



TOLGA ÖZEL

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INDUSTRIAL ENGINEER, M.SC.

EXPERIENCE

SALES OPERATIONS PLANNING MANAGER



Gürallar Cam Ambalaj (2017 - 2020)

- Preparation of annual sales and expense budgets
- Planning of production and sales according to these budgets.
- Establishment and follow-up of cost accounting.
- Creating prices according to target profitability in the budget.
- Preparing the annual report and submitting it to the Board of Directors.
- Conducting business development and product development activities with key customers.
- Installation and operation of CRM system.
- Planning all logistics activities of the business and following the operations.

QUALITY AND COLD END MANAGER



Gürallar Cam Ambalaj (2014 - 2017)

Glass Packaging Factory, the latest investment of Gürallar Group, started in February 2014 with an investment of 55 million Euros.

This investment;

- Preparation of the feasibility,
- Following up the signing of all technical overseas negotiations and agreements,
- Management of the Whole Project, management of construction activities and installation activities,

It was realized with my project leadership. After commissioning, all operations of the newly established factory after forming are collected and managed under the Quality Directorate.

1. Quality Control Activities
 - 1.1. Process Control Activities
 - 1.2. On-Line Quality Control (Inspection Mach.)
 - 1.3. Packaging Automation
 - 1.4. Laboratory Activities
 - 1.5. Input Control Activities
 - 1.6. Material Warehouse Logistics Activities
 - 1.7. Finished Warehouse Activities
 - 1.8. Finished Shipment Activities
2. Quality Assurance Activities
 - 2.1. ISO9001: 2008 Development of the system in the framework of continuous improvement. Customer satisfaction measurements, customer complaintsmanagement.
 - 2.2. BRC IoP Product Safety Management System installation and development within the framework of continuous improvement.
 - 2.3. ISO 22000 Food Safety Management System
 - 2.4. OHSAS 18001 - ISO45001 Occupational Health and Safety Management System
 - 2.5. ISO 14001 Environmental Management System
 - 2.6. ISO10002 Customer Relations Management)
3. Occupational Safety and Occupational Health Activities
 - 3.1. Occupational Health and Safety risk as A class occupational safety specialistmaking analysis.
4. Social Responsibility Activities
 - 4.1. Establishment and operation of social responsibility systems such as BCSI, SMETA, ICF, SA8000.
 - 4.2. Setting up and operating the GSV Global Security Standards system.
5. Preparing the necessary infrastructures for the establishment of CRM System.

QUALITY
MANAGER
LAV

LAV (Gürallar Sofra Camı) (2008 - 2014)

1. Quality Control Activities
 - 1.1. Process Control Activities
 - 1.2. Process Quality Control Activities
 - 1.3. Final Quality Control Activities
 - 1.4. Laboratory Activities
 - 1.5. Input Control Activities
2. Quality Assurance Activities
 - 2.1. ISO9001: 2008 Installation of the system, development of the philosophy of continuous improvement. Customer satisfaction measurements, customer complaints management.
 - 2.2. ISO10002 Installation and development of Customer Relations Management System.
 - 2.3. BRC / IOPProduct Safety Management System installation and development of continuous improvement philosophy.
 - 2.4. EFQM excellence model setup and self-assessment.
 - 2.5. ISO 27001 Installation of Information Security Management System.
3. Environmental Management System Activities
 - 3.1. Establishment and management of Environmental Management unit and environmental risk analysis.
 - 3.2. ISO14001 installation work.
4. Occupational Safety and Occupational Health Activities
 - 4.1. Management of Occupational Health and Safety Management System as A class occupational safety specialist. Conducting occupational safety risk analysis.
 - 4.2. OHSAS 18001 (ISO 45001) installation work.
5. Social Responsibility Activities
 - 5.1. Establishment and operation of social responsibility systems such as BCSI, SMETA, ICF, SA8000.
 - 5.2. Setting up and operating the GSV Global Security Standards system.
6. Creating a brand with the British Landor company during the transition from Art Craft brand to LAV brand.

PRODUCT CONTROL
AND PACKAGING
TEAM LEADER
LAV

LAV (Gürallar Sofra Camı) (2004 - 2008)

- 4 engineers, 2 technicians, 14 foreman, management of the team consisting of 320 employees.
- Control of quality defects of shaped glass products, sorting, packaging and supply of packaging materials.
- Calculation of labor and packaging costs of packaging according to customer requests in order to meet customer requests; planning; operations management.
- Planning, procurement and operations management of private labeling operations for export orders.
- Planning, operation and finalization of contract transactions

CHIEF OF
TOTAL QUALITY
MANAGEMENT



Turkish Ministry of Defense (2002 - 2003)

- Total Quality Management studies
- Continuous improvement studies by identifying areas open to improvement
- Determining satisfaction rates mathematically and taking measures to increase them

