

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 2: Quality Assurance Manager

Job Purpose:

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

Accountabilities:

Description	Key Result Areas
1. Develop and implement organization-wide quality assurance programs, policies, and procedures, ensuring alignment with regulatory requirements and international standards in infectious disease research and public health surveillance.	<ul style="list-style-type: none"> Alignment of programs and policies with evolving regulatory and international standards.
2. Oversee the planning, budgeting, and allocation of resources for quality assurance initiatives across multiple units and laboratories, considering both routine and non-routine tasks.	<ul style="list-style-type: none"> Optimization of budget utilization to maximize impact and efficiency of quality assurance initiatives.
3. Lead the coordination of external audits, assessments, and evaluations to assess compliance with regulatory standards, accreditation requirements, and organizational quality objectives.	<ul style="list-style-type: none"> Implementation of action plans to address audit findings and ensure sustained compliance and improvement.
4. Collaborate with senior management to develop quality assurance initiatives and drive continuous improvement efforts to enhance operational efficiency and effectiveness.	<ul style="list-style-type: none"> Identification of opportunities for process optimization and performance enhancement through data-driven analysis and stakeholder engagement.
5. Represent the organization in external collaborations, partnerships, and initiatives related to quality assurance, including engagements with WHO and other relevant stakeholders.	<ul style="list-style-type: none"> Establishment and maintenance of partnerships and collaborations with external stakeholders
6. Monitor and analyze quality assurance metrics, trends, and performance indicators to identify areas for improvement and support data-driven decision-making processes.	<ul style="list-style-type: none"> Translation of data insights into actionable recommendations and initiatives to drive continuous improvement.
7. Provide mentorship, and guidance to quality assurance coordinators and other staff members to promote a culture of quality excellence and professional development.	<ul style="list-style-type: none"> Mentorship and coaching of team members to build technical expertise, leadership skills, and professional growth.

Qualifications & Experience:

- Bachelor's degree in a related technical discipline
- 4 - 7 years of working experience in Quality Assurance

Technical Competencies:

- In-depth knowledge in organization-wide quality assurance programs, policies, and frameworks aligned with regulatory requirements and industry standards.
- Proficiency in planning and resource allocation to support the implementation of quality assurance initiatives across multiple units and laboratories.
- Proficient in ISO accreditation, standards and requirements.
- Experience in coordinating external audits, assessments, and evaluations to assess compliance and identify opportunities for improvement.
- Advanced knowledge of quality assurance principles, methodologies, and best practices applicable to infectious disease research and public health surveillance.
- Proficiency in data analysis and performance metrics to monitor and evaluate the effectiveness of quality assurance programs and initiatives.
- Advanced skills in conducting risk assessments for research projects and implementing risk management strategies

Behavioural Competencies:

- Management Skill: Possess leadership skill to provide leadership, training and guidance for the Quality Assurance team.
- Communication and Influencing Skill: Possess strong communication skills to effectively guide the Quality Assurance team and convey complex regulatory and quality assurance information to individuals at all levels. Possess the ability to influence and persuade various stakeholders to support and adhere to various initiatives.
- Attention to Detail: Possess a keen eye for detail to identify discrepancies in the inspection reports and audited documents and processes
- Critical Thinking: Capacity to develop long-term quality assurance strategies aligned with organizational goals and industry best practices.
- Adaptability: Flexibility to navigate changing priorities, regulations, and protocols within the dynamic research environment.

Representative Jobs:

- Quality Systems Manager