



FOCUS AREA : Quality Assurance

JOB TITLE : Laboratory Executive

Soft Skills	Required Competency Level (RCL)	Recommended Training
Paying attention to details	3	Attention to detail training
Having good planning & coordinating skill	3	Planning & Coordinating Training
Good time management skill	3	Time Management Training
Good analytical thinking & problem solving	3	Critical thinking in problem solving and decision making
Able to coach team towards achieving goals	3	Coaching for performance Training



LEVEL

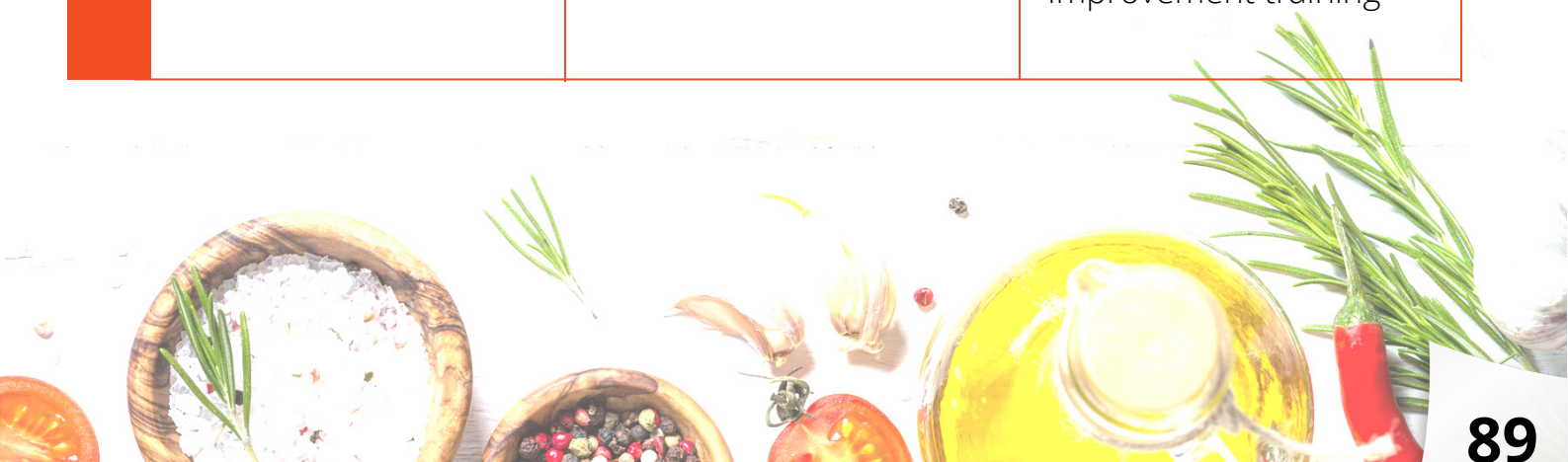
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FOCUS AREA : Quality Assurance

JOB TITLE : Laboratory Executive

Technical knowledge & Skills	Required Competency Level (RCL)	Recommended Training
Practical approach to measurement and calibration	3	Good Laboratory Practices Training
Understand how measuring and calibration are done - for monitoring and measurement devices.	3	A Practical Approach to Measurement and Calibration
Understand Safety and health requirement For Lab environment	3	Training on Laboratory Safety Guidance
Able to do internal audit based on ISO /IEC 17025	3	ISO/IEC 17025 Internal Auditor Training *
Be able to implement 5S	3	5S Continuous Improvement training



LEVEL

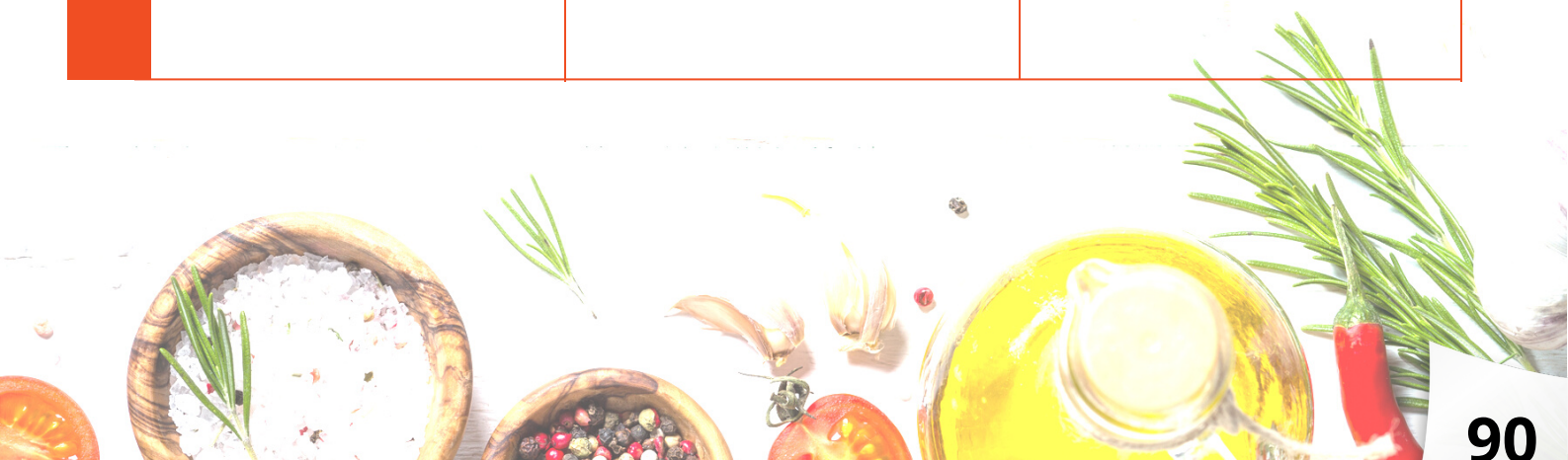
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FOCUS AREA : Quality Assurance

JOB TITLE : Laboratory Executive

Technical knowledge & Skills	Required Competency Level (RCL)	Recommended Training
Able to prepare effective report	3	Effective Report Writing
Understand ISO17025 requirement	3	Training on ISO17025 requirement *
Understanding food safety and quality management requirement	3	<p>Food Safety and Quality Management Training</p> <p>e.g. GMP, HACCP, FSSC 22000</p> <p>Food Safety and Quality Management Training e.g. GMP, HACCP, FSSC2200 (Certification program) *</p>



