

TERMS OF REFERENCE - GENERAL MANAGER, OPERATIONS DEPARTMENT

1. Overview

Employer	Bhutan Board Products Limited (BBPL)
Location	Board Factory, Darla, Chukha, Bhutan
Department	Operations Department
Position	General Manager, Operations Department
Reports to	Chief Executive Officer

2. Position Purpose

The General Manager, Operations shall provide overall leadership, direction, coordination, and supervision of BBPL's manufacturing operations, raw material supply, operational support functions, and assigned development projects.

The position shall be responsible for ensuring efficient and sustainable operations, achievement of approved production and operational targets, effective utilization of manpower and resources, product quality, cost control, workplace safety, and continuous improvement.

3. Key Responsibilities

3.1 Operational and Production Management

1. Lead and oversee the day-to-day operations of all assigned manufacturing units and operational functions.
2. Develop and implement annual and periodic operational plans in line with the approved business plan.
3. Ensure achievement of approved production, productivity, quality, cost, and operational targets.
4. Monitor plant capacity, utilization, productivity, downtime, wastage, and overall operational performance.
5. Identify operational bottlenecks and implement timely corrective and improvement measures.
6. Ensure optimum utilization of manpower, machinery, raw materials, utilities, and other operational resources.
7. Ensure effective coordination among Production, Maintenance, Quality, Stores, Procurement, Forestry/Raw Material Supply, and other relevant functions.

3.2 Maintenance and Resource Management

1. Ensure effective predictive, preventive and corrective maintenance planning to minimize equipment breakdowns and production downtime.
2. Monitor the availability and efficient utilization of machinery, equipment, utilities, and other production resources.
3. Promote efficient use of energy, materials, and other operational inputs.
4. Coordinate with relevant functions to ensure timely availability of resources required for uninterrupted production.

3.3 Raw Material and Supply Coordination

1. Ensure timely availability of adequate raw materials to support production requirements.
2. Coordinate raw material planning, procurement, transportation, storage, and utilization with relevant functions.

3. Monitor raw material quality, availability, consumption, wastage, and related operational issues.
4. Support the development of reliable and sustainable raw material supply arrangements.

3.4 Quality, Safety and Compliance

1. Ensure manufacturing operations comply with approved quality standards, specifications, procedures, and company requirements.
2. Work closely with the Quality function to minimize defects, rework, wastage, and customer complaints.
3. Ensure compliance with applicable occupational health and safety requirements and company procedures.
4. Promote a strong safety culture and take appropriate measures to prevent workplace accidents and operational hazards.
5. Ensure compliance with applicable laws, regulations, company policies, and management directives relating to operations.

3.5 Cost Control and Continuous Improvement

1. Monitor operational costs and identify opportunities for improving cost efficiency without compromising quality or productivity.
2. Control material consumption, wastage, energy use, overtime, maintenance costs, and other operational expenses.
3. Review operational performance against approved budgets, plans, and targets and recommend corrective measures where required.
4. Identify and implement opportunities for process improvement, automation, innovation, and operational efficiency.

3.6 People Management and Development

1. Provide effective leadership, direction, and supervision to employees under the Operations Department.
2. Ensure appropriate manpower planning, deployment, and utilization of operational personnel.
3. Establish clear performance expectations and monitor the performance of operational teams.
4. Identify training and development needs and support the continuous improvement of employee competencies.
5. Promote teamwork, discipline, accountability, safety awareness, and a performance-oriented work culture.

3.7 Projects and Operational Development

1. Lead and coordinate assigned operational improvement, expansion, modernization, and development projects.
2. Assess operational requirements for new machinery, technology, systems, and process improvements.
3. Ensure assigned projects are implemented within approved scope, budget, timelines, and quality requirements.
4. Identify opportunities for diversification and improvement of manufacturing operations.

3.8 Reporting and Coordination

1. Provide regular reports to the CEO on production performance, operational challenges, resource requirements, risks, and corrective actions.
2. Prepare and submit operational plans, forecasts, budgets, and performance reports as required.

3. Promptly escalate significant operational risks, equipment breakdowns, delays, safety incidents, and resource constraints to the CEO.
4. Maintain effective coordination with other divisions and relevant external stakeholders.
5. Perform any other duties and responsibilities assigned by the CEO from time to time.

4. Qualification and Experience

1. Minimum Qualifications: Diploma in Mechanical or Electrical Engineering from recognized institutions,
2. Working experience:- Minimum of 15 years in Manufacturing Industries, preferably candidates having experience in the wood based manufacturing industries.
3. The candidate should have a minimum of five years of experience serving in the position of Deputy General Manager (Dy. General Manager) or an equivalent position.

4. Employment Type and Tenure

The selected candidate for the post of General Manager shall be recruited for contract term of three (3) years, which may be renewed based on performance.

5. Salary and Benefits

- a. Pay Scale: 51,640-1,290-70,990
- b. Basic Pay: 51,640.00
- c. Contract Allowance: 65% of Basic Pay
- d. Fixed Allowance: 60% Minimum Pay Scale
- e. Provident Fund: 15% of Basic Pay
- f. PBVA: Maximum of 31.67% of the annual basic pay subject to fulfilment of annual Compact signed between DHI and BBPL.
- g. Other benefits shall be as per the Company Service Rules and Regulations.

6. Mandatory Documents

Candidates shall submit the following documents along with their application:

- a. Curriculum vitae (CV) indicating clearly the details of applicant and, with names and details of two referees.
- b. Academic certificate and transcripts (for entire course).
- c. A valid document proof/evidence to show 15 years of work experience.
- d. A valid documentary evidence demonstrating a minimum of five years of relevant experience at the level of Deputy General Manager or an equivalent position.
- e. A valid Citizenship Identity Card (both back & front printed).
- f. A valid audit clearance certificate for interview.
- g. A valid security clearance.

Non-submission of any of above documents or partial submission shall lead to rejection of application.