

Mudau Fulufhelo

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HEADLINE.

Quality-Driven Packaging Professional | 5+ Years in Quality Control, Compliance, Lean Operations and Continuous Improvement.

PROFESSIONAL SUMMARY.

Experienced packaging professional skilled in quality assurance, process control, Lean manufacturing, TPM, SPC and supplier quality management. Proven track record in driving first-time-right production, reducing non-conformances, optimizing line efficiency and leading high-performing teams.

EDUCATION.

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- **Postgraduate Diploma in Supply Chain Management**, Regent Business School | In Progress.
 - **One Year Diploma in Packaging Technology**, The Institute of Packaging South Africa | 2024.
 - **Bachelor of Science in Food Science and Technology**, University of Venda | 2020.
 - **Matric**, Thohoyandou Secondary School | 2013.

WORK EXPERIENCE.

PACKAGING QUALITY TECHNICIAN, HEINEKEN BEVERAGES SOUTH AFRICA | 01 MAY 2025 TO PRESENT.

KEY RESPONSIBILITIES.

- Lead and mentor Packaging Analysts and operators, building a high-performing, accountable team culture through coaching, feedback and competency development.
- Champion health and safety by embedding safe work practices and ensuring full compliance with H&S, HACCP, CCP and OPRP requirements.
- Contribute to strategic planning, aligning packaging quality KPIs, cost-reduction initiatives and process improvements with overall business goals.
- Drive cross-functional collaboration with production, engineering, and supply chain to resolve systemic quality issues and prioritize interventions using structured decision frameworks.
- Apply Lean manufacturing and TPM principles (5S, visual management, focused improvement) along with DPMO metrics to optimize OEE, reduce rework/reject rates and deliver first-time-right production.
- Lead root cause investigations for packaging non-conformances and customer complaints, validating findings and implementing CAPA.
- Conduct internal audits, traceability exercises, and mock recalls to maintain regulatory readiness and compliance with HACCP, CCP/OPRP, ISO 9001 and FSSC 22000 standards.
- Support packaging trials and NPD projects by providing technical feedback to improve machinability and performance.
- Manage SAP stock release/blocking, supplier quality issue resolution and document control to ensure accurate, timely reporting and traceability.
- Maintain and calibrate quality equipment, update SOPs and ensure QA systems remain current and effective.

PACKAGING ANALYST, HEINEKEN BEVERAGES SOUTH AFRICA | 01 MARCH 2021 TO 30 APRIL 2025.

KEY RESPONSIBILITIES.

- Coached and trained packaging personnel on process control, quality standards, and SOPs, improving operator competency and adherence to procedures.
- Conducted quality inspections and seam analyses checks to identify and isolate non-conforming materials and finished products, reducing extrinsic and intrinsic defects on assigned shifts.
- Created and managed NCRs on SAP, tracking corrective actions and resolving deviations, contributing to a reduction in blocked stock incidents.
- Supported continuous improvement initiatives in canning and bottling, minimizing production disruptions, downtime, and start-up non-conformances.
- Managed stock release and blocking of non-conforming products, ensuring accurate SAP documentation and prompt resolution, helping achieve first-time-right targets.
- Monitored supplier performance and liaised to resolve quality issues, improving material compliance and reducing packaging defects.
- Verify CCPs and OPRPs to ensure compliance with food safety and quality standards, supporting successful traceability exercises and mock recalls.
- Supported NPD projects ensuring on-time execution, first-time-right production and minimal quality deviations.
- Participated in line start-ups and implemented spot checks between audits to detect and resolve non-conformances faster, demonstrating proactive quality management.

QA/QC ASSISTANT, TIROLEAN MEATS | 1 YEAR AND 7 MONTHS

KEY RESPONSIBILITIES.

- Conducted microbiological, pH, moisture, temperature and metal/glass inspections to ensure product quality.
- Sampling samples for laboratory testing and reviewed results to identify trends and deviations.
- Handled customer complaints, implemented corrective/preventive actions and compiled reports.
- Monitored production lines for compliance with SOPs and hygiene regulations.
- Oversee stock control (FIFO), dispatches and product traceability.
- Maintained document control and updated databases to track compliance with company and regulatory standards.
- Performed audits, requested export certificates and trained staff on food safety, hygiene and quality procedures.
- Verified and calibrated measurement devices including thermometers, metal detectors, moisture analysers, scales and pH meters.

ACHIEVEMENTS.

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- **WordStar Global Packaging Awards Student**, Save Food Gold Award | 2025.
 - **Student Gold Pack Awards Finalist**, 3rd Place in Packaging That Saves Food | 2024.
 - **Heineken beverages Springs Cider**, Employee of the Month, Recognized for performance, teamwork and quality improvement contributions | 2021 and 2023.

PROJECTS.

INNOVATED PACKAGING SOLUTION FOR POLONY, INSTITUTE OF PACKAGING SOUTH AFRICA | 2024.

Innovated portion sizes to individually wrapped polony slices and developed PP/EVOH/PE Propeel multilayer films to extend shelf life and reduce food waste, contributing to reduced environmental impact and food losses.

EFFECTS OF MOPANE WORM POWDER ON MAIZE INSTANT PORRIDGE, *UNIVERSITY OF VENDA* | 2020.

Researched the nutritional benefits of Mopane worm powder as a supplement to address protein-energy malnutrition, demonstrating its positive impact on the physicochemical, functional and thermal properties of maize instant porridge.

PROFESSIONAL DEVELOPMENT.

WEBINARS.

- Food Labelling, MiChem Dynamics | 2024.
- Food Loss and Waste, MiChem Dynamics | 2024
- PFAS Monitoring & Management, Merieux NutriSciences Italy | 2024.
- Cultivating a Culture of Trust, MiChem Dynamics | 2024.

TRAININGS.

- Fundamentals of Lean Six Sigma, Institute of Packaging South Africa | 2024.
- Internal Audit, Heineken Beverages South Africa | 2024.
- Sensory Principles, Heineken Beverages South Africa | 2023.
- Sensory Off-Flavour Identification, Heineken Beverages South Africa | 2023.

SKILLS.

Quality Assurance & Control | Packaging Technology | Process Control & Compliance | Statistical Process Control (SPC) | Supplier Quality & Non-Conformance Management | Audit & Corrective Action Management | Stock Release & SAP Quality Systems | Root Cause Analysis & Problem-Solving | Lean Manufacturing & TPM Principles | Training & Team Development | Traceability & Mock Recalls | Health & Safety Compliance | Operational Efficiency (OEE) Improvement | Exposure to HACCP, CCP/OPRP, ISO 9001, FSSC 22000 and food safety compliance standards.

AVAILABILITY.

1 Month from a calendar year.

REFERENCES.

Available upon request.