DETAILS

FOCUS AREA : Quality Assurance**JOB TITLE :** Food Analyst

LEVEL

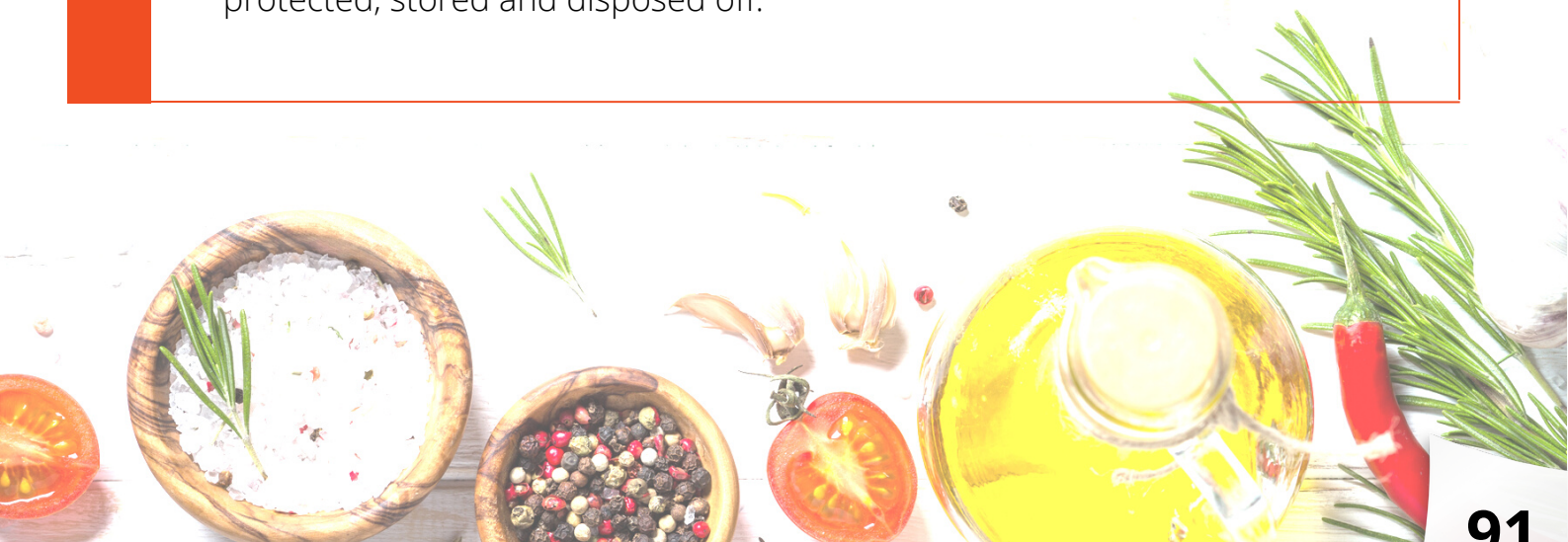
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**Job Description:**

- To ensure microbiological or chemical tests are conducted according to SOP & work instructions, and that the results are accurate, reliable, and available in a timely manner.

Key Responsibilities:

- To schedule sample throughput, monitor work in progress, prioritize sample analysis based on client requirements and laboratory efficiency, and ensure work is performed promptly.
- To monitor the adherence to SOP and Work instructions.
- To validate new test methods and re-validate existing test methods (where necessary)
- To prepare reagents, media, and agar when necessary
- To verify data, calculate results, and validate test results to ensure accuracy before reporting.
- To review and approve lab test report
- To monitor and ensure that the quality management system as per MS ISO/IEC 17025 and SAMM requirements is implemented accordingly.
- To ensure laboratory equipment's in good working condition
- To ensure cleanliness and orderliness of the laboratory.
- To become an auditee for internal and external audit
- To ensure that all samples and test items are properly identified, handled, protected, stored and disposed off.



LEVEL

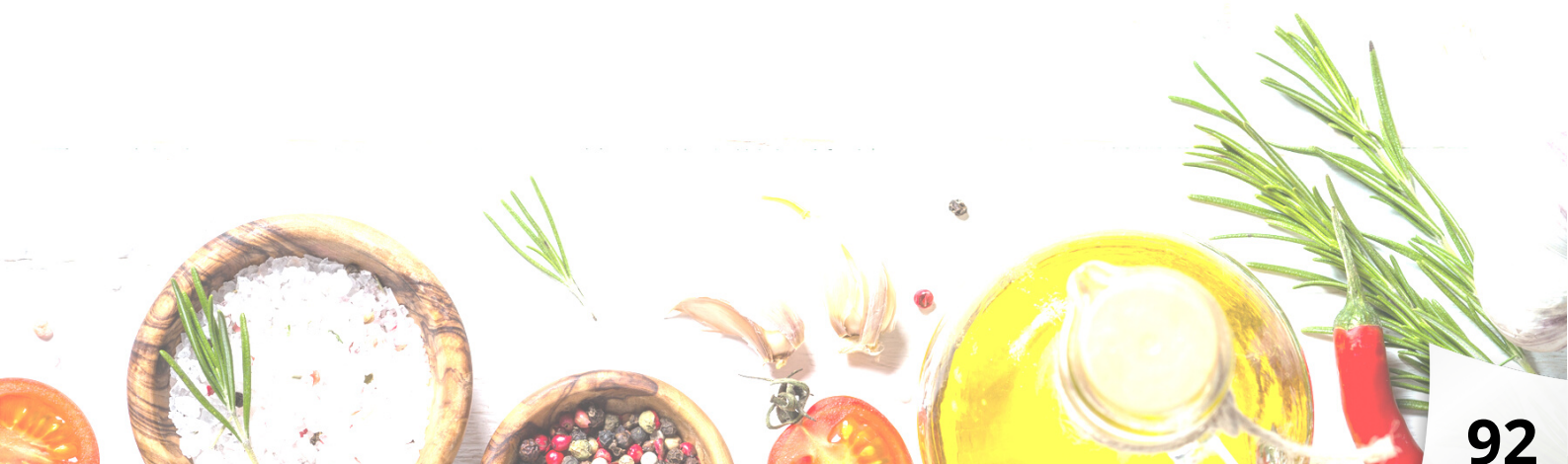
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FOCUS AREA : Quality Assurance

JOB TITLE : Food Analyst

Soft Skills	Required Competency Level (RCL)	Recommended Training
Paying attention to details	3	Attention to detail training
Able to communicate effectively with team	3	Effective written and verbal communication
Having critical/ analytical thinking & problem solving skill	3	Critical, Analytical Thinking & Problem-solving training
Good time management	3	Time Management Training
Good Leadership	3	Leadership Skill for Manager
Able to coach team members	3	Effective Coaching/ Coaching the team



