

SUCCESS STORY



Name: **Ela Frydrych**

Job title: **Quality Manager**

Country: **United Kingdom**

About Me:

My professional journey in food safety and quality has been both diverse and incredibly rewarding. I currently work as a Quality Manager at one of DHL Supply Chain's sites in the UK, where we handle a range of food products. In this role, I'm not only responsible for maintaining high standards of food safety and quality on-site, but I also take great pride in supporting other DHL sites, sharing best practices and helping to raise standards across the business.

Over the years, I've gained solid experience across various sectors of the food industry – from manufacturing to storage and distribution – holding roles such as Quality Systems Manager, Compliance Coordinator, and Technical Manager. Each role has contributed to building a well-rounded perspective on what it takes to ensure food safety at every stage of the supply chain.

One of the most fulfilling aspects of my current position is the opportunity to promote a strong food safety and quality culture – not just through systems and audits, but by genuinely engaging with teams.

Outside of work, I love spending time with my family and friends. My proudest achievement by far has nothing to do with certifications or audits – it's raising my bright, curious, and fiercely independent 4-year-old son, who surprises me every single day with the things he knows and the questions he asks.

Why did you join the BRCGS Professional Programme?

I joined the BRCGS Professional Programme because I wanted to place a formal recognition on the knowledge and experience I've gained throughout my career. For me, it was both a personal milestone and a professional statement – a way to validate my development and reassure colleagues, stakeholders, and customers that I have the right expertise to lead on food safety and quality. It's been a great way to reinforce my credibility in the field and continue growing with confidence.

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

Becoming a BRCGS Professional has added significant value to my career. It helped me deepen my technical knowledge, broaden my strategic thinking, and connect with a global community of professionals who are just as passionate about food safety as I am.

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

The structured learning path, combined with practical, real-world relevance, gave me the confidence to lead improvements and drive positive change on site. It enhanced product safety, supported better audit ratings, and strengthened our credibility with external customers.

What did you most enjoy about the training?

What I enjoyed most about the training was discovering new topics that really expanded my knowledge and boosted my confidence. Even with years of experience, there were fresh insights and practical tools that helped me see things from new angles. It was both engaging and empowering – a reminder that there's always more to learn, and that continuous development makes a real difference in how I approach my role.

What are you most looking forward to within the professional community?

I'm excited about the opportunity to learn from others, stay up to date with industry trends, and continue raising the standards across the supply chain.

How do you plan to keep your skills up to date?

I'm the kind of person who always believes there's more to learn and discover – growth never really stops. I'm fortunate to be part of the DHL Supply Chain team, where continuous learning is strongly supported. I actively seek out new training opportunities, stay engaged with industry updates, and look for practical ways to apply new knowledge in my day-to-day work.

What are your career ambitions/aims?

Looking ahead, I'd love to complete a Lead Auditor training course and explore the auditing path to strengthen my skills in that area. I'm also passionate about helping wider teams improve their quality standards, so I can definitely see myself moving into a consultancy role in the future.