

- ✓ Self-motivated, highly effective **Quality Manager**, a graduate in Biochemistry, with over 17 years' experience of working with quality systems within investigative and manufacturing environments.
- ✓ Expert at implementing 'Lean Manufacturing' and 'Continuous Improvement' strategies nationally across all aspects of a business, to positively impact bottom-line revenues and growth opportunities.
- ✓ Performance record of creating a high-performance ethos, setting clear goals and obtaining 'buy-in' at all levels during the management of change.

AREAS OF EXPERTISE

Quality Management

- Qualified status as a Quality Manager and Quality systems Auditor with three years' formal experience as a Lead Auditor.
- Expert in the planning, implementation and audit of systems compliant with the ISO 9000 series, 14001, 17020 and 17025.
- Strong working knowledge of the principles of GMP, GLP, TQM and the use of quality tools including the Seven Sources of Waste.
- Instils quality standards and the concept that the adoption of a customer focused philosophy is the key to successful accreditation.

Strategic Planning

- Produces high standards of bespoke strategic and operational system documentation.
- Formulated and implemented strategic quality goals for a laboratory, meeting statutory requirements and the needs of two police forces.

Technical

- Summoned to appear as an Expert Witness during a trial.
- Generates high quality technical documentation in clear, comprehensive and concise language.

Change Management

- Achieves buy-in during the change process, conducting roadshows to display the common purpose and benefits.
- Engages staff in the planning and implementing of change.

Leadership, Communication and Presentation

- Chair of the British Forensic Contact Group, United Montgomery Group and Quality Lead for England.
- Resourceful and hands-on leader; excellent communicator experienced in leading, developing and motivating teams to deliver results.
- Facilitates inter and intra-agency communication with the ability to lead a diverse team through shared vision.
- Provides training to the police in quality processes and presents to external bodies.

Crisis Management

- Coordinates complex multi-agency responses to high profile and complex cases, working to tight deadlines across multiple disciplines.

PROFESSIONAL EXPERIENCE

TEK FORENSIC LABORATORY, Wellington, Somerset

2007–Present

Quality Manager

2016–Present

- Planned and implemented an ISO 17025, 9001 and 14001 compliant management system to accommodate the strategic and operational needs of two customer police forces and the wider criminal justice system.
- Introduced the concept of quality management as a value-adding business management process.
- Significantly increased service levels through the introduction of specialist, cutting-edge instruments and procedures for textile analysis.
- Developed a bespoke electronic management system utilising software package (ATec).
- Successfully secured UKAS accreditation for testing laboratory.
- Maximised communication with all staff to ensure commitment to the achievement of quality goals.
- Ensured a transition to improved business decision-making based upon data analysis and performance related indicators.
- Encouraged continual improvement through shifting the staff mind-set from the correction of errors to ongoing process improvement.

Forensic Scientist

2007–2016

- Conducted instrumental analysis and applied biology, focusing heavily on the principles of GMP and GLP.
- Attended crime scenes for complex cases to ensure evidence was collected accurately and effectively.
- Performed a 12-month secondment as liaison between the laboratory and its client police forces. Facilitated improved customer services, creating the nucleus of a new model for forensic science submissions units.
- Deployed innovative techniques to analyse samples to provide new evidence for old cases.

AWQ FORENSIC SCIENCE ORGANISATION, Bristol

2002–2007

Forensic Scientist

SPIRIT GROUP, Bristol

2001–2002

Research Scientist

PROFESSIONAL AFFILIATIONS

Certification to the International Register of Certified Auditors (IRCA), 2018

Member of the Chartered Quality Institute (CQI), 2016

Registered Forensic Practitioner (RFP) status

Chartered status from the Institute of Biology; Fellowship status pending 2018

EDUCATION AND TRAINING

BSc (Hons) Degree in Biochemistry (1st Class), Bristol University

Awarded Diamond Prize in Biochemistry

Attended various courses in Management Skills, Presentation Skills & Statistical Analysis

ADDITIONAL INFORMATION

IT Skills: Proficient user of MS Word, Excel, PowerPoint, Outlook and Access.

Interests: Enjoy surfing, keeping fit at the gym and family activities.