

SUCCESS STORY

BRCGS 
PROFESSIONAL



Name: **Meltem Öztürk**

Job title: **Factory Manager**

Country: **Turkey**

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

My passion for food engineering has never faded since the day I graduated with honours from Istanbul Aydın University. Over a career spanning more than 12 years, I have taken on roles across a remarkably wide spectrum, from coffee roasting and FMCG manufacturing to R&D laboratories and full factory management.

Today, as Factory Manager at Anisah Coffee, I lead the entire factory operation: production, quality, maintenance, warehouse, and dispatch. For me, quality is not a department—it is a way of thinking. Outside of work, one of my greatest passions is continuous learning, and I never stop pushing myself to grow.

Why did you join the BRCGS Professional Programme?

Over the years, I have built BRCGS systems from the ground up across multiple sites, steered facilities through certification audits, and trained teams to sustain what we had created. But at a certain point, I realised there is a profound difference between implementing a standard and truly internalising it.

The BRCGS Professional Programme gave me that depth. I joined to build a much stronger foundation in the logic behind the standards, the essence of risk-based thinking, and international best practices. At the same time, elevating my company's credibility on a global scale was a defining factor in my decision.

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

This certification is not just a validation document for me—it is a turning point. I now approach Risk Assessment, Root Cause Analysis, Validation, and Verification with a far more analytical and systematic mindset. Seeing that what I had been applying on the ground resonated at an international level was an incredibly empowering experience.

Combined with my BRCGS Lead Auditor certification, this qualification has become a genuine competitive advantage—one that has both deepened and broadened my career.

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

I returned from the training not just with new knowledge, but with a new perspective. I restructured the quality control system end-to-end, reduced defect rates by 20% within six months, increased production efficiency by 15%, and achieved a measurable drop in customer complaints.

Root cause analysis and risk-based thinking are now embedded into daily operations—they are no longer optional extras. My team no longer reacts to problems; they anticipate them.

What did you most enjoy about the training?

What struck me most was the way the training brought the real world into the room. The industry cases shared by expert trainers went far beyond theory and reminded me, once again, that what truly matters is what you do in practice. The interactive tasks and open discussions made me an active participant, not just a listener. Honestly, you don't want to leave an environment like that.

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

The idea of connecting with professionals from different geographies and different sectors genuinely excites me. Each of us has solved different problems and built different systems, and the point where those experiences converge creates an extraordinary learning environment. Exclusive content such as microlearning is one of the smartest ways to stay current. My goal is not simply to be a member of this community, but to become an active contributor to it over time.

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

I have never seen learning as an obligation—it is a way of life for me. Alongside regularly following activities within the CPD system, I am currently completing the Lean Production and Management Certificate Programme at İTÜ SEM. Industry conferences, webinars, and e-learning platforms are a permanent fixture in my routine. There is no luxury in standing still; the food safety world evolves relentlessly, and I choose to evolve with it.

What are your career ambitions/aims?

I want to shape food safety culture within larger, more complex organisations. Beyond being a technical leader, my ambition is to develop people, transform systems, and leave a lasting mark on the industry. The BRCGS Professional certification is an important milestone on that journey, but the story is only just beginning.