STUART COOK

CURRICULUM VITAE

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# SUMMARY

Quality Assurance and ISO management systems practitioner and strategist with international experience, focusing on ISO Certification and compliance activities.

An innovative developer of practical solutions for the implementation and maintenance of certificated management systems across many business sectors; possessing effective analytical acumen and integrity who works in a thorough and committed manner and is a problem solver and team builder.

With extensive Quality Assurance and Business Management Systems experience with organisations both large and small – with the objectives of:

**'protecting your brand, reducing costs and improving processes'**

# HIGHLIGHTS

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| * Integrated Management Systems (PAS 99)
 | * Lead Auditor ISO 9001
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| * ISO development and implementation
 | * Lead Auditor ISO 14001
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| * Tibco Nimbus – Management System Database – power user
 | * Lead Auditor OHSAS 18001
* Lead Auditor Conversion ISO 45001
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| * ISO mentor and trainer
 | * Lead Auditor BS 25999
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| * Relationship building
 | * Programme management
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| * Statutory instruments implementation
 | * Turnaround of failing systems
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| * IDEF0 Mapping
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| A full list of standards and industries is available to download as [word](https://mega.nz/file/NIATHa4L#j-j5z9-EO6pRmHkalBN9wh0iGfk6YZawP63EG1cK4Xs) or [pdf](https://mega.nz/file/lUAFjIRA#1mRu1J3N8x65uhIZ71mgugFbyfD46Wln1ytiNuOjtHQ) here. |

# EXPERIENCE

## Director / Management Systems (ISO) Specialist / Practitioner / Consultant / Contractor

### C-QES LTD, Bournemouth October 1999 – Present

C-QES Limited was registered at Companies House in December 1999 by Stuart. The aim of the business is to provide specialist consultancy and contracting services in the areas of Quality Assurance and ISO based Management Systems.

Working with client companies of all sizes, project plans and deliverables are agreed to support changes to existing ISO Certified systems or develop methodologies to implement new standards within an existing framework, or sometimes start from an empty canvas. A key feature in recent years has been to identify and remove duplicate, non-beneficial or overlapping processes, leading to more effective, efficient and focused policies, procedures, process maps and work instructions. Continuous improvement activities have led to the creation of avoidable cost tools which have been known to make savings of up to 20% from ineffective and inefficient processes and operations.

Projects undertaken are often a combination of the following activities - development, implementation, audit, process mapping, staff briefings (training) and awareness of system changes. In many organisations, along with project plans and agreed deliverables, departmental / functional Managers are supported through mentoring and keeping the Senior Management Team (SMT)/Board up to date with changes and progress.

Support has also been provided for: liaison and negotiation with certification bodies, training providers and regulatory authorities / bodies; Organisational Change Management; Document Management; Continuous Improvement; Safety and Regulatory Compliance; Complaint Management and Supplier Assurance and Approval.

The most recent contracts undertaken have been for Honeywell Analytics (Poole), FBX Solutions for Elbit Systems UK and High Speed Two (HS2) Ltd.

For UK Government high profile rail project – designed, developed and managed the activities for producing a standard, procedure and software specification for the Management of Complaints - including compliance with Cabinet Office, Parliamentary and Health Service Ombudsman, Department of Transport and other Ombudsman Services. Providing technical support for the Head of Quality Assurance and other members of the SMT. Conducting Compliance Audits and independent review of Land and Property acquisitions following complaint of alleged impropriety.

International Experience – Maintained and developed enhancements for a Middle East defence contract - Quality Management System - including Health and Safety and Business Continuity - relating to ongoing development and supply of infrastructure, training facilities and capability, communications equipment acquisition, installation, testing and instruction.

Managed a multinational team of Quality Assurance Engineers, Statistical Engineers and Inspectors for the above contract, which included the development of inspection tools and records where English was not their first language.

Presented Quality, Health & Safety and Business Continuity reports to clients Senior Management and MOD / Defence review boards.

Managing investigation teams for root cause analysis of failed components and materials including coordinating materials testing and the establishment of robust systems relating to the traceability of materials.

Successfully lead several organisations through to achieving ISO 9001 Certification from a standing start and achieved certification or re-certification for many others which were under resourced.

Managed teams of volunteers for the provision of social welfare support for the local community. Ensuring front office was appropriately manned and providing administrative support, including basic accounting and confirming outgoing payments, Petty Cash handling and security. Ensuring that volunteer and client records were securely stored and accessible for regulatory inspections. Verifying that volunteer drivers have appropriate insurance and meet licence / medical requirements and arranging advanced driver training where appropriate, arranging for driver parking permits to be issued from local Hospitals and Local Authorities.

A full QA career – contract and permanent appointments is available to download as [word](https://mega.nz/file/ZMJxWADZ#wYhYaPPELTcNzrMsE8fQlWDk2BReNxnr16G6kQ6ZJZM) or [pdf](https://mega.nz/file/EEIBUSbB#Z-nxdTv14QN8CmsXLl9SWFXpD9siVxb-14hEf6bOdl8) here.

# TRAINING & QUALIFICATIONS

Associate of the Chartered Quality Institute ACQI

Member if the Institution of Diagnostic Engineers MIDiagE

IRCA Certified Annex SL Transition A17874

IRCA Certified ISO 9001:2015 Transition A17875

IRCA Certified ISO 14001:2015 Transition A17876

IRCA Lead Auditor ISO 9001:2008 A17059

IRCA Lead Auditor OHSAS 18001:2007 A17259

IRCA Lead Auditor ISO 14001:2004 A11162

Lead Auditor BS 25999

A complete list of all QA and auditor training is available to download as [word](https://mega.nz/file/QIBn1KrK#qcsGk-UHp20DCSrDXuy2kX9xFVD0aOJpM6krE6ySD8o) or [pdf](https://mega.nz/file/lUYxBQzS#DE9RT3-lxaDa1V5S8_9TiD3mHEYmUryc6GHh9yxl0k4) here.

# PERSONAL

DATE OF BIRTH 15 July 1960

INTERNET PROFILES <http://uk.linkedin.com/in/stuartcjcook>

DRIVING LICENCE Car and Motorcycle – Clean

INTERESTS Brownsea Island Service Team – January 2015 presented with 25 year - Long Service Award – Scout Association

Motorcycling and classic car owner.