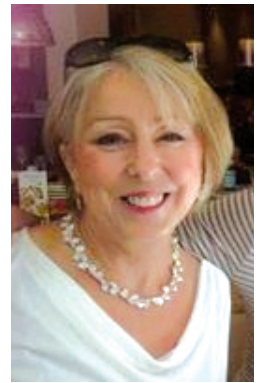


Susie Amey

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PROFILE:

A dedicated and creative Consultant and Trainer with the confidence and drive to achieve results. Proven leadership qualities, balanced with the need to create team relationships. Excellent communicator at all levels. Accomplished presenter and trainer, expertise in a wide range of techniques and is confident with groups up to 250. Enthusiasm and energy to maintain consistently high levels of motivation. First-class analytical, project management and problem solving skills.

MAJOR ACHIEVEMENTS:

Designed and implemented ISO 9000/14001/27001 business management system into large direct marketing company from scratch. Maintained certification whilst company grew from 350 staff to 1200 staff on multiple sites within 3 years.
Instrumental in the merging of group companies and in the subsequent de-merging three years later.
Acted as group coordinator for 36 week business improvement project conducted by outside consultants, IMPAC. Developed department to include Quality Assurance, Environmental, Health and Safety, Building and Facilities for multi site group.
Designed and implemented new Central Purchasing Department, went on to manage this and the purchase ledger department within one year, absorbing these functions within my other responsibilities.
Set up own business in Consultancy and Training, producing business plans, budgets, accounts and marketing materials. Maintained excellent business levels through repeat business and recommendations to new Clients for more than 12 years.
Developed iso.com to become a recognised skill resource in many industries.
See Business Profile and Client List.

EXPERIENCE:

May 2002 – Date Freelance Consultant/Trainer

Operating isocom as a Sole Trader offering the design and implementation of Certified Management Systems (9001, 14001, 27001, 18001).

Accomplished associate trainer delivering training courses throughout the South of England.
Writing and implementing business management systems to cover ISO systems in Quality Assurance, Data Security and Environment (including FSC & PEFC) and Health & Safety including BRC Global Standards.
Facilitating tutorials for above for Clients
Facilitating transitions between update of ISO standards
Designing, writing and delivering bespoke training courses

1994 – May 2002 THE MM GROUP LTD.

2000 – May 2002 Head of Management Resources

Managed team of 15 people on 6 sites
Overall group responsibility for Certified Systems (ISO9001, 14001, 27001), Health & Safety, Environment, Buildings and Facilities, Central Purchasing and Purchase Ledgers.
Managed annual budget of £2.5 million.
Set up new Central Purchasing department after successfully negotiating group purchasing contracts.
Held legal responsibility for Health & Safety and Data Protection for group compliance.

EXPERIENCE CONTINUED

1997 – 2000 Head of Management Systems

Managed team of 8 people on 3 sites
Overall responsibility for Quality Assurance, Environment and Health & Safety
Undertook leadership of major projects including IMPAC and implementation of new Sage Tetra accountancy systems.

1996 – 1997 QHSE Manager

Responsible for maintenance and ongoing certification of ISO 9000 system as below
Responsible for implementation and maintenance of Health, Safety and Environmental systems.

1994 – 1997 Quality Assurance Manager

Responsible for design, implementation, certification and maintenance of ISO 9000 business management system from scratch into 3 group companies.
Responsible for all training, documentation, administration, analysis and reporting associated with the system.

1992 – 1994 EXEL LOGISTICS GROCERY/RETAIL

1993 – 1994 Stock, Computer and Administration Manager

Responsible for team of 20 people throughout stock, ordering and goods-in department.
Responsible for control of chilled meat and provisions, for proactive support of Client's buying department and for calculating and reporting depot financial position daily.
Responsible for control of cyclical and audited stocktaking.
Instrumental in project that resulted control of short life stock and reducing stock losses in this respect to nil since implementation.
Designing and implementing electronic claims administration and analysis program.

1992 – 1993 Quality Assurance Manager

Responsible for design, implementation, certification and maintenance of ISO 9000 business management system.
Maximising attention and ownership on site by regular presentations, newsletters and competitions.
Expanding knowledge of quality systems and increasing site auditor base by producing QA training courses and training staff.
Created network of prime auditors between sites, increasing knowledge of quality systems throughout the Company.
Achieved 6 month deadline in readiness for certification.

EARLIER CAREER

4 years as Home Economist responsible for sales demonstrations, training courses and photographic food styling.

2 years as administration manager, setting up a sales and administration base for London Printing and Graphic Design agency.

2 years as property sales negotiator and secretary.

2 years as Telesales Executive for local free-sheet newspaper.

TRAINING AND QUALIFICATIONS

British Safety Council Diploma in Safety Management (Dip SM)

IRCA Auditor of QA and Environmental systems

ICS Diploma in Personnel Management (distance learning).

Conversant with Microsoft Office packages including Word, Excel, Power Point, Access, Email and internet.

Certificate of Professional Competence in Road Transport – National

Certificate of Professional Competence in Road Transport – International

Numerous company funded high profile management courses designed to develop managerial and presentational skills.

LCC Private Secretary Diploma

6 GCE 'O' Levels.

Basic working knowledge of written and spoken French.

INTERESTS

Walking and enjoying the countryside. Gardening, Cinema, Ballet (watching, not participating!), Music, Wining and Dining, Entertaining, General Socialising.

Communicatum Vitae