LEVEL

3

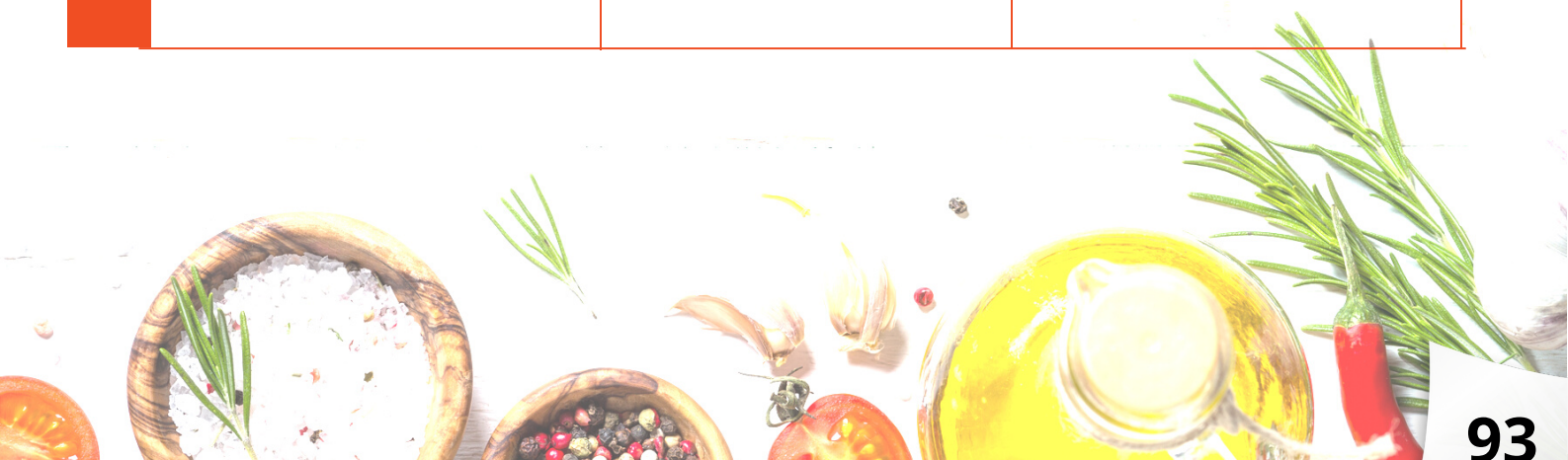


FOCUS AREA : Quality Assurance

JOB TITLE : Food Analyst

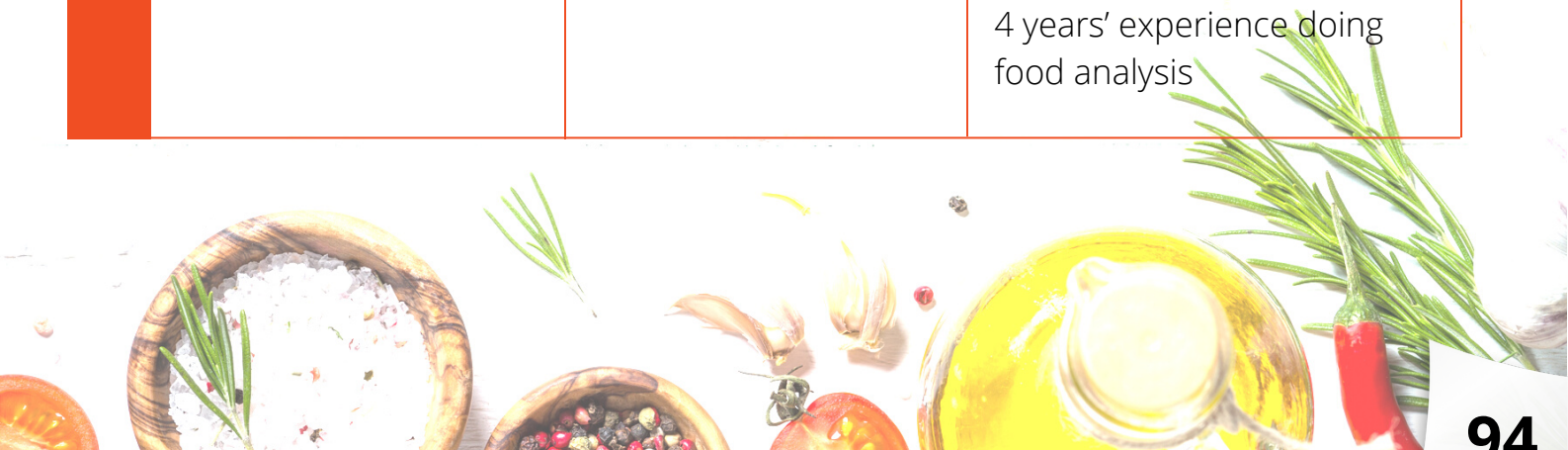
Soft Skills	Required Competency Level (RCL)	Recommended Training
Able to implement 5S in the lab	3	5S Continuous Improvement training
Good delegation skill	3	Effective Delegation Training

Technical knowledge & Skills	Required Competency Level (RCL)	Recommended Training
Understand and able to implement ISO 17025 requirement	4	Understanding and implementation of ISO 17025 requirement
Able to do internal audit based on ISO /IEC 17025	4	ISO 17025 Lead Assessor Training
Able to prepare effective report	4	Effective report writing



LEVEL**3****FOCUS AREA :** Quality Assurance**JOB TITLE :** Food Analyst

Technical knowledge & Skills	Required Competency Level (RCL)	Recommended Training
Certified Food Analyst with MOH	4	<p>Option 1</p> <ol style="list-style-type: none"> 1. Degree in Food Technology/Food Science/ Food Science & Technology from higher learning institution approved by Malaysian Food Analyst Council. 2. Works under registered food analyst or chemist; OR with 2 years' experience doing food analysis <p>Option 2</p> <ol style="list-style-type: none"> 1. Degree in other related science courses approved by Malaysian Food Analyst Council. 2. Works under registered food analyst/chemist; OR with 4 years' experience doing food analysis



LEVEL

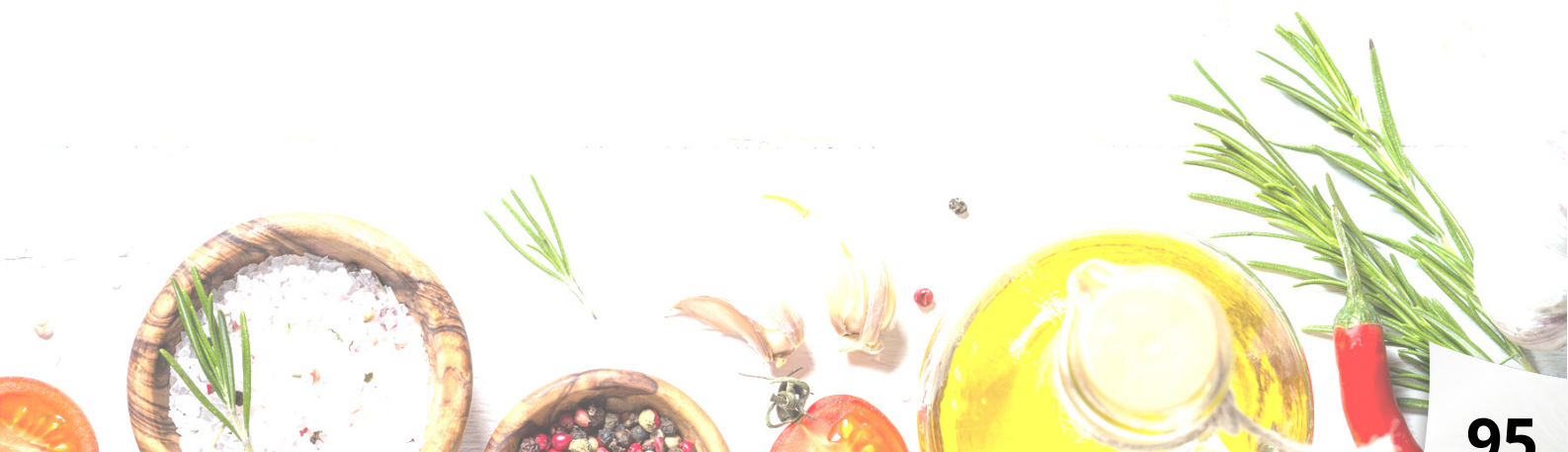
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FOCUS AREA : Quality Assurance

