

# SHELLY-ANN BROWN

...16+ YEARS OF CONSISTENTLY MONITORING REGULATORY COMPLIANCE,  
MAINTAINING AND CONTINUOUSLY IMPROVING QMS OF COMPANIES...

---

---

## EXECUTIVE PROFILE

---

---

Analytical, solutions-focused **QUALITY PROFESSIONAL** with a proven track record of successes spearheading and driving a quality culture in organizations.

Offers perceptive communications skills reinforced with comprehensive knowledge of Quality Management Systems (QMS) best practices. Demonstrates commitment to ongoing performance improvement through analysis, review and reporting, with an emphasis on process management.

---

---

## EXECUTIVE PERFORMANCE OVERVIEW

**Facilitated** the establishment and accreditation of Jamaica's first ISO 17021 accredited certification body under the Inter American Bank (IDB), undertook a project (in 2002) that was geared towards improving the competitiveness among small and medium-sized enterprises (SMEs).

**Managed** the National Certification Body of Jamaica's Executive Training Development Programme that exceeded annual budgeted revenues by 50%

---

---

## EXECUTIVE CAREER HIGHLIGHTS

---

---

### TEAM LEADER

2020- CURRENT

### ACTING TEAM LEADER

2016

*National Certification Body of Jamaica*

1. Pan, directs and monitor work performed of all certification services from contracting of clients to the issuance of the certificate
2. Implemented activities that resulted in the NCBJ's transition to the ISO 17021-1 2015 Conformity assessment — Requirements for bodies providing audit and certification of management systems — and ISO 9001:2015 Quality Management System standards
3. Manage a large number of auditors and technical experts to ensure timely and efficient certification programs.
4. Provide technical assistance to staff, auditors, and technical experts
5. Participate in the design, maintenance, and control of accreditation requirements and associated policies/procedures/forms.
6. Design and facilitate competency programs for personnel involved with the certification program.
7. Facilitate and participate in vertical and horizontal internal auditing activities, appeal hearings, and company-wide initiatives.
8. Design assessment teams and participate as both Lead Auditor and Auditor (ISO 9001, ISO 22000, SQF, BRC).
9. Developing and implementing HR strategies and initiatives aligned with the overall business strategy
10. Oversee and manage a performance appraisal system that drives high performance
11. Develop, implement and evaluate training activities to develop or enhance the competency of NCBJ's staff and auditors.

---

---

## CONTACT

---

---

225 Poinciana Drive, Hellshire Heights, Portmore, St. Catherine.

C: 876.409.4099, 876-825-2266  
or 876.383.6599

E: sabrownja@gmail.com

---

---

## AREAS OF EXPERTISE

---

---

- Process (Programme development)
- Policy Formation
- Performance Management
- Project Management
- Procurement
- Accreditation Requirements and process
- Training design, development and execution
- Strategic Planning & Budget Preparation
- Procurement
- Risk Management
- Interpreting ISO Standards: 22000:2005, TS/ISO 22002-1 & FSSC 22000, SQF, PCQI
- Training in QMS & other Industry Specific Training
- Auditing Food Safety Management Systems & Quality Management System
- Adaptable to new technologies

---

---

## EDUCATION

---

---

**MASTERS OF SCIENCES** in International Public and Business Management - 2018

**BACHELOR OF SCIENCE DEGREE** in Hospitality and Tourism Management (Hons), Joint programme University of West Indies and University of Technology- 2002

---

---

## EXECUTIVE CAREER HIGHLIGHTS CONTINUED...

---

---

### OPERATIONS OFFICER

2007-2020

*National Certification Body of Jamaica*

1. Develop, implement and maintain policies and procedures for the management of ISO 9001, ISO 22000 certification schemes, and accreditation process for ISO 17021 to with ANSI-ASQ National Accreditation Board standards.
2. Monitored accreditation trends and identified issues.
3. Produce an annual division-level strategic plan
4. Prepare performance briefings for executive staff and related organization-wide communications.
5. Built innovation capability, including tools to enable the leadership team to evaluate the effectiveness of the whole portfolio and contribution of each program
6. Led the development of the NCBJ continual improvement program and defined the new team's vision, roles, and work processes.
7. Spearhead the design, development, and implementation of NCBJ's risk management program, preventing the occurrence of potential issues
8. Monitors the achievements of the division's objectives and targets as per the annual strategic plan
9. Track and manage NCBJ's annual budget
10. Develop and maintain databases to enhance efficient monitoring of division's activities and performances
11. Develop and Conduct training on conformity Assessment, food Safety, ISO 9001, ISO/IEC 17021 accreditation requirements, risk management, root cause analysis, and corrective action process, strategic planning, and budget preparation
12. Participated in the review of national policies such as Jamaica's Quality, Vision 2030, Environmental and Food Safety Policies.
13. **2007-present**, ISO 9001 Lead Auditor- conducted audits to ISO 9001 standard for the National Certification Body of Jamaica.
14. Represented Jamaica at various regional conformity assessment forums.
15. Conduct food safety audits to HACCP Recognition (Codex Standard), ISO 22000, and SQF standards

