

SUCCESS STORY



Name: **Özlem Bacak**

Job title: **Managing Director & Food Industry Consultant**

Country: **United Kingdom**

Tell us about your background / you / role / education / outside of work.

I am the Managing Director of Luviland Limited, providing consultancy services across production, R&D, food safety, quality management systems, and UK regulatory compliance. With over 10 years of hands-on production and quality systems experience in the dairy, canned food, and bakery sectors, I am uniquely positioned to assess and support entire management systems from a production-aware perspective. My role bridges production operations with quality and regulatory requirements, ensuring that BRCGS, HACCP, ISO 22000, and UK legislation are practically and effectively implemented.

Why did you join the BRCGS Professional Programme?

I joined the BRCGS Professional Programme to formalise my extensive multidisciplinary experience, combining production, R&D, and management systems expertise, within a globally recognised professional framework. The programme strengthens my audit competency and supports my progression towards Lead Auditor status.

What value do you personally feel the BRCGS Professional certification brings to you?

The BRCGS Professional certification provides international recognition and validates my ability to assess and support production-integrated management systems, leveraging over 10 years of hands-on production and quality systems experience. It reinforces professional credibility and positions me to contribute effectively at senior auditing and consultancy levels.

How has the training helped improve operations at your site/company?

The programme has enhanced my ability to apply BRCGS standards across production environments, product development, and regulatory compliance, taking into account the practical realities of manufacturing operations. My production and quality systems experience allows me to evaluate systems with a realistic, operational perspective, ensuring recommendations are actionable and effective.

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BRCGS 
PROFESSIONAL

What are your career ambitions/aims?

My career ambition is to progress as a Lead Auditor within a UK-based BRCGS consultancy or certification organisation. I aim to leverage my 10+ years of hands-on production and quality systems experience to support manufacturers in establishing robust, compliant, and sustainable food safety and operational systems. I am open to evaluating professional opportunities aligned with this career path.