JOB TITLE : Food Analyst

Technical knowledge & Skills	Required Competency Level (RCL)	Recommended Training
Understand food safety and quality management requirement	3	Food safety and quality management training
Able to calculate measurement uncertainty	4	Measurement Uncertainty Training for ISO 17025 *
Effective training skill	4	Train the Trainer
Able to perform laboratory tasks according to SOP	4	Good Laboratory Practices Training



DETAILS

FOCUS AREA : Quality Assurance**JOB TITLE :** Quality/Food Safety Executive

LEVEL

3

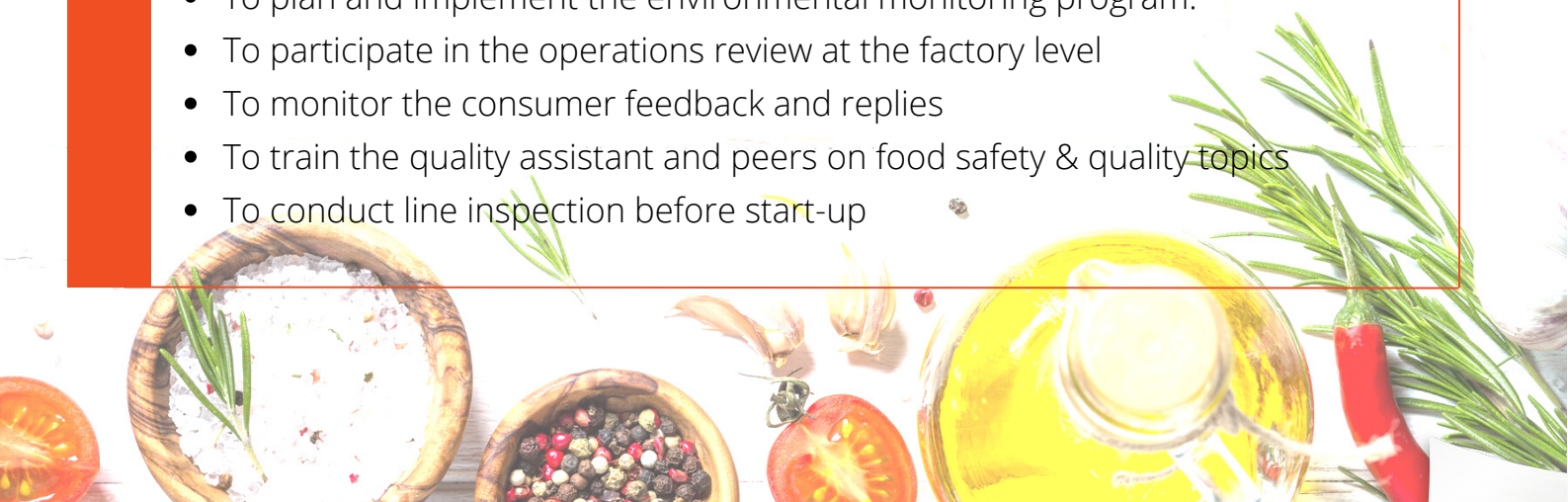
**Job Description:**

- To ensure the implementation of the company's food safety & quality system at the factory operations level.

•

Key Responsibilities:

- To plan, monitor, and conduct inspection on incoming materials
- To monitor the performance of the quality and compliance with the company SOP and work instruction.
- To conduct audits on suppliers
- To maintain the HACCP of materials, process steps, and utilities.
- To conduct an internal audit of the food safety & quality systems
- To coordinate the food safety and quality audits by external auditors
- To conduct routine GMP inspections within the factory
- To take part in food safety & quality improvement projects
- To coordinate the release of the materials and finished goods.
- To verify the CP, CCP, and OPRP records within the factory
- To initiate the traceability/mock recall exercise.
- To implement the food safety validation and verification activities
- To organize the management review meetings
- To investigate deviation/non-conformity
- To plan and execute the sensory evaluation sessions
- To plan and implement the material and finished good monitoring plans
- To plan and implement the environmental monitoring program.
- To participate in the operations review at the factory level
- To monitor the consumer feedback and replies
- To train the quality assistant and peers on food safety & quality topics
- To conduct line inspection before start-up



