



PR/095842 | Head of Operations

Job Information

Recruiter

JAC Recruitment Vietnam Co., Ltd

Job ID

1599150

Industry

Medical Device

Job Type

Permanent Full-time

Location

Vietnam

Salary

Negotiable, based on experience

Refreshed

June 26th, 2026 11:02

General Requirements

Minimum Experience Level

Over 10 years

Career Level

Mid Career

Minimum English Level

Fluent

Minimum Japanese Level

None

Minimum Education Level

Associate Degree/Diploma

Visa Status

No permission to work in Japan required

Job Description

Key Responsibilities

- Strategic Operations Leadership — Drive operational strategy aligned with overall business goals, encompassing capacity planning, footprint optimisation, and long-term growth initiatives.
- Regulatory & Compliance Oversight — Ensure full compliance with ISO 13485, FDA regulations, GMP, and other applicable global requirements; maintain audit readiness at all times.
- Quality Management & Continuous Improvement — Champion a strong quality culture; oversee CAPA and NCR processes; lead continuous improvement initiatives through Lean and Six Sigma methodologies.
- Manufacturing & Production Excellence — Oversee daily manufacturing operations to ensure efficiency, yield, and on-time delivery while meeting stringent medical device requirements.
- New Product Introduction (NPI) & Technology Transfer — Lead cross-functional NPI efforts, process validation (IQ/OQ/PQ), and seamless transfer from R&D to mass production.

- Cost & P&L Ownership — Drive cost optimisation and productivity improvements; progressively assume site-level P&L ownership in preparation for General Manager responsibilities.
- Engineering & Process Development — Oversee process engineering, automation, tooling, and innovation to improve manufacturability and scalability.
- EHS Leadership — Ensure compliance with environmental, health, and safety regulations; foster a strong EHS culture to protect employees and operations.
- Talent Development & Organisational Leadership — Build and develop high-performing teams; implement succession planning and develop the leadership pipeline, including mentoring future leaders.
- Customer & Stakeholder Management — Act as a key interface with clients and sales; ensure customer satisfaction, manage escalations, and support business development efforts.
- Digital Transformation & Systems Integration — Lead the adoption and optimisation of digital tools (e.g., MES, ERP, data analytics) to enhance operational visibility, traceability, and decision-making in a highly regulated environment.
- Risk Management & Business Continuity — Identify operational risks across quality, supply, and regulatory domains; implement mitigation strategies and business continuity plans.
- Commercial & Business Growth Support — Partner with Business Development teams on RFQs, cost modelling, and capability presentations; align operational readiness with growth opportunities.
- Support ad hoc instructions from Directors and the CEO as required.

Requirements

- Education — Bachelor's degree or above in Electrical, Mechanical, Mechatronics, Industrial, or Manufacturing Engineering (or a closely related discipline)
- Experience — Minimum 15 years of progressive experience in medical device manufacturing, with demonstrated expertise in quality systems, supply chain management, financial oversight, and continuous improvement leadership
- Technical Knowledge — Deep understanding of medical device regulations, manufacturing processes, risk control frameworks, and operational leadership methodologies
- Skills — Strong leadership, strategic thinking, data analysis, project management, stakeholder communication, negotiation, and a continuous improvement mindset
- Personality — Resilient, decisive, accountable, and results-driven; calm under pressure with a collaborative, ethical approach and an unwavering commitment to excellence

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Company Description