

YVETTE M. CASTELL

Lot 217, St. Jago Hills
P.O. Box 133, Spanish Town, St. Catherine
Mobile: (876) 999-7993 (LIME); 846-4248, 251-6044 (DIGI)
Email: yvettecastell@yahoo.com

JOB OBJECTIVE

To work for an organization where my knowledge and experience in management systems (quality, environmental, food safety and risk), and corporate and operational planning will serve as assets, while providing opportunities for professional and personal growth and enrichment.

MANAGEMENT EXECUTIVE

Senior Manager with over 26 years accomplished career track in developing, implementing, maintaining and auditing management systems. Customer-focused and performance driven. Creative, decisive leader who possesses good problem-solving skills and ability. Highly successful in building and maintaining effective teams and mentoring and training individuals and groups. Special talent for gaining employee involvement and motivating all levels of staff to work cohesively in achieving productivity, quality and safety objectives. Proven change agent and effective leader.

AREAS OF EXPERTISE

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| ➤ <i>Management System Implementation</i> | ➤ <i>Organization Manual Development</i> |
| ➤ <i>Management System Auditing</i> | ➤ <i>Change Management</i> |
| ➤ <i>Quality Improvement Tools and Team Operations</i> | ➤ <i>Staff Development</i> |
| ➤ <i>Operational and Strategic Planning</i> | ➤ <i>Leadership Development</i> |
| ➤ <i>Training/Motivation/Mentoring</i> | ➤ <i>Performance Management</i> |

SELECTED ACHIEVEMENTS/HIGHLIGHTS

- Chartered Quality Professional (CQP) and Member of the Chartered Quality Institute (MCQI) - United Kingdom.
 - Management Representative for the first Jamaican company (Dairy Industries Ja. Ltd.) to gain ISO 9002 quality management system certification in 1995.
 - Leader for the quality improvement team which:
 - planned, developed and implemented the company's variable pay scheme for all staff;
 - introduced and implemented the company's reward and recognition programme;
 - designed and implemented the cross-training/multi-skilling programme for line workers;
 - Pioneered the development, implementation and maintenance of operational and management systems for quality in four organizations where I've worked during my career.
 - Established organization-wide performance management systems.
 - Coordinated organizational reviews which led to the establishment of a job classification scheme with grading for salaries.
 - Lead Auditor and Executive Committee Chairperson (2007 to present) for the accredited National Certification Body of Jamaica (NCBJ). Conducted the certification audit for the first company in Jamaica to be certified by the NCBJ.
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PROFESSIONAL EXPERIENCE

CONSULTANT: 2018 OCT. - PRESENT

Kaizen Training and Management Consultants Ltd. (KTMC)

- Providing training and management consulting on behalf of KTMC

PROJECT OFFICER: 2018 NOV.

RISK AND COMPLIANCE OFFICER: 2017 JAN. – 2018 SEP.

Dairy Industries (Jamaica) Limited

- Reporting to senior management on internal controls, compliance and risk for the organization.
- Maintenance of strong internal controls by facilitating risk assessments, self-audits and business continuity planning to prevent illegal, regulatory, unethical or improper conduct and to ensure continuous operation of the business.
- Liaising with Group Internal Audit to ensure resolution to control weaknesses and or breaches identified in audits.

MANAGEMENT SYSTEM LEAD AUDITOR (NCBJ): 2007 MAY – PRESENT

National Certification Body of Jamaica (NCBJ)

- Contracted to conducted third party quality management system audits as Lead Auditor for the NCBJ (2007-present).
- Conducted environment management system audits in Missouri & Michigan, USA (2007 November and 2008 May) with team from Perry Johnson Registrars Inc.
- Chairperson for the NCBJ's Executive Committee which reviews quality and environment management system audit packages (since 2010).

FREELANCE QUALITY MANAGEMENT SYSTEM PROFESSIONAL: 2013 SEP. – 2017 JAN.

- ISO 9001 QMS Trainer and Consultant (*Bureau of Standards Jamaica, Transjamaican Highway Ltd., and Belize Citrus Grower*).
 - ISO 9001 QMS Trainer and Consultant (*Maxine Campbell & Associates - Bureau of Standards Jamaica, P.A. Benjamin and Cari-Med Ltd.*).
 - ISO 1400 and ISO/IEC 17025 Trainer (*Bureau of Standards Jamaica.*)
 - Strategic Planning Consultant (*Companies Office of Jamaica*)
 - ISO 9001 Quality Management Systems (QMS) Lead Auditor - *NCBJ*.
 - Executive Committee Chairperson for reviewing third party QMS audit packages - *NCBJ*
 - Member of the National Works Agency (NWA) Audit Committee of the National Audit Commission (2006 to present).
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QUALITY & CORPORATE PLANNING MANAGER: 2008 DEC. – 2013 SEP.

