

*Mark Atkins*



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*Background*

Mark Atkins founded ISOQuest Consulting Services, Inc. twenty-two years ago and has over thirty-five years of hands-on experience in quality, food safety, and environmental management system development, training, auditing, and supplier assurance. Prior to founding ISOQuest, he worked Burlington Chemical, Philip Morris USA, and Tropicana North America. While with Tropicana, Mark was project coordinator for ISO 9001 implementation (3000+ employees).

Mark is an Exemplar Global Quality Management System and Food Safety Management System Lead auditor and has conducted over three hundred ISO 9001 for companies in the food, beverage, chemical, paper and printing, compressed gases, electronics, and service industries. Mark served as the lead consultant and trainer for the ISO 9001 Consortium Program through the University of South Florida and St. Petersburg College (1999). He has served as a lead corporate auditor for The Coca-Cola Company and Mars Foods and performed numerous GFSI (food safety) certification audits for LRQA. He is currently is a the instructor for the 5-Day Lead Auditor Courses for LRQA in Quality Management Systems (ISO 9001:2015) and Food Safety Management Systems (FSSC 22000, Version 5).

<p><i>Quality and Food Safety System Development &amp; Support</i></p>	<p>ISOQuest specializes in consulting, training, and auditing services in ISO-based management system development, including ISO 9001, ISO 13485 (medical device), Food Safety System certifications /HACCP (FSSC 2200, SQF, BRC), AS 9120 / AS 6081 (aerospace). We offer a complete process for implementing your quality management system, including a "Fast Track" to registration that is tailored to the needs of our client.</p> <p>ISOQuest's mission is to assist clients who are seeking formal registration to one of these standards or those desiring to improve their existing management system. We strive to use a practical, easily sustainable approach that improves business efficiencies, and promotes ownership throughout the organization. Examples of our core Quality and Food Safety consulting and training services include:</p> <ul style="list-style-type: none"> <li>• <b>Gap analysis</b>– Pre-assessment of current system against requirements; information assists tailoring the implementation to the needs of the client.</li> <li>• <b>Project Plan Development and Project Consulting</b> – Developing a comprehensive project plan, with milestones and assigned tasks, and continued project support.</li> <li>• <b>Quality (ISO 9001, AS 9120, ISO 13485) and Food Safety Management System (SQF, FSSC 22000, and BRC), Implementation Training:</b> – Interactive training, coaching participants on their roles and responsibilities and the steps needed to implement a QMS or FSMS.</li> <li>• <b>Internal Auditor Training</b>– Two and Three day courses, for developing the necessary skills of the auditors and the audit team.</li> <li>• <b>HACCP and Food Safety Team Training</b> – Courses in the development of HACCP Food Safety Plans.</li> <li>• <b>Documentation Development</b>– Create required ISO documentation; our mantra: <i>“document as little as possible and as much as necessary.”</i></li> <li>• <b>Process Analysis and Improvement</b>–Process mapping to identify opportunities to reduce waste and redundancies in processes.</li> <li>• <b>Support System Development</b>–Develop quality and food safety system support processes, including Management Review, business and quality goals and objectives, document and record control, and corrective and preventive action programs.</li> <li>• <b>Internal audit management</b> – Conduct internal audits for organizations lacking the skills and time for sustaining an internal audit program.</li> <li>• <b>Executive Awareness</b> – Two to four hour courses providing a working knowledge of QMS certifications (ISO 9001, AS 9120) and FSMS (FSSC 22000, SQF), including certification benefits, management involvement and responsibilities.</li> </ul>
<p><i>Other Specialties</i></p>	<ul style="list-style-type: none"> <li>• <b>ISO 14001</b>–Consulting and training in integrating the Environmental Management System into the Quality Management system.</li> <li>• <b>ISO 45001</b> – Consulting and training in integrating the Occupational Health &amp; Safety Management System into the Quality Management system.</li> <li>• <b>RC14001/RCMS®</b> - Consulting and auditing chemical manufacturers' compliance versus the RC 14001 requirements (Responsible Care® is the American Chemistry Council's (ACC's) comprehensive environmental, health, safety and security (EHS&amp;S) performance improvement initiative).</li> </ul>

## *Clients and Projects*

Mark Atkins and ISOQuest has extensive experience in quality and environmental management system development in the food, beverage, chemical, electronics, medical device, paper, and tobacco industries. Mark has been very successful in quality system development in a variety of other businesses as well. Some of the companies he has assisted with an ISO-based quality system development include:

