

# Elda Almazán

## Manager Corporate Quality & Food Safety

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### Professional Profile

Innovative Food Chemist with 22+ years of leadership in Quality Assurance, Food Safety, Regulatory Compliance, and R&D collaboration. Skilled in developing global quality programs, enhancing cross-functional collaboration, and driving continuous improvement through strategic KPIs and process optimization. Expertise in managing complex regional and global teams, ensuring adherence to HACCP, ISO9001, FSSC22000, GFSI, and other regulatory frameworks. Adept at early warning systems, root-cause analysis, and fostering partnerships with vendors, third-party manufacturers, and technical service providers to enhance compliance. Proven business acumen, negotiation skills, and the ability to influence and communicate effectively with stakeholders at all levels.

### Core Competencies

Food Safety Leadership (HACCP, FSSC22000, ISO9001, BRCGS, SQF, Codex Alimentarius).	Root Cause Analysis & Problem-Solving Techniques.
Regulatory Compliance & Auditing	Vendor, Third-party manufacturers & Service Provider Management, development and Audit
Cross-functional Collaboration	Business Acumen & Negotiation Skills
Strategic Planning & KPI Management	R&D Collaboration and Program Execution

### Professional Experience

TAPI America | Quality Assurance Manager | 2024

- Developed and executed a quality strategy aligned with ISO 9001:2015 and FSSC22000, improving compliance across food packaging processes.
- Conducted plant-wide FMEA analyses and established early warning systems to proactively identify potential quality issues, reducing non-quality costs by 12%.
- Designed and implemented quality KPIs, enhancing global reporting and decision-making.

#### Key Achievements:

- Secured strategic supplier status for Diageo.
- Enhanced team capabilities through training, achieving compliance improvements.

**Sanofi México CHC | Quality Assurance Manager | 2021 – 2022**

- Oversaw the Quality Management Plan (QMP) for regulated and OTC drug production, ensuring global and regional compliance.
- Implemented a proactive human error reduction program, transitioning from reactive to preventive quality measures.
- Directed CAPA programs, achieving a 20% improvement in closure rates.

**Key Achievements:**

- Obtained recertifications with regulatory authorities like COFEPRIS and INVIMA.
- Delivered savings of \$200K/month by streamlining validation processes.

**Firmenich de México | Quality Assurance Senior Manager | 2019 – 2020**

- Led the modernization of food safety and quality roadmaps, ensuring compliance with FSSC22000 and ISO standards (ISO9001, ISO45001, ISO14001).
- Collaborated with R&D, supply chain, and customer care teams to align global quality initiatives: Border-to-spec raw materials, transport complaints, and global specifications' alignment.
- Established crisis management protocols, including plant investigations and consumer complaint resolutions.

**Key Achievements:**

- Reduced consumer complaints by 40% and internal deviations by 52%.
- Secured recertifications for ISO, FSSC22000, and Halal/Kosher standards.
- Awarded 1st Place in Firmenich's Global Competition for Quality and Food Safety Culture Implementation, recognized for driving organizational transformation and embedding best practices.

**Unilever | Site Quality Assurance & Control Manager | 2018 – 2019**

- Managed quality systems for FDA-regulated liquid and aerosol sites, influencing design for quality in new production lines.
- Led World Class Manufacturing (WCM) initiatives, achieving efficiency and cost savings.
- Supervised vendor and service provider partnerships to maintain compliance standards.

**Key Achievements:**

- Reduced customer complaints by 5% and delivered \$1M in cost savings.
- Launched new lines (Ego and Savilé brands) with zero quality incidents.
- Ranked 4th Globally in Unilever's World Class Manufacturing Program, recognized for leadership in the Quality Pillar by improving vendor qualification systems.

**Rich Products México | Quality Assurance Manager, Hispanic Americas | 2014 – 2018**

- Directed quality, food safety, and sanitation programs for regional facilities, suppliers, and co-manufacturers.
- Represented Hispanic Americas in global quality forums, leading compliance strategies and certifications.
- Led Crisis Management Efforts and Developed Robust Vendor (including third-party manufacturers and service suppliers) Qualification Systems, ensuring business continuity and compliance with global standards.

**Key Achievements:**

- Achieved BRC and SQF certifications for regional facilities.
- Reduced consumer complaints by 40% through process improvements.
- Reduced internal complaints by 13%, leveraging SPC and Six Sigma methods (DOE, regression analysis) and improving root cause analysis and CAPA plans.

**Barry Callebaut | Quality Assurance Manager | 2011 – 2013**

- Implemented BRC Food Safety standards, achieving Grade A certification for the site.
- Developed site-level supplier approval systems and preventive quality measures.
- Represented the site in regional quality forums, influencing standards.

**Key Achievements:**

- Increased production volume by 25% through certifications.
- Reduced non-quality costs by implementing preventive controls.
- Led Site Start-up at Barry Callebaut, overseeing service contracts, personnel recruitment and training, development of the quality documentation system, and creation of capital and operational budgets

**Alsea – PAFS Project | Quality Assurance Head | 2011**

- Designed and implemented quality and food safety systems for a new facility, achieving TIF certification in record time.
- Established compliance frameworks based on ISO22000 and PAS220 standards.

**Key Achievements:**

- Completed the facility's operational launch ahead of schedule.
- Developed a \$1M quality systems budget.

**Kellogg Company | Quality Assurance Coordinator | 2004 – 2010**

- **Managed Quality Programs** including CAPA plans, non-conformities, hold and release, complaints, quality incidents, and GMP compliance for new and existing production lines.

- Reduced consumer complaints and defect rates using statistical quality controls and process optimization.

#### Key Achievements:

- Achieved SQF certification and reduced defect rates by 60%.
- Championed the Quality Action Review Program, reducing internal rejections by 18% and boosting Overall Equipment Effectiveness (OEE) by 16%.
- Delivered \$1.5M savings through wastewater treatment improvements.

#### COPROBAMEX | Quality Assurance Manager | 2002 – 2004

- Established the Quality Assurance department from the ground up, ensuring alignment with ISO9001 standards and achieving successful certification.
- Developed and implemented robust supplier quality management systems, partnering with sugar mills to improve compliance with food safety and regulatory requirements.
- Conducted root-cause analysis and implemented corrective and preventive actions (CAPA), reducing customer rejection rates from 30% to 1%.

#### Key Achievements:

- Successfully reduced non-quality costs by 25%, achieving savings of \$1M and maintaining ISO compliance.
- Implemented statistical quality controls (SQC), driving improvements in product consistency and efficiency.

## Education & Training

#### Universidad Autonoma del Estado de Mexico (UAEM) , - *Food Chemist.*

- ★ Diploma “Managerial Development for Supervisors” | Productiva y Capital Humano.
- ★ Diploma “Coaching Skills” | Gnoatto Consulting.
- ★ Training: Trained in diverse topics that reinforce quality functions, new product development, and product care such as: Data Integrity, ISO 9001, FSSC 22000 Issue 6.0, HACCP, advance HACCP, Food Fraud, Food Defense, PCQI, ISO 45001, Change control, Auditing under ISO 19001, SAP Super User QM module, SQF Quality system, Sanitation for food plants, Design of Experiments, project management, BRC, Lean Manufacturing, World Class Manufacturing, Total Productive Maintenance, Finance for nonfinancials, etc.