Production Supervisor

Reports to: Production Director, or Manager

Main Duties

- Helps plan and organize production: assigns work according to production needs; reviews, approves, and drafts documents relevant to management of production activities; issues recommendations on production organization and makes adjustments.
- Keeps track of production activities: ensures supply of raw materials, components and other products for production; checks equipment availability and operational status; ensures production processes are carried out; ensures workplace safety and proper management of waste and residual materials.
- Manages the work team: assists in hiring of production employees; integrates new hires; coordinates production staff, employee rotation, and employee movement; evaluates employee performance; ensures compliance with collective agreements, policies, and legislation.
- Contributes to follow-up of activities and training: collaborates on management processes and production processes; takes part in the validation of production equipment; participates in the training and development of the skills of production employees.

Evolution of the Profession

- The profession has evolved with the advance of information and communication technologies, corporate restructurings, and the development of semi-autonomous teams. As a result, coaching and interpersonal skills have become of paramount importance in the role of Production Supervisors.

  - Within this context, Production Supervisors are required to:
    - assist and motivate the production team in achieving objectives;
    - consolidate and optimize team skills;
    - install creativity, greater participation, and problem-solving capabilities in employees;
    - foster a sense of community and respect among production team members;
    - give constructive feedback to enhance performance.

Best Practices

- Production Supervisors keep their knowledge up to date in the areas of current standards, good manufacturing practices, and industry trends, through:
  - monitoring of technological developments and trends;
  - attending external training programs;
  - taking part in in-house training sessions and meetings.

Main responsibilities

Participation in Production Planning and Organization

- Accurately evaluates achievement of production plan to objectives based on available resources.
- Assigns tasks to employees according to their skills.
- Transmits documents on time.
- Reviews and approves production records.
- Writes, reviews, and approves documents relevant to management activities (e.g., procedures, deviations, work instructions, master files, and validation reports).
- Accurately assesses problems.
- Analyses and evaluates options.
- Makes sound recommendations to improve productivity, solutions to issues affecting quality, and health and safety.
- Rearranges production sequences according to planning needs.
- Keeps deadlines.
- Efficiently manages priorities.

Production Follow-up Activities

- Diligently verifies availability of inventory, delivery and release dates of raw materials, components and product compliance.
- Carefully plans interventions on equipment or in production areas.
- Ensures equipment startups within required timelines.
- Ensures equipment availability.
- Ensures compliance of production lines, equipment, and premises.
- Meticulously verifies documentation and work quality.
- Approves critical production steps.
- Accurately measures performance throughout work shifts.
- Carefully verifies corrections to problems.
- Ensures quality of production is maintained in keeping with costs and schedules.
- Properly monitors compliance with prevailing standards as well as any workplace accident or incident.
- Safely manages waste and residual materials.

Management of Production Employees

- In conjunction with human resources: selects candidates, participates in the interview planning process, and actively participates in interviews.
- Properly prepares documents for job entry.
- Objectively describes work tasks, regulatory requirements, company policies, and expectations.
- Supports the team in order to meet objectives and established schedules.

† As per the company’s procedures.
### Competencies

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<tr>
<th>Competency</th>
<th>Behavioral Indicators</th>
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<td><strong>Decision-Making</strong></td>
<td>- Evaluates facts and unforeseen situations in order to make the best decisions (production/quality/compliance).&lt;br&gt;- Has a proactive attitude towards negotiation and persuasion.&lt;br&gt;- Makes decisions:&lt;br&gt;  - based on experience and judgment;&lt;br&gt;  - realistic and appropriate within a regulatory context.</td>
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<td><strong>Mobilization of the Work Team</strong></td>
<td>- Exhibits diplomacy, dynamism, and leadership.&lt;br&gt;- Communicates effectively and clearly.&lt;br&gt;- Establishes and maintains fruitful interpersonal relationships.&lt;br&gt;- Recognizes potential in others and builds on the synergy/complementarity between individual team members.&lt;br&gt;- Emphasizes achieving objectives and team building.&lt;br&gt;- Offers team members motivating and stimulating challenges.&lt;br&gt;- Gives constructive feedback in order to improve performance or develop team-member skills.&lt;br&gt;- Values and encourages continuous improvement.&lt;br&gt;- Ensures the confidentiality of all aspects of work.</td>
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<td><strong>Problem Solving</strong></td>
<td>- Analyzes problems: data, discrepancies, causes, and consequences.&lt;br&gt;- Applies a rigorous approach to problem solving.&lt;br&gt;- Identifies the most appropriate solution in view of the circumstances and issues.&lt;br&gt;- Proposes and implements adapted, relevant, and innovative solutions.&lt;br&gt;- Monitors resolution of non-compliance issues.</td>
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<td><strong>Verification of Compliance</strong></td>
<td>- Performs necessary follow-up to guarantee the achievement of targets and activities under his or her responsibility.&lt;br&gt;- Demonstrates work efficiency within the context of multiple projects.&lt;br&gt;- Ensures compliance with work processes, quality standards, and policies.&lt;br&gt;-Drafts, reviews, and approves reports and documents within prescribed time frames and in accordance with existing regulations.</td>
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**Employers are seeking candidates who possess, among other skills, the following:**

- Autonomy and a sense of responsibility.
- Ability to manage change.
- Ability to manage priorities, meet tight deadlines, and ensure follow-up.
- Ability to work in a quality- and results-driven environment.
- Adaptability.
- Ability to exert influence.
- Ability to communicate effectively and draft documents in French and English.
- Analytical expertise and skills.
- Process-focused with a concern for continuous improvement.
- Versatility and determination.
- Ability to handle stress.
- Organizational skills.

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**Production Supervisors have:**

- A bachelor of science (biochemistry, chemistry, microbiology, pharmacy) or engineering (chemical engineering, mechanical engineering) or a college degree in science.
- Three to five years of relevant experience in a similar position in the pharmaceutical sector or a related discipline.

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**Qualifications**

With experience, depending on areas of interest, Production Supervisors can aspire to the position of Production Director or Manager.

Some opt for a career path in other sectors of the pharmaceutical field such as continuous improvement or planning.

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Please refer to the Production Supervisor's Analyse de profession* and Profil de compétences* for all additional information.

The Competency Profile was made through funding by the Commission des partenaires du marché du travail.

* This document has not been translated yet.