ADMINISTRATIVE/ QUALITY MANAGER: 2007 SEPT. - 2008 NOV.

National Road Operating and Constructing Company Ltd. (NROCC) - Ministry of Transport and Works

- Led the organization to ISO 9001:2008 certification in 2013 March (*no consultant involved*).
- Established the Human Resource Management and Administration function at NROCC which led to the adoption of HR Policies and Procedures based on a manual which was compiled and implemented for NROCC.
- Established and maintained a Performance Management System.
- Prepared Corporate and Operational plans and Annual Reports for the organization for submission to parent Ministry and ultimately to Parliament/Cabinet.
- Prepared corporate reports - Quarterly Contracts Awards, Quarterly Performance Monitoring, Managing Director's Monthly Board Report and Special/Ad hoc Reports as needed by Ministries.
- Brought in-house, the outsourced function of quality management system auditing of the Highway 2000 Developer, Contractors, and Operator.
- Continuous staff training company-wide (~16 staff) in the various elements of ISO 9001, company policies and procedures and application of the quality management system.
- Functioned as Corporate Secretary.
- Served as a member of the NWA Audit Committee of the National Audit Commission.

DIRECTOR OF QUALITY ASSURANCE: DEC. 2000-MAR. 2007

National Works Agency - Ministry of Housing, Transport, Water and Works

- Led the organization beyond the preliminary assessment audit stage for ISO 9001:2000 (*no consultant involved*).
 - Represented the organization on the National Quality Infrastructure Committee.
 - Led a staff of 17 persons (Soil/Materials Laboratory and Quality Assurance Officers).
 - Established a system of continuous monitoring and reporting on active road work programs/projects for all parishes in Jamaica.
 - Coordinated the development, issuance and control of the company's quality manual, standard operating procedures and departmental manuals for all directorates
 - Served as a member of the National Works Agency Audit Committee of the National Audit Commission.
 - Continuous staff training company-wide (approximately 450 staff) in the various elements of ISO 9001, company policies and procedures and application of the quality management system.
 - Reported to the Chief Executive Officer with responsibilities for:
 - Developing, implementing and maintaining the company's quality management system to meet the requirements of the ISO 9001:2000 Standard.
 - Monitoring the level of compliance to specified requirements on road works projects managed by the Agency and reporting on opportunities for improvement.
 - Developing and delivering company-wide quality training to all employees
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- Planning and coordinating the Internal Quality Audit Program and audits of road works projects.

QUALITY ASSURANCE MANAGER: 1995 OCT. – 2000 NOV. **ISO 9000 IMPLEMENTATION OFFICER: 1992-1995**

Dairy Industries (Jamaica) Limited

- Led the organization to ISO 9002:1994 then ISO 9001:2000 certifications.
- Coordinated the organization's quality improvement team programme and training
- Reported to the General Manager with responsibilities for:
 - Managing the company's quality control and quality assurance systems for the inspection, testing and release of all incoming, in-process and finished products.
 - Implementing and maintaining full compliance with the ISO 9002 Quality Assurance System Standard.
 - Developing and delivering quality training companywide (approximately 120 staff)
 - Ensuring that the company adhered to all relevant national and international standards.
 - Conducting HACCP Study

BIOLOGY TEACHER: 1991 FEB. – 1992 AUG.

The Priory School, Kingston

Reporting to the Principal with responsibility for:

- Preparing third to sixth form Biology students for the Caribbean Council Examinations (CXC) and the General Certificate Examination (GCE) Advanced Level.

SCIENTIFIC OFFICER: 1990 JAN. – 1990 AUG.

Poly- Diagnostics Centre Ltd.

Reported to the Managing Director with responsibility for:

- Performing all laboratory analyses (medical & veterinary)
- Ensuring adequate laboratory supplies were maintained.
- Maintenance of laboratory machinery and equipment.

SCIENTIFIC OFFICER: 1989 JUL. – 1989 DEC.

University Hospital of the West Indies, Mona

Reporting to the Chief Pathologist with responsibility for:

- Performing laboratory analyses associated with the research project on HTLV I (Leukaemia virus).
 - Ensuring adequate laboratory supplies were maintained.
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EDUCATION

2011 Sep. – 2016 Dec.	Doctor of Business Administration Walden University
Sept. 2008- 2009	Post Graduate Diploma in Information Technology (Distinction) University of the West Indies (Mona)
Oct. 2004 - June 2007	Master of Science (Merit) – Strategic Quality Management University of Portsmouth (United Kingdom)
Sep. 1984 - July 1989	Bachelor of Science Degree (Hon.) - Zoology and Chemistry University of the West Indies (Mona)
June 1983	General Certificate Examination (Ordinary Level)/ Caribbean Certificate Examination (General Proficiency) Wolmer's High School for Girls 7 subjects (GCE O'Level); 3 subjects (CXC General Proficiency)

