

PROFILE SUMMARY

With over ten years' experience in implementing and auditing Quality and Food Safety management systems, Susana is a dedicated professional, who provides exceptional service in everything she does. She is an eternal dissatisfied that always seeks to do more and better with each project she embraces. She loves to learn and share knowledge and has a keen analytical sense.

Susana has worked as a consultant with Quality and Food Safety Management Systems since 1999 across a diverse range of food industries.

In the last fifteen years, she has also worked has a Training Manager across a diverse range of knowledge areas such as quality, environment, health & safety, information security, food safety, lean and six sigma and EFQM Model.

KEY COMPETENCES

ORGANIZATIONAL DEVELOPMENT

IPMA Project Management
 Training Management (face-to-face and e-learning); DGERT certification
 EFQM Excellence Model – Self assessment

QUALITY AND FOOD SAFETY

Quality and Food Safety Management Systems in Industry and Services
 ISO9001, ISO/FSSC 22000, BRCGS; IFS Food and other related standards

BUSINESS MODEL ASSESSMENT

EFQM Excellence Model Assessor for the Qualified and Recognised levels

CERTIFICATION BODY ASSESSMENT

Certification Body Assessor for the standards ISO/IEC 17020, ISO/IEC 17021 and ISO/TS 22003

WORK EXPERIENCE

Suber Consulting, Lda.
 Since August 2022

Management Systems Consultant and Auditor

Implementation and maintenance of Management Systems: Quality, Food Safety, FIAS - Fertiliser Industry Assurance Scheme, Environmental and Occupational Health and Safety.

Achievements: Some quality, environment and OSH management systems internal audits were carried out. Mandatory documents such as Management Review Reports, Legal Registers, Risks and Opportunities assessments, Process Maps, COSHH Sheets, etc.. were developed for some industrial and service companies. Some Management Systems implementation projects are in progress.

IPAC – Instituto Português de Acreditação
 Since 2015

Certification Body Assessor

Certification Body Assessor (Technical Expert) for the standards ISO/IEC 17020, ISO/IEC 17021 and ISO/TS 22003.

Achievements: Several certification bodies assessed (Accreditation System) and several third party audits witnessed.

Várias entidades
 Since 2014

Internal Auditor

Quality and Food Safety Management Systems Internal Audits: ISO 9001, IFS Food; BRCGS and ISO/FSSC 22000.

Achievements: Some industrial and service companies audited.

APQ – Associação Portuguesa para a Qualidade
 Since July 2006
 Until July 2022

Project Manager, Technical Support and Training

Training Manager (In Company and e-learning); Awards Manager; Training Management System Manager (DGERT certification); Knowledge Manager; EFQM's levels of excellence – Applications and Training Manager; Member of CT 187 - Formal, non-formal and informal learning; Events organization team member.

Achievements: Certification of the Training Management System (DGERT); Implementation of a Training Management software - Forinsia; Implementation of

	the E-learning and Online training; Successfully carried out the transition process to the new EFQM 2020 Model (applications and training).
Excelente, Lda. Consultoria de Gestão Since January 1999 Until June 2006	Management Systems Consultant, Trainer and Auditor Implementation and maintenance of Management Systems: Quality, Food Safety and Training. Achievements: Several industrial and service companies successfully certified.
Inserpor Since 1997 Until 1998	Quality Manager Implementation and maintenance of the Quality Management System. Achievements: Successful implementation of the Quality Management System according to the NP EN ISO 9002 requirements.
Instituto de Biologia Experimental e Tecnológica Since 1996 Until 1997	Research technician Project team member "African Swine Fever Virus Diagnostic Biosensors", integrated in the program "Agricultural and Agro-Industrial" of EC. Achievements: Achieved a successful diagnosis of the virus through the biosensors.

EDUCATION

Master in Food Safety (curricular component)

Faculdade de Medicina Veterinária da UL, Lisboa

Postgraduate in Tropical Medical Microbiology

Instituto de Higiene e Medicina Tropical da Universidade Nova de Lisboa, Lisboa

Degree in Agronomic Engineering

Instituto Superior de Agronomia da Universidade Técnica de Lisboa, Lisboa

OTHER RELEVANT TRAINING AND EDUCATION (detailed portfolio by request)

Training

Tutor Training - Certificado de Competências Pedagógicas (CCP nº EDF 40672/2004 DL)

Food Safety

FSSC & ISO 22000 (FSSC 22000 version 5.1)
 Lead Auditor ISO/FSSC 22000 IRCA (FSSC 22000 version 5)
 IFS Food v. 7
 Food Fraud
 BRCGS Food Safety v. 8
 FSSC 22000 v. 5
 ISO 22000 – Food Safety Management Systems
 Internal Auditor ISO 22000/FSSC 22000, BRC e IFS

Quality

Implementation of ISO 9001: 2015 - Quality Management Systems
 Definition of Objectives in the Management Systems and Verification of Desired Results through Performance Indicators
 Risk and Opportunity in Management Systems using ISO 31000: 2018
 NP EN ISO 19011: 2019 - Guidelines for audits of management systems
 Quality Concepts and Methods

Health and Safety

Occupational Health and Safety CAP de Técnico Level VI (2007)
 Fire Safety in Buildings - Self-Protection Measures

Project Management

Project Management (IPMA)

EFQM Excellence Model

EFQM Foundation Training
 EFQM Certified Assessor Transformation Training

Others

Management of Crisis Scenarios and Business Continuity

Audit to Verify the Compliance of the GDPR
GDPR - Objectives, Applicability and Implementation

LANGUAGES

Portuguese native; **English** spoken (B1) and written (B2).

COMPUTER SKILLS

Independent user. Experienced with MSF Office.