

PERSONAL INFORMATION **Susana Isabel Barreiros Silva Santos Monteiro**

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PROFISSIONAL EXPERIENCE

2015–Present

IPAC TECHNICAL EXPERT

IPAC - Instituto Português de Acreditação, Lisboa

Certification Body Assessor for the standards ISO/IEC 17021 e ISO/TS 22003:

2021

- Accreditation standard: ISO/IEC 17021; Certification Body assessed: APCER (ISO 9001:2015 audit testimony to the Carlos Rocha & Carlos Rocha Construções, Lda. – IAF 28)

- Accreditation standard: ISO/IEC 17021; Certification Body assessed: EIC (ISO 9001:2015 audit testimony to the ETERMAR - Empresa de Obras Terrestres e Marítimas, S.A. – IAF 28)

2020

- Accreditation standard: ISO/IEC 17021; Certification Body assessed: EIC (ISO 9001:2015 Assessment Processes - IAF 12, 17, 18, 19, 34, 35 e 7)

2019

- Accreditation standard: ISO/IEC 17021; Certification Body assessed: APCER (ISO 9001:2015 audit testimony to the Cooperativa Agrícola de Vila do Conde – Category D)

- Accreditation standard: ISO/IEC 17021; Certification Body assessed: EIC (ISO 9001:2015 Assessment Processes - IAF 3, 30, 4, 5, 6, 14 e 23)

2018

- Accreditation standard: ISO/IEC 17021 + ISO/TS 22003; Certification Body assessed: CERTIF (ISO 9001:2015 and ISO 22000:2005 audit testimony to the AgroAguiar – Category CII e CIV)

2017

- Accreditation standard: ISO/IEC 17021; Certification Body assessed: APCER (ISO 9001:2008 and ISO 9001:2015 Assessment Processes - IAF 6, 12, 18, 19, 23, 28, 29, 30 e 36)

- Accreditation standard: ISO/IEC 17021; Certification Body assessed: EIC (ISO 9001:2008 audit testimony to the Plaspur - IAF 14)

- Accreditation standard: ISO/IEC 17021 + ISO/TS 22003; Certification Body assessed: SGS ICS (ISO 22000:2005 audit testimony to the Queijaria Guilherme – Category C)

2016

- Accreditation standard: ISO/IEC 17021; Certification Body assessed: EIC (ISO 9001:2008 and ISO 9001:2015 Assessment Processes - IAF 3, 14, 18, 19, 23, 28, 29 e 34)

- Accreditation standard: ISO/IEC 17021; Certification Body assessed: APCER (ISO 9001:2008 and ISO 9001:2015 Assessment Processes - IAF 1, 3, 4, 14 e 35)

2015

- Accreditation standard: ISO/IEC 17021 + ISO/TS 22003; Certification Body assessed: SATIVA (ISO 22000:2005 audit testimony to the Necton, S.A. - IAF2)

- Accreditation standard: ISO/IEC 17021 + ISO/TS 22003; Certification Body assessed: APCER (ISO 22000:2005 audit testimony to the REGIEFRUTAS – Cooperativa Agrícola de Interesse Público Távora-Varosa, CIPRL – Category D)

- Accreditation standard: ISO/IEC 17021; Certification Body assessed: SGS ICS (ISO 9001:2008 audit testimony to the J. PRIOR - Fábrica de Plásticos, Lda. - IAF 14)

2014–Present

Internal Auditor

Internal Audits to Quality and Food Safety Management Systems ISO 9001, IFS – Food (version 6), GSFS – BRC (version 7) and ISO 22000:

- ISO 9001:2015/ ISO 22000:2018 DELTA Vending

- ISO 9001:2008 DESITEJO – Desinfeções do Sul, Lda.
- ISO 9001:2008 Refer Engineering
- ISO 9001:2008 / ISO 22000:2005 Monte da Capela – Sociedade Agrícola e Comercial, Lda.
- GSFS – BRC Cooperativa Agrícola da Vidigueira
- ISO 22000:2005 Casa Santos Lima
- ISO 22000:2005 Cooperativa Agrícola da Vidigueira
- IFS – Food Chocolate

2006–Present

Project Manager, Technical Support and Training

APQ - Associação Portuguesa para a Qualidade, Lisboa

- Training Activity Manager (tailor-made training and e-learning);
- Awards Manager;
- Training Management System Manager (DGERT certification);
- Knowledge Manager;
- EFQM's levels of excellence – Applications Manager;
- Member of CT 187 - Formal, non-formal and informal learning.

1999–2006

Consultant, Trainer and Auditor

Consultant, Trainer and Auditor, in a consulting services company, collaborating with their clients in the implementation of Quality Management Systems, Food Safety Systems and Training Management Systems.

