

**Name:**

Burcu Biçgel

**Country:**

Turkey

**Company:**

ARBEL S.A.

**Job Title:**

Quality Assurance Manager

**About you...**

I was born in Mersin, Türkiye. I graduated from Middle East Technical University, Ankara, from the Food Engineering Department in 2011. Since my graduation, I have had the chance to work in the field of quality assurance and management in different sectors. Currently, I am working as Quality Assurance Manager in Arbel S.A. Mersin, Türkiye under AGT Food and Ingredients Inc. which is one of the leading companies in producing and exporting pulses and cereals, actively exporting to over 120 countries. Our company is certified for BRCGS, IFS, FSSC 22000, ISO 9001, HELAL and KOSHER. My main responsibility is managing the systems together with my quality control and quality assurance team of 20 people. We direct the quality of pulses with high levels of control systems according to the standards for food safety and quality requirements. We not only train our own team with external and internal training but also our 600 working staff about food safety issues. Moreover, by our intern student program, we train more than 15 interns each year and contribute to their profession.

I describe myself as a talkative, energetic, solution oriented person who is always willing to learn. I am interested in reformer pilates when I can spare time for myself away from the time that I spend with my child. I think if you don't have the energy and desire to learn, the road to success can be a bit challenging.

**Why did you join the BRCGS Professional Programme?**

Think of an organization, even if the sectors are different, everyone speaks the same language. The name of this language is the entirety of product safety and requirements. That's why I wished to join the program to gain better knowledge of Product Safety Management and international recognition.

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

To become a part of this large global community that is working toward the same goal is very exciting. Having the BRCGS Professional badge will be perceived as an indication that you are constantly improving yourself. This, of course, means that they will not have any doubts about your employment.

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

Thanks to this training programme, I was able to make many improvements in both application and documentation at many points in our factory. I believe that this situation is/will be reflected positively on both our product safety and our audit rating.

**What did you most enjoy about the training?**

The interactive tasks, our trainers' high energy and competencies were very precious. It was also very enjoyable to reinforce and be evaluated on the subject with assignments after the training.

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

I look forward to meeting other like-minded Professionals as well as gaining new knowledge and experience.

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

By including activities such as enrolling on more training, attending conferences and events, E-Learning and webinars.

**What are your career ambitions/aims?**

To lead my team by implementing Professional Programme necessities. To raise awareness in all areas of my company about food safety and quality. Besides, I aim to come together with my stakeholders on the desired platforms in order to transfer my knowledge and experience to my colleagues in my sector, with the goal of a system where everyone can access reliable food as a quality expert.