- **Atlantic Bottling Company:** Lead consultant for their Atlantic, Iowa in ISO 9001 and FSSC 2200 implementation (2013) and transition to ISO 9001:2015 (2017) and FSSC 22000 (including transition to Version 4.1) (2013 – present).
- **Brown & Williamson Tobacco Company** – Macon, GA, first cigarette manufacturer with integrated ISO 9001 and ISO 14001 certified systems. Served as lead project consultant and trainer (2003 – 2005).
- **Bacardi Bottling Corporation, Bacardi-Martini Product Development, Inc., and Bacardi Packaging Development** (Jacksonville, FL) and **Bacardi, Ltd** (Nassau, Bahamas) – lead consultant for ISO 9001, audit team development, HACCP / food safety. (2006 – 2008, 2010 – 2014).
- **Calumet Refining** – Lead consultant for FSSC 22000 (Version 5) implementation at their Dickinson, TX and Karns City, PA plants. May 2018 to present.
- **Coca-Cola Bottling Company** – Philadelphia, PA and Moorestown, NJ Plants - FSSC 22000 and ISO 9001 implementation lead consultant and auditor team training (2011 – 2012, 2014).
- **Dairy Products** – Kingston, Jamaica: Lead consultant in ISO 9001 implementation, including HACCP development and auditor team development (2005).
- **Domtar, Inc.** – Port Edwards and Nekoosa, Wisconsin: paper manufacturer. Lead consultant in their transition to ISO 9001:2000 and auditor team development (2003). Lead consultant in the Nekoosa plant's transition project to ISO 9001:2015 and compliance with FDA's new requirements for Current Good Manufacturing Practices (21 CFR 117, Subpart B).
- **Exal Corporation:** Youngstown, Ohio: producer of impact extruded aluminum containers. Lead consultant and trainer for FSSC 22000 implementation (ISO 22000 and PAS 223) for this producer of food packaging containers. Lead consultant in their transition to FSSC 22000, Version 5 (July 2019).
- **Fabri-Kal, Inc.** – Headquarters in Kalamazoo, MI and plants in Kalamazoo, Greenville, SC; Hazleton, PA; and Mountain Top, PA. (2012 –2013). Lead consultant and trainer for FSSC 22000 implementation (ISO 22000 and PAS 223) for this producer of food packaging containers. Lead consultant in their transition to FSSC 22000, Version 5 (March 2019).
- **Goodson Bros Coffee Company, Inc.** – Lead consultant in SQF Level 3 implementation. Developed internal auditor program and consulted in relocation of their operation. (2013 – 2014, certified in 2015).
- **Green Mountain Coffee Roasters:** Waterbury, VT; Sumner, WA; Castroville, CA; Knoxville, TN, and Windsor, VA. Trainer for internal audit teams to SQF Code - Level 3 and HACCP development. SQF consultant for Knoxville and Windsor plants (2011 – 2013).
- **Ingredion Corporation** – Lead consultant for ISO 9001 and FSSC 22000 implementation at Chicago headquarters and seven US & Canadian plants (2010- 2013) and integration of their three acquired U.S. National Starch plants into company quality and food safety system (2012). Continue to consult and train for their Winston-Salem, NC plant, including upgrades to ISO 9001 and FSSC 22000, Version 4.1 and now Version 5 (2014 – present)
- **Kenco Logistics - Keurig Green Mountain** – Robbinsville, NJ – Lead consultant and internal auditor trainer for their successful SQF Level 3 certification (2014 – 2015)
- **Kraft Foods** – Philadelphia, PA –Lead consultant for FSSC 22000 implementation and auditor team training and development (2012 – 2013).
- **Louisville Distilling Company** (Angels Envy Bourbon and Rye) – Louisville, Kentucky. Lead Consultant and audit trainer for implementation of ISO 9001 and FSSC 22000 implementation. February 2019 to present.
- **M&M Mars** –Waco, TX, Lead consultant in their transition to ISO 9001:2000 transition project; auditor team development (2004)
- **McIlhenny Company** – Avery Island, LA (Tabasco), Lead consultant and trainer in their ISO 9001 implementation and HACCP development. (2003).

