

SUCCESS STORY



Name: **Katherine Tan Su Fun**

Job title: **QA/QC Manager**

Country: **Singapore**

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

I am a food safety and quality professional with over 10 years of experience in the food manufacturing and packaging industries, specialising in certification programmes such as BRCGS, FSSC 22000, ISO 22000, ISO 9001, ISO 45001, HACCP, GMP, Halal, Kosher, SFA, and other international food safety standards. I lead both Quality and R&D teams to ensure product safety, regulatory compliance, and continuous improvement.

I am currently the QA/QC Manager at Cremer Sustainable Foods, a joint venture between a German company and Temasek, specialising in OEM plant-based frozen foods. My role covers internal, external, certification, and customer audits, CAPA management, vendor qualification and performance, customer complaints, training cross-functional teams, and ensuring regulatory compliance with SFA, Halal, and international standards. I am passionate about building strong food safety cultures, developing practical solutions to compliance challenges, and mentoring teams to drive operational excellence.

I hold a Bachelor of Science (Hons) in Food Science and Nutrition from UCSI University in Malaysia. Outside of work, I enjoy continuous learning, reading, playing piano, practicing yoga, and attending industry events to stay connected with the latest food safety developments.

Why did you join the BRCGS Professional Programme?

I joined the BRCGS Professional Programme to strengthen my expertise in product safety management and ensure I remain aligned with the latest BRCGS standards and expectations. The programme provides a structured path to deepen my technical knowledge, sharpen my auditing and compliance skills, and apply global best practices that protect brands and enhance food safety. It also offers international recognition, which adds value both to my career and to my organisation.

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

For me, it provides credibility and confidence as a recognised professional in quality and product safety. It strengthens my employability and connects me with a global network of peers, enabling me to exchange experiences, share insights, and grow alongside other experts in the industry.

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

The training has helped me implement stronger product safety controls, which directly improved audit results. It also supported the introduction of structured, standardised approaches to food safety management. I have applied this knowledge to strengthen internal audits, close gaps identified in certification audits, and improve supplier management. Additionally, it has enhanced staff training programmes, ensuring every employee understands their role in sustaining a strong food safety culture. Together, these improvements have supported better compliance and reduced risks during external audits.

What did you most enjoy about the training?

I particularly enjoyed the interactive style of the training. The use of case studies and group discussions encouraged participation and made the sessions highly engaging. The delivery was practical, enabling me to apply the concepts directly to workplace challenges. The materials were well-structured, and the shared experiences from trainers and peers provided valuable insights.

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

I am excited about the opportunity to connect with other professionals, share experiences, and gain new perspectives from different industries. The Professional community provides a platform to find solutions to complex challenges and gain inspiration from global leaders in quality and compliance. I also look forward to exclusive learning opportunities, such as microlearning sessions and professional events, that will help me continue developing my expertise.

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

I plan to continue through the PPP system by enrolling in additional training courses, attending conferences and events, joining webinars and e-learning sessions, and contributing as a mentor within my organisation. I also intend to pursue further qualifications, including postgraduate studies, to deepen my expertise.

What are your career ambitions/aims?

My ambition is to lead a larger team of technical professionals and expand the implementation of the BRCGS Professional Programme across other areas of my company. Longer term, I aspire to be recognised as an industry leader in food safety and contribute to brand protection strategies on a broader scale. I also hope to open my own consultancy or business in the future, and becoming a BRCGS consultant and auditor is a key goal, as it will allow me to help raise industry standards while developing my career internationally. Finally, I aim to mentor young professionals to support the next generation of quality leaders.