LEVEL

3

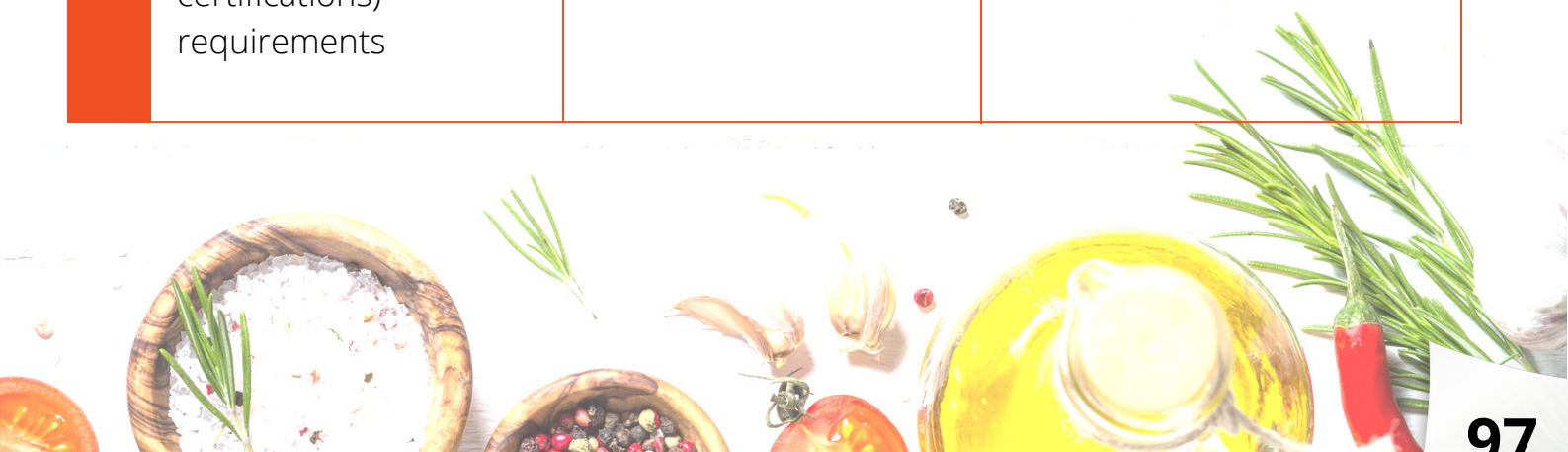


FOCUS AREA : Quality Assurance

JOB TITLE : Quality/Food Safety Executive

Soft Skills	Required Competency Level (RCL)	Recommended Training
Capable to communicate change and information	3	Food safety and quality management training
Able to manage subordinates' activities and performance	3	Measurement Uncertainty Training for ISO 17025 *
Able to influence with dignity	3	TTT Training

Technical knowledge & Skills	Required Competency Level (RCL)	Recommended Training
Able to implement Food safety management system (e.g. GFSI recognized certifications) requirements	4	GFSI recognized certification trainings*



LEVEL

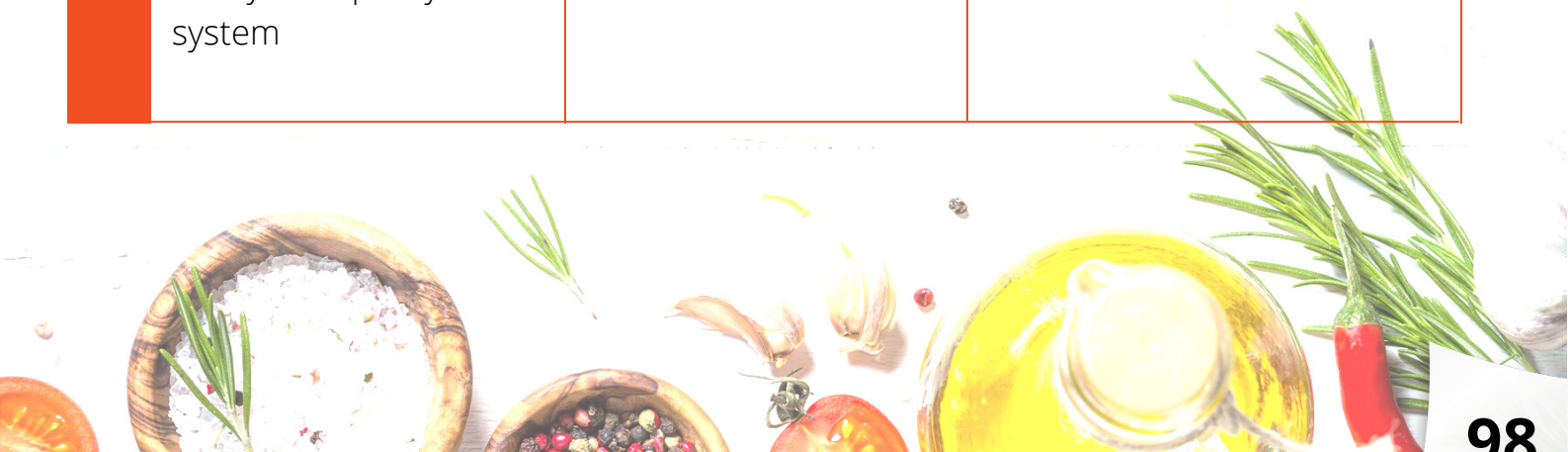
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FOCUS AREA : Quality Assurance

JOB TITLE : Quality/Food Safety Executive

Technical knowledge & Skills	Required Competency Level (RCL)	Recommended Training
Able to plan and conduct internal audits	4	Food safety Lead auditor * Food safety Internal auditor*
Able to conduct investigation due to nonconformities	4	Root cause analysis*
Able to propose actions based on risk assessments	4	Risk based thinking
Good product and process knowledge	4	Product based knowledge (including process & product technologies)
Sensory evaluation	4	Sensory evaluation methods
Able to monitor and maintain the Food safety and quality system	4	HACCP Training *



LEVEL

3



FOCUS AREA : Quality Assurance

JOB TITLE : Quality/Food Safety Executive

Technical knowledge & Skills	Required Competency Level (RCL)	Recommended Training
Able to implement the GMP requirements	4	<ul style="list-style-type: none"> • GMP specific topics • Specific topics (non-exhaustive list) • Cleaning (including cleaning validations) & sanitation • Integrated pest management • Allergen management • Chemical contaminants • Managing foreign matters/physical contaminants • Microbiological
Understand and can implement the food safety requirements	4	Food Defence & Food Fraud
Understand and can apply/refer to the Food law & regulation	3	Food law & regulations
Food handling	3	Food Handler Training Food Handler's trainer training* TTT Training

DETAILS

LEVEL

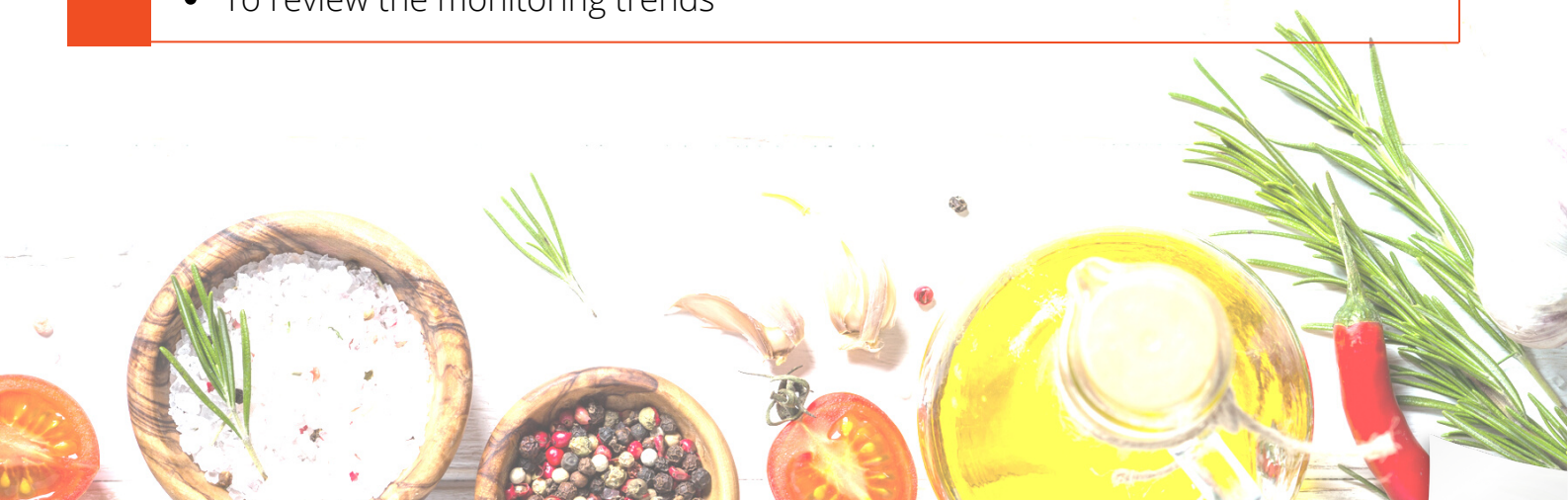
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**FOCUS AREA :** Quality Assurance**JOB TITLE :** Quality Manager**Job Description:**

- To manage and drive food safety and compliance across the factory.

