

Quality Assurance

Background Information: Institut Pasteur du Cambodge (IPC) is a Cambodian non-for-profit research institution established in 1953, IPC is today a scientific research establishment declared of public utility placed under the high patronage of the Ministry of Health of the Kingdom of Cambodia and under the responsibility of the Institute Pasteur on the scientific and technical levels. IPC is a member of the Pasteur Network, which brings together 33 institutes present on five continents. It shares the Pasteurian values and the ethical charter to which the Pasteur Institutes are bound. IPC has more than 250 employees, including about 30 expatriates of 10 nationalities and includes 5 research units. It carries out research activities in health biology, public health and service activities (Medical Biology Laboratory, vaccinations and water and food analyses) and training.

Job Family: Technical Analysis & Operations

Sub-Job Family: Quality Assurance

Overview: The Quality Assurance sub-job family plays a crucial role in upholding ethical standards, ensuring compliance with regulations, and maintaining the overall quality and credibility of research activities. It contributes to the reliability of research outcomes and the ethical treatment of data.

Jobs in this sub-job family plays a crucial role in ensuring that the research and testing conducted meets established standards whilst maintaining a high level of quality and integrity. They ensure compliance with different quality standards across different teams, global standards and specifications by planning and conducting various inspections/audits at the various stages of research and testing.

Level	Profile	Purpose
1	Quality Assurance Coordinator	Job holders at this level work within specific units or laboratories to ensure adherence to quality standards and regulatory requirements in all aspects of research and laboratory operations related to infectious diseases and public health surveillance. They collaborate with research and laboratory staff to develop and implement quality assurance procedures, monitor processes, and address non-compliance issues. The focus is on maintaining high-quality standards within their designated areas while supporting overall organizational objectives in research and public health initiatives.
2	Quality Assurance Manager	Job holders at this level oversee the implementation and maintenance of quality assurance programs across multiple units or laboratories within the research organization. They develop and enforce quality standards, policies, and procedures to ensure compliance with regulatory requirements and best practices in infectious disease research and public health surveillance. Quality Assurance Managers provide leadership and guidance to Quality Assurance Coordinators, facilitate training programs, and analyze data to identify areas for improvement. They work closely with head of units and stakeholders to integrate quality assurance practices into all of their operations.
3	Quality Assurance Director	Job holders at this level provide leadership and direction for the organization's quality assurance initiatives related to infectious disease research and public health surveillance. They develop and oversee the implementation of comprehensive quality assurance programs, policies, and strategies to ensure the highest standards of research integrity, laboratory safety, and data accuracy. Quality Assurance Directors collaborate with senior management to align quality objectives with organizational goals and regulatory requirements. They monitor industry trends, assess risks, and implement continuous improvement processes to enhance overall quality performance across the organization.

Level 1: Quality Assurance Coordinator

Job Purpose:

Job holders at this level work within specific units or laboratories to ensure adherence to quality standards and regulatory requirements in all aspects of research and laboratory operations related to infectious diseases and public health surveillance. They collaborate with research and laboratory staff to develop and implement quality assurance procedures, monitor processes, and address non-compliance issues. The focus is on maintaining high-quality standards within their designated areas while supporting overall organizational objectives in research and public health initiatives.

Accountabilities:

Description	Key Result Areas
1. Develop and implement quality assurance protocols within specific units or laboratories, ensuring adherence to regulatory standards and best practices in infectious disease research and public health surveillance.	<ul style="list-style-type: none"> Implementation of relevant quality assurance protocols in designated units or laboratories
2. Collaborate with laboratory and research staff to ensure the effective implementation of quality assurance procedures, encompassing routine and non-routine activities.	<ul style="list-style-type: none"> Increased compliance with regulations and standards Continuous improvement of procedures
3. Assist in the development and maintenance of quality management systems, including documentation, record-keeping, and reporting processes, to support compliance with relevant regulations and standards.	<ul style="list-style-type: none"> Maintenance of accurate documentation and processes Timely identification and resolution of compliance issues
4. Coordinate internal audits and inspections to identify areas for improvement and ensure the continuous enhancement of quality assurance processes within the unit or laboratory.	<ul style="list-style-type: none"> Implementation of actionable strategies to address identified deficiencies and enhance overall quality assurance practices.
5. Serve as a liaison between the quality assurance team and external stakeholders, such as regulatory agencies and accreditation bodies, to facilitate communication and address compliance requirements.	<ul style="list-style-type: none"> Establishment of collaborative relationships with external stakeholders promoting transparency and accountability
6. Provide training and guidance to laboratory staff on quality assurance principles, procedures, and compliance requirements to enhance awareness and ensure consistent adherence to quality standards.	<ul style="list-style-type: none"> Increased awareness and adherence to quality standards
7. Support the implementation of corrective and preventive actions to address non-compliance issues and improve quality assurance practices within the unit or laboratory.	<ul style="list-style-type: none"> Execution of corrective and preventive actions to address non-compliance.

Qualifications & Experience:

- Bachelor's degree in a related technical discipline.
- 0 – 3 years of working experience in Quality Assurance

Technical Competencies:

- Proficiency in developing and implementing quality assurance protocols specific to laboratory and research settings.
- Experience in conducting internal audits, inspections, and assessments to ensure compliance with regulatory standards and best practices.
- Knowledge of relevant regulations and guidelines governing laboratory operations and infectious disease research.
- Proficiency in documentation and record-keeping processes to maintain accurate and up-to-date quality management systems.
- Analytical skills to identify areas for improvement

Behavioural Competencies:

- Attention to Detail: Ability to meticulously review protocols, documentation, and procedures to identify discrepancies and potential areas for improvement.
- Collaboration: Aptitude for working effectively with cross-functional teams, including laboratory staff, researchers, and external stakeholders.
- Problem-Solving: Capacity to identify issues, analyze root causes, and propose practical solutions to enhance quality assurance processes.
- Communication Skills: Clear and concise communication to articulate quality assurance guidelines and procedures to individuals with diverse backgrounds and expertise levels.

Representative Jobs:

- Quality Assurance Coordinator