

NORHASLINI ABD GHAFFAR

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PROFESSIONAL SUMMARY

Quality & Laboratory Leader with 12 years of experience in Quality Assurance, Quality Control, and Laboratory Operations. Proven success in sustaining 98% in-spec product conditions, reducing defects by up to 30%, and cutting customer complaints by 25%. Skilled in ISO standards (9001, 14001, 45001, 50001), Six Sigma, SPC, RCA, CAPA, and supplier quality management. Adept at leading teams, driving continuous improvement, and ensuring audit readiness across manufacturing and laboratory environments.

PROFESSIONAL EXPERIENCE

QA/QC Lead

09/2020 – 12/2025

Allnex Malaysia Sdn Bhd

- Situation: Company needed to sustain product quality and reduce defects
- Task: Lead QA/QC team to improve product reliability and audit outcomes.
- Action: Implemented SPC monitoring, 7 QC tools, and supplier scorecards.
- Result:
 - Sustained 98% in-spec product conditions and on-time delivery for 2 years.
 - Reduced defects by 30% and customer complaints by 25%.
 - Conducted 50+ RCA investigations, cutting reworks by 15%.
 - Improved supplier quality by 20% and secured 95% audit ratings in 5 audits.
 - Supported launch of 10 new products with 95% first-pass yield.
 - Reduced instrument downtime by 50% via preventive maintenance schedules.

QA/QC Assistant Manager

04/2017 – 08/2020

Jowat Manufacturing (SEA) Sdn Bhd

- Situation: Rising non-conformance incidents and lab inefficiencies.
- Task: Strengthen QMS and improve lab operations.
- Action: Implemented Lean management, updated SOPs, and trained technicians.
- Result:
 - Reduced non-conformance by 30% and customer complaints by 25%.
 - Improved lab efficiency by 20% and supplier defect rates by 20%.
 - Enhanced delivery performance by 30% through supplier collaboration.
 - Introduced preventive maintenance schedules, reducing downtime significantly.

Quality Engineer

05/2013 – 03/2017

Jowat Manufacturing (SEA) Sdn Bhd

- Situation: High defect rates and process variation.
- Task: Improve product reliability and audit readiness.
- Action: Developed SPC system, conducted RCA, and supported supplier audits.
- Result:
 - Reduced defects by 30% and process variation by 20%.
 - Cut customer complaints by 20%.
 - Improved incoming material quality and reduced rework.
 - Delivered QC training, boosting team competency and audit readiness.

CORE COMPETENCIES

- Quality Assurance & Control (ISO 9001, Audit Readiness, Product Testing, Release Decision)
- Laboratory Management & GLP (SOPs governance, Test Methods, Instrument Qualification & Reliability)
- Leadership & Team Development (Coaching, Training System, Competency Development, Performance Management)
- Integrated Management Systems and Compliance (ISO 9001, 14001, 45001)
- Process Variation Reduction (Six Sigma, SPC, SQC, 7 QC Tools, Process Capability)
- Structured Problem-Solving & CAPA Governance (RCA, CAPA, FMEA, Gage R&R, Verification & Closure)
- Customer Complaint & Escalation Management (Containment, Investigation, Corrective Actions, Closure Discipline)
- Supplier Quality & Audit Management (Qualification, Compliance Audit, Collaboration, Scorecards, Performance Improvement)
- Data Integrity, Governance & Traceability (Audit Trails, UL360 action tracking, electronic records, LIMS discipline)
- Software & System: (SAP QM/PP/MM, LIMS, UL360, Minitab, SmartPLS)

EDUCATION

Master of Quality Management **2015–2017**
Open University Malaysia

Bachelor of Chemical Engineering Technology (Hons) **2009–2013**
University Kuala Lumpur (UniKL), Malaysian Institute of Chemical and Bioengineering Technology (MICET)

AWARDS & ACHIEVEMENTS

- Site-level Prime Minister's Hibiscus Award – Exceptional Achievement in Environmental Performance (2024/2025)
- Site-level Prime Minister's Hibiscus Award – Notable Achievement (2019/2020)
- Quality Ambassador Champion (2024/2025)

CERTIFICATIONS & TRAINING

- Quality Systems & Regulatory Governance
 - Authorized Poison License Holder (Type B) – 2021- 2025
 - ISO 50001:2018 Internal Auditor – 2024
 - Integrated Management System (IMS) Internal Auditor (ISO 9001, 14001, 45001) – 2023
 - ISO/IEC 17025:2017 Laboratory Management – 2023
 - ISO 9001:2015 Lead Assessor – 2016
 - Current Development: ISO 22000:2018 (Candidate) – Enrolled, Feb 2026
 - Current Development: ISO 13485:2016 Internal Auditor (Candidate) – Pending Assessment Result
- Advanced Problem Solving & Operational Excellence
 - Lean Six Sigma Black Belt – 2023
 - 8 Discipline Methodology (8D) – 2023
 - Root Cause Analysis Training – 2025
 - SAP QM/MM/PP Module Specialist – 2020
- Strategic Enablement & Leadership
 - SIRIM Certified Quality Manager & Professional – 2017
 - Project Management Fundamentals – 2025
 - Current Development – NCS-004:2017 Train The Trainer (TTT) – Pending Assessment