

SUCCESS STORY



Name: **Inga Ozola**

Job title: **Supply Chain Quality and Service Manager**

Country: **Latvia**

What is your current role?

I currently serve as the Supply Chain Quality and Service Manager at SIA Rimi Baltic, where I lead quality assurance and service excellence initiatives across the supply chain. My role involves ensuring compliance with food safety standards in distribution centres across each Baltic country, optimising service levels for stores, and driving continuous improvement throughout our daily operations in the Baltics.

Why did you join the BRCGS Professional Programme?

I joined the BRCGS Professional Programme to deepen my expertise in global food safety and quality standards, and to strengthen my ability to lead strategic quality initiatives across complex supply chains. The programme provided a structured and internationally recognised path to enhance both my knowledge and credibility in the field.

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

The BRCGS Professional certification has elevated my professional profile and given me a broader perspective on risk management, audit readiness, and quality systems. It has reinforced my commitment to excellence and innovation in food safety, which I actively promote both within my organisation and externally as a trainer and expert.

How has the recognition programme impacted your work?

The certification has empowered me to implement more robust quality systems and foster a culture of accountability and continuous improvement. It has also enhanced my ability to train and mentor others, both within Rimi Baltic and in the wider industry. I apply these principles to drive measurable improvements in operational performance.

How did you get to your current role?

My journey in quality and supply chain management has been shaped by a strong foundation in food safety, a passion for excellence, and a commitment to lifelong learning. Over the years, I have taken on increasingly strategic roles, combining technical expertise with leadership to deliver value across the organisation. My involvement in professional training and national efficiency initiatives reflects my dedication to advancing the industry and supporting the next generation of quality leaders.