



Sherif Mahmoud Mosheat

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Personal Data:

- **Birth Date** : 09th October 1981
- **Place of Birth** : Kuwait
- **Nationality** : Egyptian
- **Religion** : Muslim
- **Military Status** : Exempted
- **Passport** : Valid till 2024
- **Driving License** : Valid

Membership in Professional Societies:

- ◆ International Register of Certified Auditors (IRCA) , UK
- ◆ Member of the council of the Egyptian society for quality management , Cairo, Egypt

Training Courses:

- ◆ **Training of trainers** approved by Quality Distinct Center , Abu Dhabi, UAE
- ◆ Certified ISO **9000:2000 Auditor/Lead Auditor Course**, approved by the International Register of Certificated Auditors (**IRCA**).
- ◆ Certified **ISO 14000:2004 Auditor/Lead Auditor Course**, approved by the International Register of Certificated Auditors (**IRCA**).
- ◆ Certified ISO **9000:2008 Auditor/Lead Auditor Course**, approved by the International Register of Certificated Auditors (**IRCA**).
- ◆ Certified OHSAS **18001:2007 Auditor/Lead Auditor Course**, approved by the International Register of Certificated Auditors (**IRCA**).
- ◆ Certified ISO **9001:2015 Auditor/Lead Auditor Course**, approved by the International Register of Certificated Auditors (**IRCA**).

- ◆ Certified ISO **14001:2015 Auditor/Lead Auditor Course**, approved by the International Register of Certificated Auditors (**IRCA**).
- ◆ Certified ISO **45001:2018 Auditor/Lead Auditor Course**, approved by the International Register of Certificated Auditors (**IRCA**).
- ◆ **The First Aid** Training Course, at PQI.
- ◆ **ISO 31000: 2018 Risk Management** training course
- ◆ **ISO 223011:2012** training course
- ◆ **The First Aid** Training Course, at NQI
- ◆ Different Management courses including
 - TOT
 - Statistical Quality Control
 - Statistics for Management Decision
 - Customer satisfaction
 - Leadership
 - Human Resource Management
 - Training Needs Assessment TNA
 - Strategic Plan
- **Pyro- Process in cement industry** Training Course, at ASEC
- **Raw Material for cement industry** Training Course, at ASEC

Education:

- ◆ **B.Sc. in Chemistry** – Cairo University, Giza, Egypt
- ◆ **M.Sc. in Quality Management-** Productivity and Quality Institute – Arab Academy for Science and Technology and Maritime Transport.

◆ **Courses Studied**

- | | |
|--|--|
| 1- Quality Management. | 7- Management information Systems. |
| 2- Quality Assurance. | 8- Customer Relationship Management. |
| 3- Contemporary Management. | 9- Business Process Reengineering. |
| 4- Marketing and Global Competition. | 10- Group Dynamics. |
| 5- Statistical Quality Control. | 11- Advanced Topics in Quality Management. |
| 6- Statistics for Management Decision. | 12- Research Methodology. |

Thesis Title: Measuring Customer Satisfaction for the Quality of Educational Service Provided in Productivity and Quality Institute "Empirical Study on Postgraduate Studies"

References Will Be Furnished Upon Request

◆ **Studying Doctor Degree in Statistical Quality Control and Quality Assurance
- Cairo University – Egypt**

◆ **Courses Studies**

- | | |
|---------------------------------------|---|
| 1- Simulation | 4- Reengineering and Change Management |
| 2- Specifications and Standardization | 5- Advanced Continuous Improvement |
| 3- Internal and External Auditing | 6- Directed Individual Readings (Advanced Topics) |

◆ **Studied the preparation course in project management in PMI-Mena
chapter to Project Management Professional "PMP"**

Present position:

- CEO at Quality Innovation Center
- Lead Auditor / Lead Tutor – QMS – EMS & OHSAS (EGCS-IRQS)
- Lecturer Faculty of Engineering (El Asher University)
- HR Consultant for miscellaneous companies
- Senior management Systems Consultant (HR, Environment, Quality, Safety,)
- International approved tutor (Management Systems)
- Certified Trainer at holding company for water and wastewater

Detailed Tasks Assigned:

- Business Development & HR Consultation
- Training materials design and development
- Implementation of training courses (Technical and Managerial)
- Organizations performance assessment according to EFQM Model and / or other Excellence Model / Criteria
- Conduct certification audits on behalf of different certification bodies regarding QMS,EMS, OHSMS, BCMS, ISMS, and Energy MS
- Conduct second party audits on behalf of different organizations to assesses the ability of its proposed suppliers to meet the contract requirements
- Establish, document and update management system(s) according to local and /or many international standards such as ISO 9001, ISO 14001, OHSAS 18001, ISO 55001, ISO 27001, SA8001, ISO22301, ISO 45001, ISO 14001 and PAS 99.

References Will Be Furnished Upon Request

Work Experience:

► Jul. 2002 – Dec. 2002: **Daar El-taaseel Company, Cairo, Egypt.**

► Jan. 2003 – Feb. 2007: **Sinai cement company, El-Arish, Egypt.**

- Chemist in quality Control;
 - Daily complete analysis for each kiln feed, Clinker and Cement.
 - Determination by: Gravimetric (SiO₂, R₂O₃, Cao, Mgo, Insoluble Residue & SO₃)
 - Calculation L.O.I, L.S.F, S.M, A.M, C₃S, C₂S, C₄AF & C₃A)
 - Calculation blain for cement
 - Determination of the calcinations degree and free lime for clinker.
 - Complete analysis for raw material (Limestone, Clay and Sand)
 - Ensuring that quality of cement conforms to the laid down standards relating to fineness, strength, expansion, ingredients etc.
 - Analyze statistical data and product specifications to determine standards and establish quality and reliability objectives of finished product.
 - The maintenance of Q.C laboratory instrumentation.
 - Provide direction to operation teams on compliance/technical issues related to efforts to achieve compliance with company policies and government regulations. Independently troubleshoots problems and resolves issues regarding instrument validation.

