
Christian (Hidayat) S.Si., Apt.

**Quality Director | Regional Quality Leader | GMP/ISO Governance |
Multi-Site Operations | FMCG & Pharma**

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Based in Indonesia | Open to Regional/Global Roles



EXECUTIVE PROFILE

Quality & Compliance leader with 20 **years of multi-industry experience** across **FMCG, pharmaceuticals, cosmetics, medical device, and household categories**. Proven capability to lead **multi-site quality operations**, transform **enterprise QMS**, and elevate compliance performance to global standards.

Expert in **GxP, ISO governance, Quality cultural transformation, regulatory engagement, and strategic risk management**. Well-versed in leading large organizations (up to **72 staff** across 2 plants) and driving alignment with global quality frameworks while enabling **market growth, export readiness, and regulatory reputation**.

A strong people developer and cross-functional influencer who partners effectively with Supply Chain, R&D, Manufacturing, Engineering, HR, RA, and Commercial teams to deliver **Right-First-Time operations, audit readiness, and sustainable compliance**.

CORE LEADERSHIP CAPABILITIES

Strategic & Regional Quality Leadership

- Enterprise QMS Transformation
- Multi-Site Governance (FMCG & Pharma)
- Global Quality Standard Integration

Compliance, Risk & Regulatory

- GMP | GDP | GLP | HAS 23000
- ISO 9001 | 14001 | 45001
- Audit & CAPA Governance
- Regulatory Authority Engagement (BPOM, MoH)

Operational Quality Excellence

- Complaints Improvement & Customer Quality
- Manufacturing Quality & Validation
- Change Control & Deviation Oversight
- Supplier & External Manufacturing Quality

Leadership & People Development

- Organizational capability building
- Quality culture transformation
- Cross-functional alignment
- Executive stakeholder engagement

PROFESSIONAL EXPERIENCE

Kimberly-Clark Softex Indonesia

Senior Quality Manager – Indonesia (APAC Quality Team)

2021 – 2026 | Multi-site scope (Karawang and Sidoarjo) | Team size: 72

Director-Level Achievements

- **Led nationwide Quality governance during Transformation Period**, integrating Kimberly-Clark's Global Quality Policy & Standards across Indonesian operations at Softex.
- **Closed 4 Ministry of Health warning letters**, restoring regulatory compliance and strengthening external government agency trust.
- Delivered **GMP & GDP certifications** from both local and foreign authorities, elevating market credibility.
- Achieved **Integrated ISO 9001–14001–45001 certification**, establishing a unified QMS framework.
- Strengthened Quality culture through structured transformation programs and capability development.
- Enabled **global export compliance** for products supporting Huggies, Kotex, Depend and other global KC brands.

Regional Quality Responsibilities

- Set national Quality strategy, ensuring alignment with Global Quality Vision & standards.
- Oversee Quality Operations, QMS maturity, and risk governance across two manufacturing sites.
- Serve as **Quality Management Representative (QMR)** for ISO 9001 and **Technical Responsible Person** for Medical Device manufacturing license.

- Govern customer complaint management, RCA quality, supplier engagement, and closure effectiveness.
 - Ensure Quality KPIs achievement (RFT, COPQ, complaint rate, major audit findings).
 - Lead enterprise-level training and capability building for GMP-ISO and KC Global Standards.
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AkzoNobel – ICI Paints Indonesia

Site Quality Manager

2020 – 2021 | Manufacturing Site | Team size: 9

Notable Leadership Achievements

- Revitalized the Quality function, strengthening governance and improving complaint management effectiveness.
- Led **ISO 9001 & 14001** compliance, improving operational discipline.
- Delivered measurable improvements in calibration management, batch accuracy, and quality KPIs.

Key Responsibilities

- Led QA systems, testing governance, and ISO implementation at site level.
 - Oversaw and drive supplier/customer complaints, RCA, CAPA, and closure quality.
 - Partnered with R&D and Production to execute plant trials and introduction of new formulations.
 - Implemented Quality-driven cost saving initiatives.
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AR Packaging – Maju Jaya Sarana Grafika

Quality Control Manager (Semarang)

2019 | Team size: 60

Highlights

- Rebuilt and standardized the site's Quality Plan & Policy, aligning operations to GMP and industry best practices.
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Reckitt Benckiser Indonesia

Quality Leader

2015 – 2019 | *Health Care, Cosmetics, Household*

Major Director-Level Achievements

- Built and established RB Indonesia's **Halal Assurance System** from the ground up, enabling compliance across factory and copackers.
- Qualified new and alternate suppliers for business continuity and improved material reliability.
- Served as **Pharmacist in Charge** for Cosmetic License (2015–2018).

Scope & Responsibilities

- Lead Halal Assurance System implementations across internal factory and two copackers.
 - Govern supplier audits, Halal compliance, material approval, and policy implementation.
 - Support NPD & cost-saving projects from compliance standpoint.
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Technical Manager (Earlier Role at RB)

Managed team of 2 Process Engineers.

Key Achievements

- Successfully led **Monas project** (major scale-up & facility movement).
- Delivered multiple successful global NPD trials.

Scope

- Lead industrial trials (NPD, EPD, PPV) in coordination with Quality, Operations, Engineering, and R&D.
 - Develop manufacturing methods for Dettol, Harpic, Vanish.
 - Lead process validation, optimization, change control, and risk assessments.
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Bima Mitra Farma

Quality Operation Manager & Plant Manager

2014 – 2015 | Pharma | Team size: 30 (QA, QC, R&D, Warehouse, Engineering, Manufacturing)

Key Achievements

- Led the plant to **successful GMP recertification**.
 - Completed qualification/validation of HVAC, PW System, and critical manufacturing equipment.
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Early Career (Condensed)

Futamed Pharmaceuticals – R&D Manager (2013)

Mersifarma TM – Analytical & Validation Leader (2011–2012)

Errita Pharma – R&D Manager (2008–2010)

Kalbe Farma – Analytical Development Supervisor (2007)

Impact Summary

- Delivered **100+ validated formulations** across solid and liquid dosage forms, supplements, and specialty products.
 - Developed & validated **80+ analytical methods**.
 - Executed technology transfer projects and product registrations in high volume.
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EDUCATION

Apothecary Pharmacist (Apt.) – Post Graduate Program, ITB

Bachelor of Pharmacy, ITB – CGPA 3.6/4.0

CERTIFICATIONS

- CQI/IRCA **ISO 9001:2015 Lead Auditor – SGS (2024)**
 - ISO 9001, 14001, 45001, 17025 Trainings
 - GMP and GDP for Medical Devices and Household - Ministry of Health
 - Halal Assurance System Training - LPPOM
 - Six Sigma, Supply Chain, and Productivity Trainings
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TECHNICAL & REGULATORY SKILLS

- GMP, GDP, GDocP, GLP, HAS, ISO 9001-14001-45001
- Process & Cleaning Validation
- Analytical Method Development & Validation
- Quality Management System Design, Integration & Optimization
- Supplier Qualification & Audit
- Manufacturing Process Development
- Plant Factory Setup and Management
- Regulatory Engagement (BPOM, MoH, BPJPH)