PROFESSIONAL EXPERIENCE AS AN AUDITOR:

- NP EN ISO 9001:2000 Comunidade Terapêutica da Quinta das Lapas – Associação Dianova Portugal IAF 38
- NP EN ISO 9001:2000 AGA, S.A. IAF 12
- NP EN ISO 9001:2000 Isporeco, Lda. IAF 35
- NP EN ISO 9001:2000 + Codex Alimentarius Puratos, S.A. IAF 03
- NP EN ISO 9001:2000 SIMIA, Lda. IAF 18
- NP EN ISO 9001:2000+ Codex Alimentarius Martins & Costa, S.A. IAF 03
- NP EN ISO 9001:2000+ Codex Alimentarius Confeitaria Carlos Gonçalves, Lda. IAF 03
- NP EN ISO 9001:2000+ Codex Alimentarius Puratos, S.A. IAF 03
- NP EN ISO 9001:2000 SIQ, Lda. IAF 12
- NP EN ISO 9001:2000 SIQ, Lda. IAF 12
- NP EN ISO 9002:1995+ Codex Alimentarius Puratos, S.A. IAF 03
- NP EN ISO 9001:2000 Colchões Bom Repouso, C.R.L. IAF 23
- NP EN ISO 9001:2000+ Codex Alimentarius Progelcone, S.A. IAF 03
- NP EN ISO 9001:1995 Direq, Lda. IAF 28
- NP EN ISO 9002:1995+ Codex Alimentarius Raporal – Divisão de Carnes, S.A. IAF 03
- NP EN ISO 9002:1995 Sociedade Permutadora, S.A. IAF 12
- NP EN ISO 9002:1995 Atlantis, S.A. IAF 15

PROFESSIONAL EXPERIENCE AS A CONSULTANT OF QMS (ISO 9001):

- Fapil – Indústria de Escovaria, S.A.
- PMH – Produtos Médicos e Hospitalares, Lda. Farinhas Firmos, Lda.
- Confeitaria Carlos Gonçalves, Lda. FAMO – Mobiliário de Escritório, S.A. Sociedade Instaladora Canha, Lda. Lanidor, S.A.
- Progelcone, S.A. Colchões Bom Repouso
- SIQ – Sociedade de Indústrias Químicas, Lda. Martins & Costa, S.A.
- SIMIA – Sociedade Industrial de Máquinas para a Indústria Alimentar, Lda. Valinveste, Lda
- Puratos – Indústria de Panificação e Pastelaria, S.A. Confeitaria Carlos Gonçalves, Lda.
- Isporeco, Lda.
- Carnes 2000 - Indústria de Abate e Transformação de Carnes

PROFESSIONAL EXPERIENCE AS A CONSULTANT OF FSMS (HACCP/ISO 22000):

- Lapiás – Restauração, Lda. Farinhas Firmos, Lda.
- Confeitaria Carlos Gonçalves, Lda.

- Galapa – Indústria de Abate e Transformação de Carnes Carnes 2000 - Indústria de Abate e Transformação de Carnes Progelcone, S.A.
- Martins & Costa, S.A.
- Puratos – Indústria de Panificação e Pastelaria, S.A.

PROFESSIONAL EXPERIENCE AS A TRAINER (2000 – 2005):

- Integrated Management System (Quality and Environment) - Isporeco
- HACCP System - Lara - Laranja do Algarve
- Warehouse Management / Customer Order Management / Quality Management - Martins & Costa
- Process Management - Isporeco
- Process Management - Confeitaria Carlos Gonçalves
- The Path of Continuous Improvement - Simia
- Records - Manufacturing and Assembly - Simia
- Process Management - Simia
- Management's Commitment to Company Success - Simia
- Professional behavior - Simia
- The Benefits of the Quality Management System - organizational, management and continuous improvement aspects - Simia
- Process Management - Puratos
- Sectorial Organization - Production Area - Simia
- The role of the Process Manager - SIQ
- Process Management - Valinveste
- Process Management - Martins & Costa
- Hygiene - Martins & Costa
- Registration and Treatment of Non-Conformities - SIQ
- Process Management - SIQ
- Self-Control Implementation - Martins & Costa
- Food Safety - Galapa e Carnes 2000
- Quality, today and always - Confeitaria Carlos Gonçalves
- Quality, today and always - Fapil
- Non-conformities - Fapil
- Non-conformities - Progelcone
- Non-conformities - Colchões Bom Repouso
- Non-conformities - Confeitaria Carlos Gonçalves
- Hygiene - Galapa e Carnes 2000
- How I contribute to product quality and safety - Galapa e Carnes 2000
- Quality Management System - Progelcone
- Presentation of the HACCP System - Galapa e Carnes 2000
- The Quality Game - PMH
- Hygienic conditions in the Food Industry - Progelcone
- Presentation of the HACCP System - Raporal - Stec
- Presentation of the HACCP System - Confeitaria Carlos Gonçalves

1997–1998 Quality Manager

Implementation process of the Quality Assurance System, according to the requirements of NP EN ISO 9002, with a view to the recognition of the company by a certification body.

1996–1997 Research technician at the Instituto de Biologia Experimental e Tecnológica

Project " African Swine Fever Virus Diagnostic Biosensors", integrated in the program "Agricultural and Agro-Industrial" of CE.