Key Responsibilities:

- To manage and coordinate the overall food safety and quality system within the factory
- To implement the local and global food safety and quality requirements
- To manage, lead and coach the quality assurance team within the factory.
- To obtain/maintain the GFSI-recognised certifications.
- To lead the internal audit team within the factory
- To manage the quality deviations including consumer feedback.
- To work with departments within the factory to ensure the implementation of food safety & quality system
- To drive food safety & quality improvement projects
- To verify the traceability/mock recall exercise.
- To plan the food safety validation and verification activities
- To verify the management review minutes
- To lead the quality operations review at the factory level
- To lead and coach the quality team
- To prepare and monitor the department budget
- To approve the material, FG, and environment monitoring plans
- To review the monitoring trends



LEVEL

4

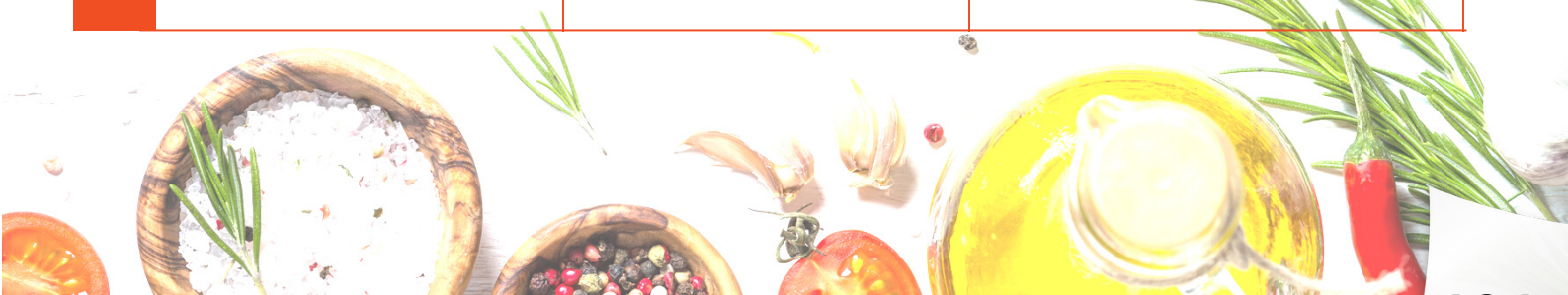


FOCUS AREA : Quality Assurance

JOB TITLE : Quality Manager

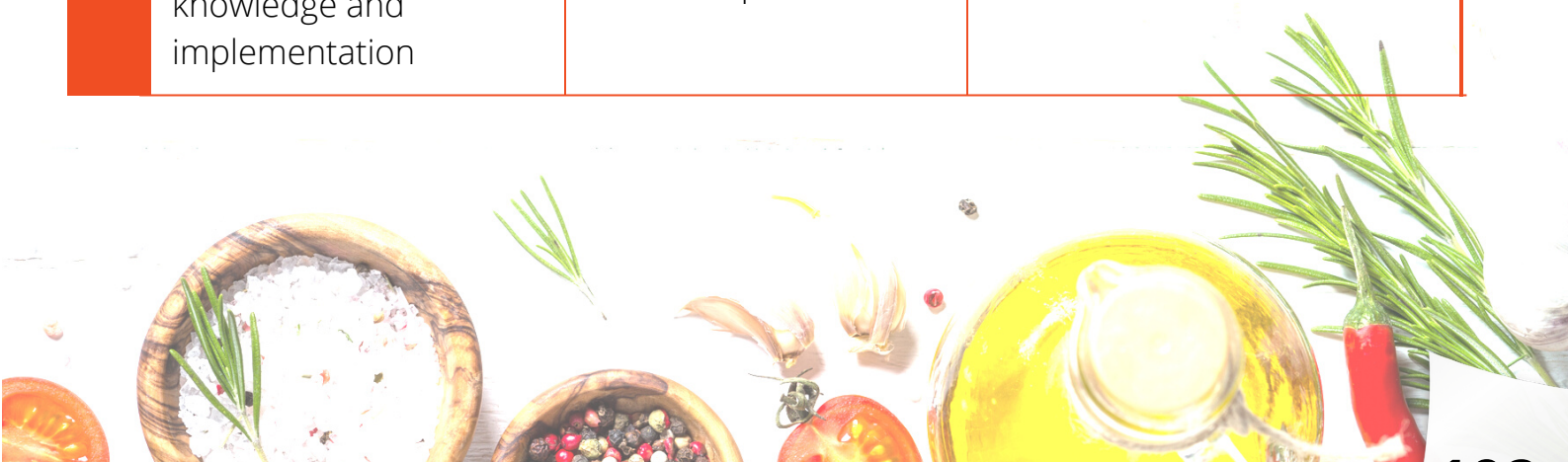
Soft Skills	Required Competency Level (RCL)	Recommended Training
Able to initiate effective changes in the factory	4	Management of Change
Able to communicate effectively within and across departments	4	Effective communication skills
Able to influence effectively	4	Effective influencing skills
Strong risk management skills	4	Risk management -tools and technique

Technical knowledge & Skills	Required Competency Level (RCL)	Recommended Training
Able to initiate effective changes in the factory	4	Management of Change



