

SUCCESS STORY

BRCGS 
PROFESSIONAL



Name: **Dr. Elena Narbona-Fernandez**

Job title: **Head Of Quality**

Country: **United Kingdom**

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

I am currently the Head of Quality at Bsolve Limited t/a Bsolve Dental, based in Scotland (UK), where I lead the Quality Department, coordinating and supervising all Quality Assurance and Quality Control activities. I hold a PhD in Food Science, alongside postgraduate qualifications in food technology, nutrition, and agriculture, and I bring over 20 years of experience across the food, agricultural, cosmetic, medical device, and pharmaceutical sectors.

Originally from Spain, I relocated to the UK in December 2011. My career spans academic research, applied R&D, and senior quality leadership roles, with experience working to international standards including BRCGS, ISO 9001, ISO 13485, ISO 22716, GMP, and HACCP. I maintain a strong focus on continuous professional development, including advanced training in auditing, risk assessment, root cause analysis, validation and verification, and quality systems management to ensure compliance with evolving regulatory and industry expectations.

Outside of work, I enjoy music and am learning to play the piano. I also enjoy exploring different cuisines and spending time with my family; my husband and daughters are my biggest achievement and a constant source of motivation and balance.

Why did you join the BRCGS Professional Programme?

I joined the BRCGS Professional Programme to strengthen my understanding of product safety management and to support consistent, high-quality standards across different products and customers. The international recognition associated with BRCGS was also an important factor, particularly when working with customers, regulators, and partners across multiple regulated sectors.

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

The certification has provided a strong sense of belonging to a global community of professionals who share the same commitment to quality and product safety. It has enhanced my technical knowledge, strengthened my professional credibility, and supported continued career development within highly regulated industries.

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

The training has strengthened the consistency and effectiveness of our quality and product safety systems, supporting a proactive approach to risk management, validation, and continuous improvement. It has enhanced audit readiness across the business, improved confidence during regulatory and customer audits, and reinforced a strong quality culture, ensuring we consistently meet both regulatory requirements and customer expectations.

What did you most enjoy about the training?

I particularly enjoyed the trainers' expertise, the engaging delivery methods, and the interactive nature of the sessions. The practical tasks and real-world examples made the learning immediately applicable within my organisation.

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

I am most looking forward to accessing shared knowledge and best practice within the Professional community, helping to ensure my organisation continues to operate to the highest standards and consistently delivers safe, high-quality products. Engaging with other professionals also supports continuous improvement and helps keep quality and product safety at the forefront of everything we do.

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

With the support of my organisation, I plan to continue accessing relevant training and professional development opportunities to remain up to date with evolving industry requirements, regulations, and standards. This includes ongoing learning through the BRCGS Professional Programme, as well as broader industry engagement to ensure best practice is consistently applied.

What are your career ambitions/aims?

My career ambitions include leading and developing quality and technical professionals within my organisation, ensuring both the company and its customers consistently receive the highest standards in quality and product safety. I also aim to embed the BRCGS Professional Programme more widely across the business and continue to be recognised as a trusted leader in quality and product safety within regulated industries.