INSPECTOR ANALYST 2004-2007 Bureau of Standards, Jamaica 1. 2004-2007

1. 2004-2007 Inspector Analyst- conducted over 100 conformance Food Safety inspections to The Process Food Act. In addition, conducted over 50 market surveillance inspections at the port of entry and in the marketplace
2. 2004-present, Auditor, BSJ- conducted over 20 audits as an auditor for the BSJ's National Quality Awards, HACCP Recognition Programme and the Certification Mark Programme.
3. Re-established the National Codex Committee
4. Compile monthly, quarterly, and annual department reports
5. Participated in Standard Writing Committee
6. Member of the following committees: BSJ internal Procurement, National Quality Infrastructure, Codex Alimentarius,

---

---

## PROJECT HIGHLIGHTS

---

---

- **11th European Development Fund EDF for Capacity building project 2020-** Member of the project team to expand NCBJ scope to include Food Safety Management System
- **Establishment of National Certification Body of Jamaica under the IDB project:** Lead the QMS coordination ensuring that QMS is correctly set up and regularly reviewed. Delivered QMS training as required.
- **8th European Development Fund (EDF) for Capacity Building project 2016 -** Member of the project team that has implemented the ISO 22000 to reduce Technical Barriers to Trade (TBTs).

- Participated in **the PIOJ EPA 1 & 11** Coordination Group that coordinated over ten (10) Awareness Raising Events on SPS and TBT across the island.
- **World Bank Project National Quality Infrastructure project 2016-** Member of project team that coordinated the development and ongoing execution of aspects of the World Bank project on Standards and Quality for Trade Facilitation. Competitiveness Improvement that is related to the National Certification Body of Jamaica.
- **Training:** Instructional Design using the Analysis, Design, Development, Implementation, and Evaluation (ADDIE) model to develop training material for Quality Management, Food Safety, Root Cause Analysis and Risk Management

---



---

## PROFESSIONAL TRAINING AND EDUCATION

---



---

**Training in Performance Management**  
University of the West Indies(UWI) Mona,

**Balance Scorecard**  
Bureau of Standards, Jamaica 2021

**Certificate of Competence in Job Readiness Train the Trainer Programme (Digital Skills, Cognitive Skills, Developing Soft Skills, Competency-Based Training**  
Vocational Training Development Institute.(NCTVET)

**ISO 31000 Risk Manager Certification**  
Professional Evaluation and Certification Board (PECB),

**Training in Leadership and Change Management**  
Bureau of Standards, Jamaica

**Certificate in Strategic and Corporate Planning Management**  
Institute of National Development (MIND)

**ISO 9001:2015 Transition Training**  
National Certification Body of Jamaica (NCBJ)

**Certificate in Public Sector Procurement Certificate Levels 1-4,**  
INPRI

**Certificate in Risk Management Standard,**  
Kaizen Training and Management Consultant

Certificate in Financials for Non-Financial Managers  
Jamaica Employment Federation

**Certificate in Project Management Principles and Practices, PMBOK**  
University of New Orleans

**Preventive Control Qualified Individual (PCQI)**  
QSSI Training Institute

**Certificate in ISO/IEC 17020 Requirements for the operation of various types of bodies performing inspection**  
MOTIVA

**Certificate in the Fundamentals of Finance and Accounting for Non-Finance Managers and Administrative Professionals**

Jamaica Employer Federation, 2012

**Certificate in Introduction to the GOJ Procurement Policies and Procedures,**  
Management Institute of National Development (MIND)

**Certificate in Food Safety Management Systems Lead Auditor ISO 22000,**  
British Standard Institute (BSI) Management System

**Certificate in ISO 14001:2004 Documentation Requirements,**  
The Victoria Group, 2006

**Certificate in Conformity Assessment Management Systems and Certification Practices International  
Organization for Standards**  
Caribbean Regional Organization on Standards and Quality (CROSQ)

**Certificate Building in Good Regulatory Practices**  
CROSQ hosted by Bureau of Standards, 2010

---

---

## **REFERENCES**

---

---

Available upon request.