

Ref. Number: 60-HR/2025/395

Date: 28.10.2025

JOB OPPORTUNITY

Evolve your career with State Trading Organization Plc.

Position Name	Quality Assurance Associate
No. of Position	1
Worksite / Department	Medical Service Office / Healthcare Solutions
Salary & Benefits	• Net Salary Range: Negotiable • Overtime and extra working days allowance • Health insurance will be provided after probation • Staff Privilege Program
Job Responsibilities	• Compliance and self-inspection: Conduct routine self-inspections, reviews and update registers related to compliance of processes. Report and escalate issues where non-compliance is identified. • SOP Development: Develop procedures in accordance with regulatory, manufacturer/supplier requirements, and international standards (e.g., GDP) • Training Sessions: Prepare materials for and conduct staff training sessions related to SOP training, Quality Assurance (QA) and Corrective and Preventive Actions (CAPAs) within the department. • Documentation Management: Ensure that all quality-related communications and PV documents are maintained and retained according to the quality manual, SOPs, and retention policy. • Internal Audits: Conduct internal audits to assess the effectiveness of quality systems and identify areas for improvement. • Complaint Handling: Manage and investigate customer complaints related to product and service quality, dispensing errors, and deviations. • Pharmacovigilance (PV): Manage adverse events as per PV SOPs and report to regulatory authorities, suppliers, and in line with MFDA guidelines. • Product Recall: Initiate and manage the product recall process in the event of a reported quality issue by MFDA or the manufacturer. • CAPA Management: Review the CAPA registry quarterly, communicate with the relevant managers to ensure CAPA completion, and update records accordingly • Identify opportunities for process improvements within the distribution chain to enhance quality and update documents where necessary

Required Qualifications	Diploma in a health service field
Preferred Requirements	Experience in a relevant role
Deadline	2 nd November 2025, 1230hrs
How to Apply	Interested candidates please apply online through our job portal https://sto.mv/careers Only shortlisted candidates will be contacted for an interview You can contact us on 3012404