My name is Fabienne Bouvier and I’m a quality control manager for a large agro-food group’s cheese production. My role is to set up and monitor a quality management system with two priorities: to ensure customer and consumer satisfaction and to ensure the safety of foodstuffs. We manufacture Emmental, a pressed, cooked cheese, which after a manufacturing and a maturing phase, will be grated and marketed in mass distribution.

My job is at the heart of the company and I am in direct contact with all the different departments, the suppliers of raw materials and ingredients packaging, the veterinary services as well as the environmental services.

Every morning, I start the day by meeting with the laboratory manager to go over the previous day’s results. If needed, I have the authority to block production lines or productions that have been made and that do not meet customer requirements or present a food safety risk. We establish effective control plans, from the reception of the milk to the dispatch of the finished products, covering all the stages of the process.

In the food industry, traceability is an essential tool because at any time we must be able to find all the raw materials and ingredients that have been used to make the product that we will sell to consumers. This is why we set up various labelling and marking systems at different points in the manufacturing process so that we can find the ingredients and inputs of the product at any time.

Fruitiness is nearly identical to the intensity descriptor. We know these two are linked, so 52% for one, 50 % for the other. Firmness: nothing to add, we’ve nearly reached our goal, that’s great. And meltiness is perfect.

Every week, we conduct a sensory evaluation to assess the quality of our products manufactured on this site, with a qualified jury. We base our evaluation on descriptions given to us by the marketing department, which has previously conducted satisfaction surveys to find out what consumers expect when they consume Emmental cheese.

The quality control position requires at least three years of professional experience, with initial training going from bachelor’s degree plus two to bachelor’s degree plus five, agro-engineer type.

We take the temperature between the second and third carton from the top.

Alright.

After an agro-food advanced technician certificate (BTS), I started my professional career as a laboratory manager and then I moved on to quality manager. So you can move to other sites, other processes, and other team sizes.

The qualities required for this job are, first of all, to be rigorous, methodical, to have good interpersonal skills, to be able to adapt to various people, to know how to negotiate and to be autonomous. If I had to do it all over again, well, I would not hesitate at all. I would do exactly the same thing.