



Yao – Senior Quality Assurance Manager

From ancient music to modern food manufacturing, Yao has come a long way in a short time.

When Yao joined Kolak Snack Foods as a laboratory technician four years ago, she was unaware of the opportunities for advancement. But she learns fast. And now, following several promotions, she is a Senior Quality Assurance Manager.

She didn't originally have a technical background. Her degree was in Ancient Chinese music. "I applied for the job because it looked interesting and I now keep the music as my hobby".

Yao's is a wide-ranging role that includes quality control, customer satisfaction and managing the analytical laboratory.

However, what she enjoys most is working with people. "I love being part of a team, whether we're in the laboratory, on the factory floor or developing new products. I even get to work with our customers. Each day has its own challenges".

Having had the opportunity to progress she is now keen to develop her own team of technicians. "I want to give them the same opportunities that I had".

2010
Completed a course in English Language at West Ealing Language School

2011
Joined Kolak Snack Foods Ltd as QA Technician. Carried out analytical tasks, flavour checks, CCP checks and nutritional checks

2014
Promoted to Internal Auditor. Carried out internal audits on site, worked with engineering/production to develop solutions to production issues whilst maintaining food safety

2015
Promoted to Quality Systems Manager. Liaising with technical and commercial colleagues in various departments

2016
Senior Quality Assurance Manager



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