EDUCATION AND TRAINING

CONTINUOUS TRAINING (last 7 years):

- 2021 **FSSC & ISSO 22000 Simplificadas – Desafio 4 Semanas (Online)**
(FSSC 22000 version 5.1)
Nuno F. Soares | Ana Paula Correa
- 2020 **FSSC 22000 Version 5 Lead Auditor Training Course based on ISO 22000:2018**
CQI and IRCA Certified Approved Training
DNV GL
- IFS Food v. 7 (Online)**
Associação Portuguesa para a Qualidade
- Practical rules for safety and health at work – Covid 19 (Online)**
Associação Portuguesa para a Qualidade
- EFQM Foundation Training (Online)**
Associação Portuguesa para a Qualidade
- Mind Maps (Online)**
Associação Portuguesa para a Qualidade
- Food Fraud (Online)**
Associação Portuguesa para a Qualidade
- Definition of Objectives in the Management Systems and Verification of Desired Results through Performance Indicators (Online)**
Associação Portuguesa para a Qualidade
- Risk and Opportunity in Management Systems using ISO 31000: 2018 (Online)**
Associação Portuguesa para a Qualidade
- EFQM Certified Assessor Transformation Training (Classroom)**
Associação Portuguesa para a Qualidade
- BRCGS Food Safety v. 8 (Online)**
Associação Portuguesa para a Qualidade
- FSSC 22000 v. 5 (Online)**
Associação Portuguesa para a Qualidade
- Implementation of ISO 9001: 2015 - Quality Management Systems (Online)**
Associação Portuguesa para a Qualidade
- ISO 22000 – Food Safety Management Systems (Online)**
Associação Portuguesa para a Qualidade
- The new standard NP EN ISO 19011: 2019 - Guidelines for audits of management systems (Online)**
Associação Portuguesa para a Qualidade
- IFS FOOD v. 6.1 (Online)**
Associação Portuguesa para a Qualidade
- Management of Crisis Scenarios and Business Continuity (Online)**
Associação Portuguesa para a Qualidade
- Audit to Verify the Compliance of the GDPR (Online)**
Associação Portuguesa para a Qualidade

- 2019 **Quality Concepts and Methods**
American Society for Quality | Associação Portuguesa para a Qualidade
- Internal Auditor ISO 22000/FSSC 22000, BRC e IFS**
Associação Portuguesa para a Qualidade
- 2018 **EFQM Assessor Training**
Associação Portuguesa para a Qualidade - National Representative of EFQM, Lisboa
- 2017 **EQUASS 2018 Auditors Training**
European Platform for Rehabilitation (EPR), Lisboa
- Energy Assessment in accordance with ISO 50001 (E-learning)**
Associação Portuguesa para a Qualidade
- GDPR - Objectives, Applicability and Implementation**
Associação Portuguesa para a Qualidade, Lisboa
- 2016 **Fire Safety in Buildings - Self-Protection Measures (E-learning)**
Associação Portuguesa para a Qualidade
- Agrifood annual conference**
APCER
- “ISO 9001:2015 - Pioneer Application Examples” Seminar**
Associação Portuguesa para a Qualidade, Lisboa
- 2015 **E-learning – Pedagogical model and its operationalization**
Associação Portuguesa para a Qualidade, Lisboa
- Implementation of ISO/TS22003:2013**
IPAC, Lisboa
- Transition from ISO 9001: 2008 to the future ISO version 9001: 2015**
Associação Portuguesa para a Qualidade, Lisboa
- 2014 **IFS Management GmbH – IFS Training – IFS Food, International Food Santard, version 6 course**
IPAC – Trainer: Stéphanie Lemaitre (IFS Technical Director), Lisboa
- How to evolve the Codex Alimentarius HACCP System to ISO 22000**
Associação Portuguesa para a Qualidade, Lisboa

ACADEMIC AND QUALIFYING TRAINING:

- 2015–2016 **Master in Food Safety - Curricular component**
Faculdade de Medicina Veterinária da UL, Lisboa
Attended and successfully completed 26 disciplines
- 2006–2007 **Senior Health and Safety Technician (Level VI)**
- 2004–Present **Certified Trainer - CCP nº EDF 40672/2004 DL**
- 1997–1997 **Postgraduate in Tropical Medical Microbiology**
Instituto de Higiene e Medicina Tropical da Universidade Nova de Lisboa, Lisboa
- 1990–1995 **Degree in Agronomic Engineering**
Instituto Superior de Agronomia da Universidade Técnica de Lisboa, Lisboa

PERSONAL SKILLS

Native language Portuguese

Other languages	UNDERSTAND		SPEEK		WRITE
	Listening	Reading	Oral interaction	Oral production	
English	B1	B2	B1	B1	B2

Levels: A1 e A2: Basic user - B1 e B2: Independent user - C1 e C2: Advanced user
[Common European Framework of Reference for Languages](#)

- Communication skills - Communication skills, acquired through experience as a trainer
 - Ability to approach and relationship with customers, acquired through experience as a commercial manager
- Organizational skills - Management skills, acquired through the manager of the training team
 - Organizational skills acquired as manager of several technical projects

Digital competences

SELF-ASSESSMENT				
Information processing	Communication	Content creation	Security	Problem solving
Independent user	Independent user	Independent user	Basic user	Basic user

[Digital competences – Self-assessment framework](#)