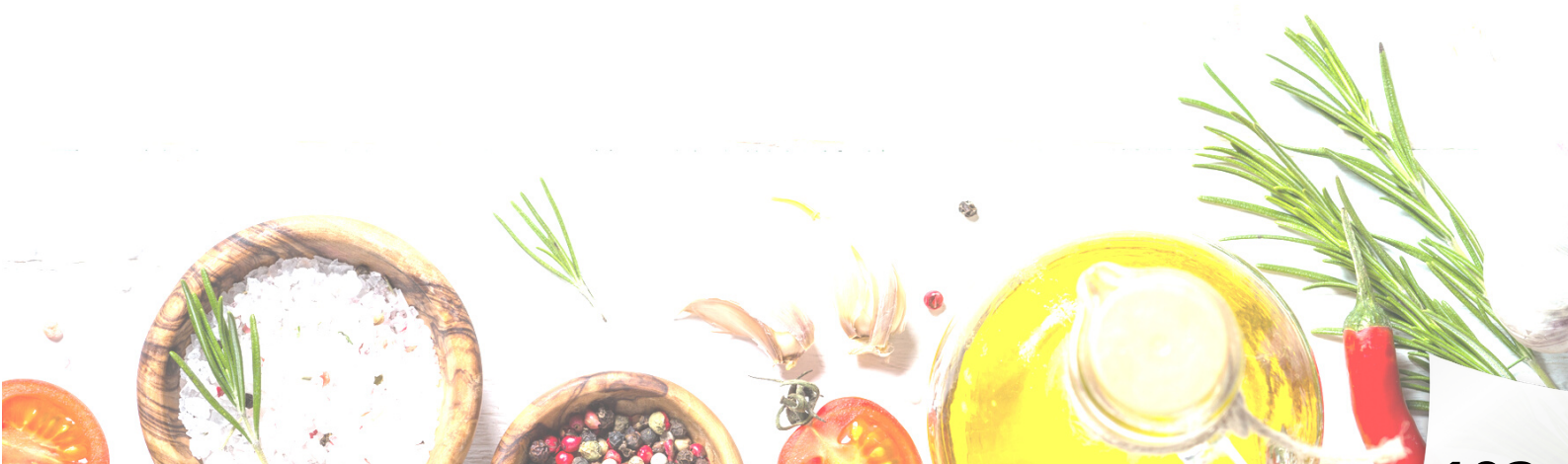
LEVEL**4****FOCUS AREA :** Quality Assurance**JOB TITLE :** Quality Manager

Technical knowledge & Skills	Required Competency Level (RCL)	Recommended Training
Able to lead the cross functional internal audit team	4	Food Safety Lead auditor trainings*
Able to manage crisis and issues effectively	4	Crisis and issue management
Able to drive improvement projects	4	Quality Improvement (e.g. Lean, Six Sigma, etc.)*
Able to validate root cause analysis and make decision based on risk assessments	4	Root cause analysis Risk based thinking
Strong GMP knowledge and implementation	4	GMP Training
Strong HACCP knowledge and implementation	4	HACCP Training*



LEVEL**4****FOCUS AREA :** Quality Assurance**JOB TITLE :** Quality Manager

Technical knowledge & Skills	Required Competency Level (RCL)	Recommended Training
Able to guide the factory team on food safety requirements	4	Food Defense & Food Fraud
Able to take decisions based on the Food law & regulation	4	Food law & regulations



DETAILS

FOCUS AREA : Quality Assurance**JOB TITLE :** Head of Quality Assurance

LEVEL

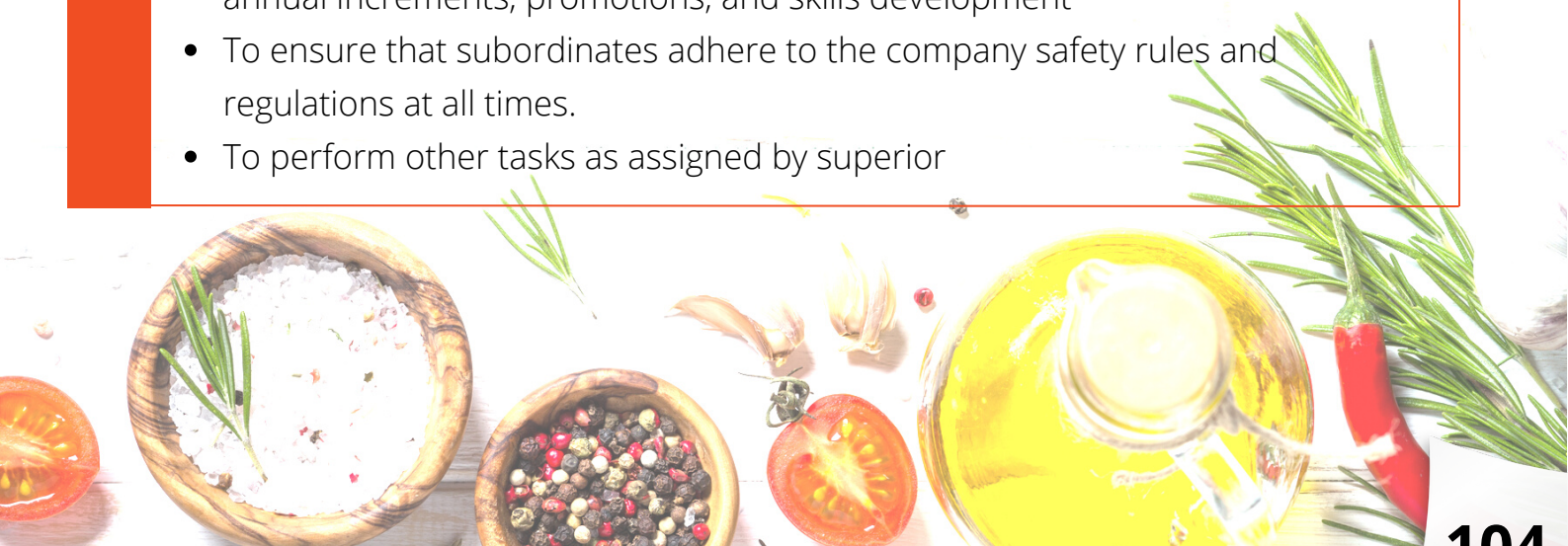
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**Job Description:**

- To establish, coordinate, monitor, and evaluate the required activities and resources in ensuring relevant processes and products manufactured by the company consistently meet food safety, quality, and other relevant regulatory requirements

Key Responsibilities:

- To establish the Quality Strategic direction for the company.
- To support the company's directions on quality mindset and zero defect.
- To drive Quality continual improvement
- To communicate with Food Safety and Quality authorities or relevant bodies e.g. Department of Veterinary Services (DVS), Ministry of Health (MOH), FMM MAFMAG.
- To report incidents/ critical issues and proposed improvement strategies.
- To manage regional quality budgets in ensuring the Quality annual plan.
- To maintain the company's food safety and quality policies.
- To coordinate the crisis management
- To participate in the industrial forum
- To conduct on-the-job training for subordinates and recruits and liaise with the HR Training division regarding staff development and other training programs
- To appraise staff performance and make recommendations for purpose of annual increments, promotions, and skills development
- To ensure that subordinates adhere to the company safety rules and regulations at all times.
- To perform other tasks as assigned by superior