<p><i>Clients and Projects (continued)</i></p>	<ul style="list-style-type: none"> <li>▪ <b>Nestle-Gerber Product Technical Center (PTC)</b> – Lead consultant for the implementation of the Nestle Integrated Management System (Nestle QMS, FSSC 22000, ISO 14001, and OHSAS 18001). First Nestle PTC in the world to achieve it (2010 – 2011, led internal audits in 2014).</li> <li>▪ <b>Oakley Transport</b> – Lake Wales, FL –Lead consultant and trainer for ISO 9001:2015 and FSSC 22000 implementation for this bulk liquid food transportation carrier. Work includes establishing a HACCP program and validation of their tanker wash process. First transportation company in the world to receive certification to both ISO 9001:2015 and ISO 22000. Consulting and training in transitioning to FSSC 22000, Version 5.</li> <li>▪ <b>Peace River Citrus Products</b> – Lead consultant and trainer, leading plants in Arcadia, Bartow, and LaBelle, FL through FSSC 22000 certifications (2011 – 2013, 2015). Consultant for FSMA compliance for juice products and animal feed (2016 – 2017). Continues to assist their plants as the lead consultant for their transition to FSSC 22000, Version 4 and now Version 5 (includes ISO 22000:2018)</li> <li>▪ <b>Puerto Rico Coca-Cola Bottlers</b> - Cayey, Puerto Rico –Lead consultant in certification project for ISO 9001 and FSSC 22000 (2010).</li> <li>▪ <b>Pinova Holdings</b> – Jacksonville, FL and Brunswick, GA - specialty industrial and food chemical ingredients at their Renessenz and Pinova Solutions plants. Auditing, consulting, and training services, including SQF, ISO 9001, FSSC 2200 and RC 14001 (2013 to present).</li> <li>▪ <b>Reckitt Benckiser</b>– Wayne, NJ, Corporate Quality, R&amp;D, &amp; Purchasing –Lead consultant in ISO 9001 project development, makers of food (e.g., French’s Mustard), health and personal care, (e.g., Lysol). (2003).</li> <li>▪ <b>Sterling Research</b> – St. Petersburg, Florida: Lead consultant in their ISO 9001:2000 project. This organization was the first marketing research certified in the United States.</li> <li>▪ <b>Southern Gardens Citrus Processing</b> – Clewiston, Florida, consultant for the first Citrus processor in North America certified to ISO 9001:2000. Trainer and consultant for FSSC 22000 implementation (certified March 2012) and integration into their ISO 9001 program. Upgraded documentation and practices for their feed mill to meet PAS 222: Prerequisite Programs for Animal Food. Consultant for the plant’s certification to EU’s “GMP+ Certification Scheme Animal Feed Sector.” Lead consultant for FSMA compliance for juice products and animal feed (1998 – present).</li> <li>▪ <b>Symrise, Inc.</b> – Jacksonville, FL and Colonels Island, GA (fragrance and flavor ingredients, as well as specialty chemicals) – Lead consultant and trainer in their certifications to FSSC 22000 and ISO 9001 - (2013 – 2014). Lead consultant in their transition to ISO 9001:2015 and FSSC 22000 (Version 4.1 and now Version 5). (2016 – present).</li> <li>▪ <b>SOS Food Lab, Doral, FL</b> – Manufacturer of emergency food rations. Consulting, training and auditing for their FSSC 22000 (Version 4.1) implementation, February 2017 – October 2018.</li> <li>▪ <b>Tropicana Products, Inc.:</b> Bradenton and Ft. Pierce, FL: as the lead consultant, assisted plant with transition to ISO 9001:2000, process mapping, auditor training. Also, consultant for upgrading their documentation and practices in meeting PepsiCo food safety / HACCP requirements (2000 - 2009).</li> <li>▪ <b>Twinings North America</b> – Greensboro Operation. Lead consultant for SQF Level 3 implementation, including auditor training (2014 – 2015). Continued as their lead consultant in upgrading from SQF Version 7.2 to SQF Version 8.</li> <li>▪ <b>Wm. WRIGLEY Jr. Company</b> – Gainesville, GA and Chattanooga, TN plants: BRC, IFS, and FSSC 22000 lead consultant, including training, and audit team development (2008 – 2009).</li> </ul>
<p><i>Credentials</i></p>	<p>Mark Atkins holds an MBA from the McColl School of Business (Queens University) and a BA, Chemistry and English (Elon University. Magnum Cum Laude). He was awarded the American Institute of Chemist Outstanding Chemistry Major, recipient of Elon’s Brannock Chemistry Scholarship, and inducted into Sigma Tau Delta (National English Honors Society). Mark is an Exemplar Global certified QMS Lead Auditor in both Quality Management and Food Safety Management Systems (Certificate # 6533).</p>