

# SUCCESS STORY



Name: **Ebru Demir**

Job title: **Quality & Food Safety Management Systems Consultant, Auditor**

Country: **Turkey**

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

I graduated from Celal Bayar University, Faculty of Engineering, Department of Food Engineering in 2013. To support my professional expertise with managerial competencies, I completed a Master's degree in Business Administration at Gebze Technical University. Following my graduation, I worked in the bakery sector for approximately ten years, holding positions as Production Manager, Quality Assurance Engineer, and Quality Manager, gaining field-based, application-oriented, and multidisciplinary experience in production, quality, food safety, and audit management.

Since 2024, I have been conducting independent audit activities as a supplier and brand auditor; providing audit and consultancy services within the scope of ISO Standards and GFSI-Approved Quality and Food Safety Standards. In this context, I aim to evaluate standard requirements from an unbiased, consistent, and risk-based perspective and transform them into value-added outputs for businesses. Currently, I carry out all these activities under the umbrella of Ebru Demir Quality Consultancy Services, which I founded; providing both audit and consultancy services to businesses to help them comply with national and international requirements and create auditable and sustainable management systems.

Throughout my professional development, my focus has been on food safety, quality management, and auditing processes. Outside of my professional life, I embrace attending advanced training programs that support professional competence, closely following industry developments, and continuous learning as a fundamental approach.

## **Why did you join the BRCGS Professional Programme?**

I participated in the BRCGS Professional Program to strengthen the brand credibility of Ebru Demir Quality Consulting Services, to deepen my knowledge and expertise in product safety management, and to be part of an internationally recognized professional structure. The program's current, practice-oriented approach to food safety perfectly aligns with my professional development goals.

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

The BRCGS Professional certification has been a strong indicator of competence, validating my knowledge and expertise in food safety and quality management systems on an international scale. The skills acquired through the program have enabled me to address standard requirements not only at a theoretical level, but also within an integrated, sustainable, and auditable framework. Thanks to this certification, I am able to develop more systematic, consistent, and results-oriented approaches in my consulting and auditing activities. It also enhances my professional credibility, creating a strong reference and a source of trust for the companies and stakeholders I serve.

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

BRCGS Professional training has enabled me to interpret standard requirements more deeply in my audit services, analyze risks more effectively, and evaluate findings from a more consistent, objective, and value-adding perspective. Based on these gains, I conduct my audit and consulting work within an integrated and consistent framework, with a risk-based and results-oriented approach. Thanks to the knowledge and practices acquired during the training, I am able to design and evaluate auditable and sustainable management systems that effectively integrate standard requirements into operational processes. This approach provides tangible contributions in the form of stronger system implementations, improved audit performance, successful audit results, and increased credibility among stakeholders in the audit and consulting projects I undertake.

## What did you most enjoy about the training?

The instructor's expertise, the training techniques used, the delivery style, and the interactive applications made the process highly efficient and enjoyable. Supporting theoretical knowledge with practical examples increased the retention of learning.

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

Within the professional community, I consider the most valuable gain to be the opportunity to share knowledge and experience with experts actively working in the field and holding similar technical responsibilities, to learn best practices directly from the source, and to compare approaches across different sectors.

At the same time, I believe that sharing current standard interpretations, application variations, and sectoral developments through this professional network will significantly improve technical consistency and the quality of decision-making in my auditing and consulting activities. I view the BRCGS Professional community as a strong reference and interaction platform that supports continuous development.

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

I will maintain my up-to-date knowledge by participating in additional training courses within the BRCGS PPP system, attending conferences and industry events, and through e-learning and webinars. I also plan to continuously deepen my knowledge through training and certifications that support academic and third-party professional qualifications.

## What are your career ambitions/aims?

My career goal is to make Ebru Demir Quality Consulting Services, which I founded, a reliable point of reference in food safety and quality management systems through national and international audit and consulting activities. To this end, I aim to provide impartial, consistent, and value-added audit services and effective and sustainable consulting solutions within the scope of GFSI-approved Standards (BRCGS, IFS, FSSC 22000) and ISO systems by establishing a structure comprised of highly technically competent experts.

At the same time, in my audit and consulting work, I aim to ensure that businesses not only comply with standards but also adopt a risk-based thinking approach, strengthen their operational processes, and integrate a food safety culture into their corporate structure. In the long term, I aim to position myself as a leading and referenced auditor and consultant in the sector, based on my technical competence, auditor's perspective, and professional approach.