TRAINING

2018 Aug. 30	ISO 22000 and ISO/TS 22002-1 Awareness National Certification Body of Jamaica
2018 Aug. 21-22	FSSC 22000: Version 4.1 Implementation, development and maintenance D.L. Newslow & Associates Inc.
2018 Feb. – May	Online Facilitation/Course Coordination University of the West Indies (Open Campus) Credly Community badges earned for successfully completing five modules of online training (Orientation to Open Campus Online Learning, Foundations of Facilitation, Timely and Meaningful Assessment, and Course Room Facilitation Techniques)
2017 Nov. - Dec.	Enterprise Risk Management (18 hrs. course) Mona School of Business & Management – University of the West Indies
2016 Dec. 5 - 9	FSSC/ISO 22000 series for certification of Food Safety Management System Technical Assistance Team for Strengthening the Quality and Standards Environment in Jamaica - EPA I & II Capacity Building Projects – Europe Aid/136306

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2016 Jan. 18-29	Internship in ISO 1720 Conformity Assessment - Requirements for the operation of various types of bodies performing inspection Entidad Mexicana de Acreditación, a.c. (EMA) <i>in collaboration with Jamaica National Agency for Accreditation (JANAAC)</i>
2015 Dec. 7-9	ISO 9001:2015 Transition Training TCA Global – The Croft Alliance (Dr. Nigel H. Croft – Chairman ISO/TC176/SC2- Quality Systems)
2015 Nov. 10-11	ISO 17020 Conformity Assessment - Requirements for the operation of various types of bodies performing inspection Motiva Training <i>in collaboration with JANAAC</i>
2015 Oct.	Successful in the ISO 9001:2015 Lead Implementer Examination Professional Evaluation and Certification Board (PECB)
2014 Aug.	Risk Management Kaisen Training and Management Consultants Ltd.
2012 Jul.	Government of Jamaica Procurement Guidelines Ministry of Finance & Planning
2010 Jul. 12-16	Strategic & Corporate Planning Management Institute for National Development
2007 Nov. 26-30	ISO 14001 (Environmental Management System) Auditor/Lead Auditor - Perry Johnson Inc.
2007 Feb. 26 – Mar. 2	Certification Body Personnel Training Perry Johnson Registrars, Inc. – Michigan, USA
2006 Feb.	ISO 9001:2000 (Quality Management System) Transition Training Chartered Quality Institute (formerly Institute of Quality Assurance -UK)
2001 Sept.	Quality Assurance in Highway Construction and Maintenance Malaysian Public Works Department
1996 Mar. – Apr.	Advanced International Training in Total Quality Management Swedish International Development Cooperation Agency (SIDA) Stockholm, Sweden
1993 Jun.	ISO 9000 Lead Auditor Training Course Lloyd's Register Quality Assurance (LRQA) Ltd. - England

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1993 Jun. **Hazard Analysis, Critical Control Point (HACCP) Workshop**
Campden Food and Drink Research Association (CFDRA)
Chippen, Campden, England

ADDITIONAL INFORMATION

2018 September **Professional Evaluation and Certification Board (PECB) certified
ISO 9001 Lead Implementer**

2015 – Present **Coordinator for the Girls of Eloquence, Morals and Standards
(GEMS) Ministry of the East Jamaica Conference of Seventh-Day
Adventists.**
Active in over 70 churches in Kingston, St. Andrew and St. Thomas

2010- 2015 **Volunteer CSEC Human and Social Biology Teacher**
New Haven SDA Evening Institute

2008 Sept. - Present **Chartered Quality Professional (CQP) – Chartered Quality Institute
(London, England)**

2007 June – 2014, 2016 **MCQI Designation - Member of the Chartered Quality Institute**

2007 July **AWE Prize for Best MSc Strategic Quality Management
dissertation – University of Portsmouth**

**2000, 2003, 2007-11,
2016** **Youth Ministries Leader**
Seventh-day Adventist Church

Special Skills **Working knowledge of Microsoft Word, Excel, PowerPoint,
Projects, SPSS computer applications, File Maker Pro. Trouble-
shooting information system problems.**

REFERENCES

Mrs. Orlene Rowe
Director of Quality Assurance
National Works Agency
140 Maxfield Avenue
Kingston 10
Telephone #: 960-0473; 382-4196

Pastor/Dr. Merric D. Walker
Administrative Secretary
c/o Jamaica Union of Seventh Day Adventists
Mandeville,
Kingston West Indies
Telephone #: 369-3966