► March 2007 – Dec. 2008: as a Quality Management Systems Consultant and Trainer (**National Quality Institute** – and **Productivity and Quality Institute**- Arab Academy for Science, Technology and Maritime transport, Cairo, Egypt).

Job duties:

- Providing consultancy & training services in order to establish & implement management systems comply with international standards for (quality, environment, health & safety)
 - Preliminary Survey/Gap Analysis.
 - Developed the detailed Action Plan for the company.
 - Developing/Documenting management System according to ISO standards.
 - Implementing and documenting international standards.
 - Conducting internal audit.

References Will Be Furnished Upon Request

- Conducting multiple training courses for the employees of the company including; Quality Management System according to ISO standards awareness course, Preparation of documents and records for MS, Communication skills and Internal Audit training course.
- Preparing proposals and contracts to establish links with other parties.

Consultancy

1. Metawee group Developments
2. Nozha Group
3. Mena real Estate
4. Yafa Mac Real Estate
5. Century 21 Tiba Reality
6. NGV-Car gas, Almaza Station (head office)
7. NGV- Car gas Mesadak station
8. Industrial Modernization Centre (IMC)
9. EUP pharmaceuticals
10. National Authority for Remote Sensing and Space Science (NARSS)
11. United GAS Derivatives Company
12. Arcons for Engineering and Construction
13. Ragab Sons Co.
14. Jordanian Egyptian Fajr
15. National Quality Institute (NQI)

Co-ordination

- Preparing proposals and contracts to establish links with other parties.

National Quality Institute:

- Preparing the documentation requirements for accrediting NQI as a certification body.
- Prepared the documentation system required for certificating the Institute according to the requirements of ISO 9001:2000.
- Prepared the documentation needed to Certify NQI as training providers certification body according to ISO 17021:2005.
- Conduct training courses in the Institute.

Productivity Quality Institute:

- Responsible of the admin work related to the Postgraduate activities (Diploma – Master- PhD).
- Managing the Postgraduate Program operations.

References Will Be Furnished Upon Request

- Teaching Assistance in master program.

Administration Duties

- Acting as Deputy Postgraduate Manager in Cairo branch and coordinator in the Productivity and Quality Institute- Arab Academy for Science and Technology and Maritime Transport.

Training

Represented Productivity and Quality Institute (P&QI) and National Quality Institute (NQI) as a Trainer for the following courses:

- Tutored a Customer Relationship Management Course, May 2007 and January 2008.
- Tutored a Quality Management Course, June and September 2007 and January 2008.
- Tutored a Quality Assurance Course, July 2007 and November 2008.
- Tutored an ISO 9001 Awareness Course, July 2007.
- Tutored an ISO 9001 Documentation Course, July 2007 and January 2008.
- Tutored an ISO 9001 Internal Audit Course, July 2007 and January 2008.
- Tutored an ISO 14001 Awareness Course, August 2007 and December 2007.
- Tutored an ISO 14001 Documentation Course, August 2007 and December 2007.
- Tutored an ISO 14001 Internal Audit Course, August 2007 and December 2007.
- Tutored an OHSAS 18001 Awareness Course, August 2007.
- Tutored a Coaching Course, September 2007 and January 2008.
- Participated in ISO 9001:2000 Lead Auditor Training course that was held in NQI; as a Second Tutor, November 2007.
- Tutored an ISO 14001:2004 Training Course at NQI, March 2008.

► Jan. 2009 –Oct.2009: as a Quality Consultant/ Trainer (**Daar El-taaseel Cairo, Egypt**).

Working on:

- Conduct a gap analysis according to quality management system.
- Developed the detailed Action Plan for the company.

References Will Be Furnished Upon Request

- Developing/Documenting QMS System according to quality management principles.
- Implementing and documenting international standards ISO 9001:2008.
- Conducted internal audit.

Conducted multiple training courses for the employees of the company including;
Quality Management System according to ISO 9001:2008 awareness course,
Preparation of documents and records for QMS, Communication skills and Internal
Audit training course

► Nov. 2009 –Feb.2010: as a Quality Consultant/ Trainer (**Quality Creative Center for management consultant, Cairo, Egypt**).

Job duties:

- Providing consultancy & training services in order to establish & implement management systems comply with international standards for (quality, environment, health, safety, & food safety)
- Preparing proposals and contracts to establish links with other parties.
- Conducted multiple training courses.

Consultancy

1. Yafamac Company (Emirates heights Project) (head office and Site)
2. Tarouk Contracting Company- KSA
3. The Egyptian Company for Mobile Services (Mobinil)
4. Eirad Trading and Contracting Company Ltd. Authorized Service Contractor for UPS SCS – KSA

► March 2010 –October 2010: as a Quality Consultant/ Trainer (**The International Center for Training and Quality of Services, Cairo, Egypt**).

Job duties:

- Providing consultancy & training services in order to establish & implement management systems comply with international standard for quality.
- