

SUCCESS STORY



Name: **Summer Carter**

Job title: **Head of Technical**

Country: **United Kingdom**

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

I'm currently the Head of Technical at Llaeth Y Llan (Village Dairy), a Welsh yoghurt manufacturer. My role involves customer-facing technical leadership, ensuring site compliance with BRCGS and retailer standards, driving a culture of continuous improvement, and overseeing product safety, environmental, and health & safety responsibilities. I've spent over 15 years working in GMP environments across dairy, bakery, meat, and ambient food sectors, in both manufacturing and retail. My career has included senior technical and NPD roles, group-level leadership, and interim assignments. I hold numerous food safety and auditing certifications and recently completed the BRCGS Professional Programme, alongside qualifications such as the NEBOSH Environmental Certificate.

Outside of work, I live in rural North Wales, where I enjoy running, listening to podcasts, and spending time with my family. I'm naturally curious and love to research and understand the systems I work with - a trait that's served me well in both my professional and personal life.

Why did you join the BRCGS Professional Programme?

I joined the programme to reinforce my technical foundation, stay current with evolving standards, and gain formal recognition in Product Safety Management. For me, brand protection is not just a responsibility - it's a professional value - and this programme provided structured learning that supports both business outcomes and personal growth. I also wanted to connect with a wider community of like-minded professionals and gain international credibility.

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

The certification is more than a badge - it demonstrates competency, commitment, and credibility. It has elevated my professional confidence, given me access to up-to-date knowledge, and placed me within a community of industry leaders. It also enhances employability by showing that I meet a globally recognised standard for technical excellence and continuous learning.

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

The training has directly contributed to improving our product safety culture, audit outcomes, and overall site credibility with customers. The structured modules on root cause analysis, validation and verification, and vulnerability assessments have led to process improvements that are both measurable and sustainable. The knowledge gained has allowed me to better mentor my team and drive site-wide improvements.

What did you most enjoy about the training?

The standout for me was the interactive delivery style, which made technical content engaging and relevant. The trainers brought real-world scenarios that resonated with my work, and I appreciated the mix of e-learning, case studies, and practical tasks. The training felt tailored and current, not generic.

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

I'm excited about networking with fellow professionals, sharing best practices, and attending live events or webinars. I value being part of a community that's forward-thinking and committed to food safety and quality. I'm also interested in the Microlearning content and the opportunities to contribute to knowledge sharing.

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

I will continue through the PPP system, enrolling in additional BRCGS training, mentoring others, and attending external events, conferences, and webinars. I also plan to pursue third-party qualifications to stay ahead of changes in regulation, technology, and best practice.

What are your career ambitions/aims?

I aspire to lead technical governance at a group or strategic level, with a focus on embedding the BRCGS Professional Programme across multiple sites to drive consistency and excellence. I'm passionate about mentoring the next generation of technical professionals and contributing meaningfully to the broader food industry. Ultimately, my goal is to continuously grow, lead with integrity, and be the best version of myself – both professionally and personally.