SKILLS



- Quality Control
- Quality Assurance
- Quality Management
- Integrated Management Systems
- Lead Auditor
- Continuous Improvement
- Process Development
- Change Management
- Performans Management
- Project Management
- Organizational Design
- Organizational Effectiveness
- Budget Management
- Cost Accounting
- Feasibility Study
- Kaizen
- 7s
- FMEA
- Six Sigma
- Kanban
- Lean Manufacturing
- Root Cause Analysis
- Design of Experiments
- Labour, Health and Safety, Environment and Business Ethics
- Production Planning
- Supply Chain Management
- Supply Chain Security
- Logistics
- HSE Management Systems
- Occupational Health and Safety Specialist
- EFQM Excellence Model
- Customer Relationship Management
- Sales Management
- Strategic Planning
- Ballanced Scorecard

EDUCATION

PHD, INDUSTRIAL
ENGINEERING



SAKARYA
ÜNİVERSİTESİ

Sakarya University (2009 - ?)

MASTER, INDUSTRIAL
ENGINEERING



Dumlupinar University (2004 - 2008)

BACHELOR OF SCIENCE,
INDUSTRIAL
ENGINEERING



Dokuz Eylül University (1995 - 2001)

CERTIFICATES



- **The Leader as Coach** 05.2019 ETERNAL
- **7S** 03.2019 MBH Group
- **Advanced Communication and Negotiation Techniques** 03.2019 CODE Sales Academy
- **Professional Sales** 02.2019 CODE Sales Academy
- **Developing Management and Leadership Skills** 12.2017 PDR Group
- **Budgeting and Control** 11.2017 Deloitte
- **The Power of Being a Team** 11.2016 Ahmet Şerif İzgören
- **ISO17025 Method Validation** 05.2016 TürkAK
- **Sales Engineer** 03.2016 EduCon Competencies
- **Quality Control Training** 03.2016 Wiegand Glass
Description: Training given to Germany production facilities for a total of 3 months under the 2million euro know_how agreement by Germany 's largest glass packaging manufacturer .
- **Creating a Corporate Image** 12.2015 BİYMED
- **ISO17025 Laboratory Accreditation Documentation** 12.2015 ICTSERT
- **ISO17025 Laboratory Accreditation Internal Audit** 12.2015 ICTSERT
- **ISO17025 Laboratory Accreditation Basic Standard** 12.2015 ICTSERT
- **Corporate Communication and Organizational Behavior** 11.2015 BİYMED
- **ISO9001:2015 Lead Auditor 2015 Revision** 10.2015 BSI
- **Secrets of Giving Feedback** 10.2015 Ahmet Şerif İzgören
- **Negotiation Effective Communication and Body Language** 08.2015 BİYMED
- **Customer Relationship Management** 11.2014 BİYMED
- **Profitable Business in Innovation-Today Conditions** 06. 2014 Prof.Dr.Arman KIRIM
- **Occupational Health and Safety Specialist Certificate (Class A)** 01.2014 Ministry of Labor and Social Security
- **Sharing Excellence EFQM** 11.2013 Kalder
- **ISO27001: Information Security Management System Lead Auditor** 05.2013 BSI
- **EFQM Self-Assessment** 04.2013 KalDer
- **International Occupational Health and Safety** 12.2012 BSI
- **ISO22000 Food Safety Management System** 05.2011 QMC
- **ISO22000 Food Safety Management System Lead Auditor** 10.2010 Alberk QA Technic
- **ISO9001:2008 REVISION Revision Transition** 12.2008 Kalder
- **Training of the Trainer** 07.2008 Entelekyia
- **Professional Management Skills** 06.2008 Ahmet Şerif İzgören
- **Lean Six Sigma** 06. 2008 Doç.Dr.Halefşan SÜMEN
- **ISO9001 Lead Auditor Certificate** 05.2008 BSI
- **Kaizen Management** 05.2008 Prof.Dr. Seiichi FUJITA .
- **Performance Management** 11.2007 HR
- **Occupational Health and Safety** 10.2007 HR
- **Competency Based Interview Techniques** 09.2007 Strategy
- **Internal Auditor Certification** 06.2007 BSI
- **Occupational Health and Safety Legislation** 10.2006 Temis
- **Internal Quality Auditor Training** 05.2006 Prof.Dr.Fatih Botsalı
- **Environmental Legislation** 10.2005 Temis
- **Occupational Health and Safety Specialist Certificate (Class C)** 06.2005 Ministry of Labor and Social Security
- **Leadership** 12.2004 FUTURE LEADERS
- **Time Management** 04.2004 HUMAN SCIENCE INSTITUTE
- **Sales** 10.2003 A&C ÖZSAN