



Head of Quality & Process Engineering

Dispatch Goods is building the infrastructure for a zero-waste future. We partner with food businesses to replace single-use packaging with reusable solutions, making reuse the new default. As we scale across markets and deepen our impact, we're seeking passionate, systems-minded teammates to help shape the future of sustainable food packaging.

Position Summary:

As a high-growth start-up in the green industrial technology space, Dispatch Goods is made up of entrepreneurial minded individuals who are able to wear multiple hats while applying a mix of their expertise toward the mission of Dispatch Goods. We deliver circular processing services for food packaging and containers and, we are also designing new "reusable" products (dishware, containers, cold chain packaging, etc.) to replace single use alternates for food and general cold chain distribution. To compete with single use packaging, Dispatch Goods needs to be world class at minimizing the Cost of sanitizing food packaging containers while delivering on Quality that meets the standards of our food service customers. ,

We are looking for a special mix of skills, blending Quality Management & sound Regulatory Compliance practices with Process Development & Process Improvement. We're seeking a Quality and Process Engineering Leader who feels "in the zone" with designing Quality into new processes and product designs. This role will lead process improvements across the entire spectrum from completely manual processes to near fully automated processes as Dispatch Goods invests in the latest innovations in automation. Ideally, the candidate for this role is an expert in authoring SOP's and other compliance-level documentation while also leading process improvements throughout the company and managing the implementation and ongoing adherence. This person MUST get very excited about shaving pennies off of process flows while maintaining a high quality bar. If seeing an unnecessary touch makes your head explode, you could be a great fit.

This role involves working cross-functionally with Leadership, Sales, Product Development, Finance, and Operations. It is part Process Improvement and part Quality Management, with significant hands-on expectations. Regular travel to Dispatch Goods facilities in each of our markets and working with the local Operations teams are required.

Key Responsibilities

Quality Management & Compliance

- Develop, implement, and maintain the Quality Management System (QMS) for Dispatch Goods in compliance with current Customer Requirements and applicable FDA 21 CFR Parts 110/117, HACCP, GMP, and other applicable food safety standards.
- Help Dispatch Goods mature in its Quality posture and obtain additional regulatory certifications as needed.
- Establish and maintain Standard Operating Procedures (SOPs) and ensure compliance through regular verification and validation activities. SOPs include Work Instructions, Job

Aids, Preventive Maintenance Plans, QC Control Plans, Data Logs, and all other training materials.

- Lead root cause analysis and corrective/preventive action (CAPA) processes for non-conformances and customer complaints.
- Oversee incoming material inspection, in-process quality checks, and finished product release to ensure compliance with specifications, environmental & pest controls, and food safety.
- Author and maintain all Quality documentation and records.
- Lead hosting customer audits.
- Promote a culture of quality ownership and continuous improvement across all operational teams.
- Host and respond to customer quality audits and inquiries, demonstrating strong knowledge of our QMS and process capabilities.
- Team training and on-going compliance management.
- Serve as the primary point of contact for quality-related communication with customers and regulatory agencies.

Process Engineering & Optimization

- Map and analyze current production workflows to identify bottlenecks, quality risks, and improvement opportunities.
- Co-develop and co-design future-state automation solutions to streamline, standardize, and scale our circular processes.
- Applying Lean methodologies toward reducing inefficiencies, variability, unplanned downtime, costs, and direct labor impact through improving processes across all our value streams of logistics, processing, cleaning, testing, packaging, QC, and redistributing said products to our customers.¹¹
- Lead projects to optimize washing, sanitization, drying, inspecting, and packaging processes for reusable food containers, focusing on throughput, energy efficiency, and product safety.
- Track performance trends and drive data-driven cost-reduction and capacity-expanding projects.
- Collaborate with maintenance and operations teams to improve equipment reliability, reduce downtime, and ensure effective cleaning/sanitization cycles.
- Support automation and process modernization projects to reduce costs and improve productivity, capacity and consistency.

Qualifications:

- Bachelor's degree in industrial engineering, manufacturing engineering, civil engineering, mechanical engineering, product development, or equivalent experience in Quality Management or Quality Assurance.
- Reducing touches of processes makes you very, very excited
- Shaving pennies off of process steps makes you even more excited
- Working knowledge of lean manufacturing principles and practices.

- Experience in food, food packaging, medical device, consumer healthcare, reusable food packaging systems or other closed-loop, circular economy operations. manufacturing.
 - Green or Black Belt Six Sigma Certified, a nice to have
 - Ability to collaborate and work cross-functionally with a variety of teams including Operations, Sales, Supply Chain, Product, and Finance
 - Ability to work both independently and collaboratively, with little supervision and able to work in a changing environment with changing priorities.
 - Demonstrated experience recognizing and identifying root causes for subtle differences in processes and data sets
 - Ability to train and coach employees on following SOPs.
 - Strong communication skills, able to engage cross-functional teams and external stakeholders.
 - Nice-to-have: additional ASQ and/or Six Sigma certifications.
 - Nice-to-have: experience with bioburden swab testing, allergen testing, and microbiological monitoring in a food-contact environment.
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Performance Metrics

- Reduction in customer complaints and non-conformances.
- Compliance audit pass rates (internal, customer, regulatory).
- Improvement in production throughput, cost-reductions, and yield.
- Reduction in downtime and process variability.
- Successful implementation of process improvements and cost savings initiatives.
- Qualitative: Know and optimize every step of every process for every product like the back of your hand.

Details of Position:

- Full-time exempt position
- Position based near to one of our facilities and company headquarters at Hayward, CA
- Salary and employee stock options commensurate with experience
- Competitive benefits package
- Evening, weekend, and holiday work required occasionally
- Up to 25-50% travel expected to new and existing facilities

In order to apply, please send your resume and a brief email describing your interest in this role to careers@dispatchgoods.com.