LEVEL

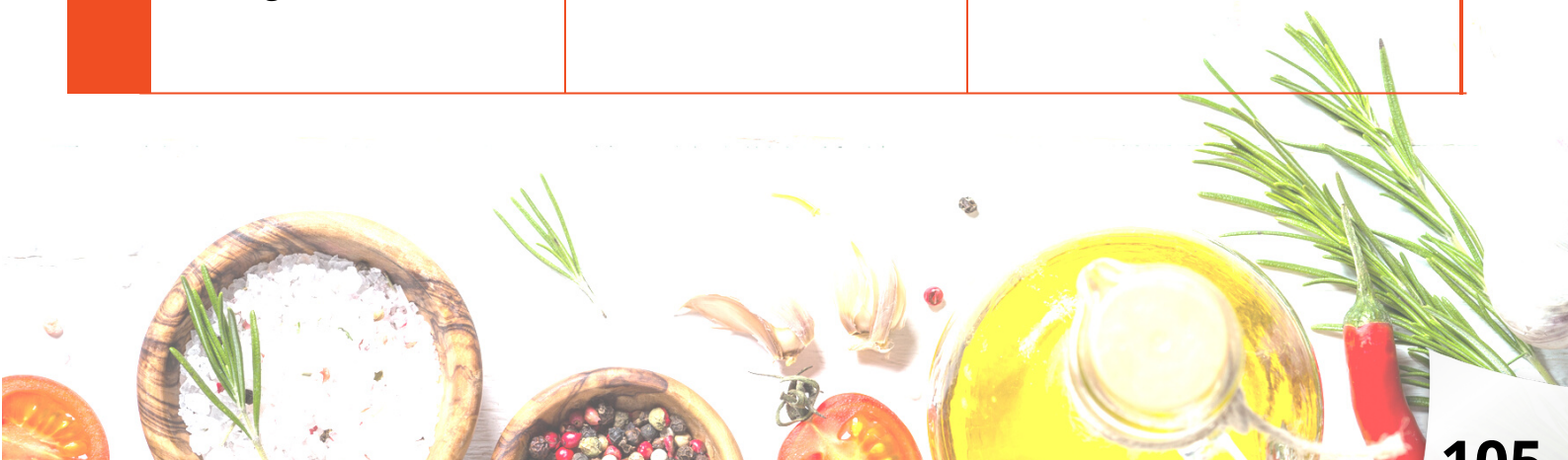
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FOCUS AREA : Quality Assurance

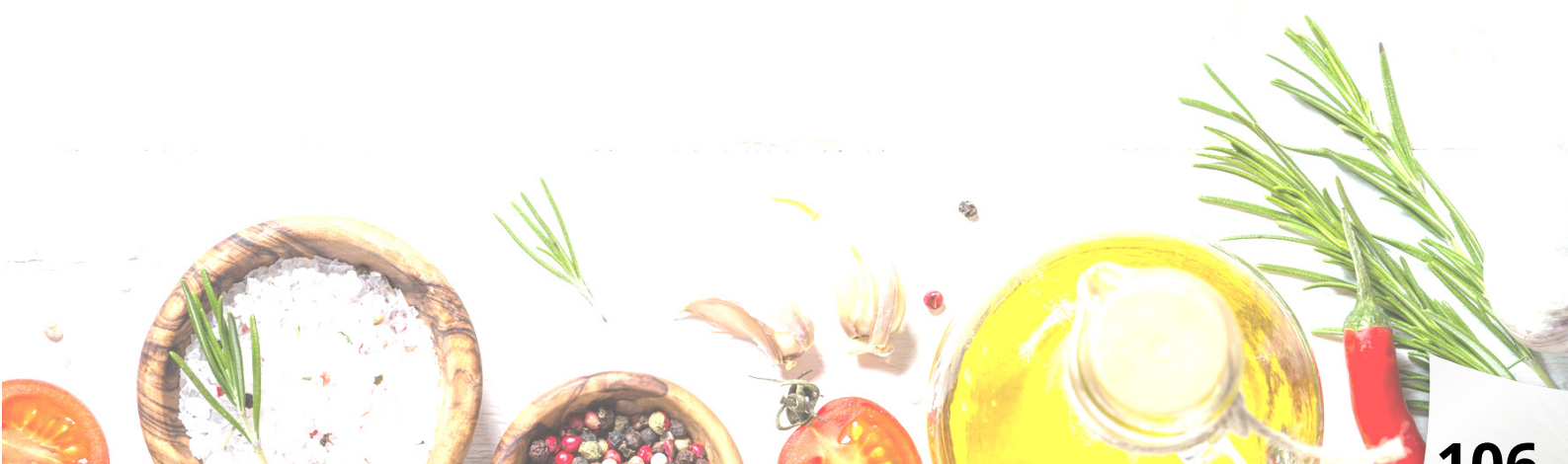
JOB TITLE : Head of Quality Assurance

Soft Skills	Required Competency Level (RCL)	Recommended Training
Capable to establish and manage Quality Strategic plans	4	Strategic Management
Strong people and change management skill	4	Management of Change People Management/leadership
People Management	4	People Management
Capable to manage the regional budget	4	Cost of quality -finance for continuous improvement
Strong influencing skills	4	Effective influencing skills
Able to establish strategic risk management	4	Risk management -tools and technique



LEVEL**5****FOCUS AREA :** Quality Assurance**JOB TITLE :** Head of Quality Assurance

Technical knowledge & Skills	Required Competency Level (RCL)	Recommended Training
Food safety management system (e.g. GFSI recognized certifications)	4	GFSI recognized certification trainings* (Depends on the certification selected by the company)
Auditing	4	Food Safety Lead auditor *
Crisis and issue management	4	Crisis and issue management
Quality Improvement	4	Quality Improvement (e.g. Lean, Six Sigma, etc.)*
HACCP Knowledge	4	HACCP Training*



List of Abbreviations

GMP	Good Manufacturing Processes
CMMS	Computerize Maintenance Management System
SOP	Standard Operating Procedures
CP	Critical Point
CCP	Critical Control Point
ERP	Enterprise Resources Planning
CAPEX	Capital Expenditure
CAD	Computerize Aided Design
HAS	Halal Assurance System
FHCB	Foreign Halal Certification Bodies
MPPHM	Manual Procedure Of Malaysian Halal Certification
MHMS	Malaysian Halal Management System
GHP	Good Hygiene Practices
5S	Sort, Set in Order, Shine, Standardize, Sustain



List of Abbreviations

HACCP	Hazard Analysis Critical Control Point
CMMS	Computerize Maintenance Management System
R&D	Research and Development
GLP	Good Lab Practices
FEFO	First Expired First Out
FIFO	First In First Out
GFSI	Global Food Safety Initiative
FSSC 22000	Food Safety System Certification 22000
SAMM	Software Assurance Maturity Model
OPRP	Operational Prerequisite Programs
MPPHM	Manual Procedure Of Malaysian Halal Certification
TTT	Train The Trainer



List of Sources

1. British Malaysian Chamber of Commerce, Malaysian Industry Report, 2018/2019
2. Food industry in Malaysia. 2020 (https://www.mida.gov.my/wp-content/uploads/2020/07/20200707102649_Food-Industry-in-Malaysia_03072020.pdf)
3. HRD Corp Internal Data, Year 2021

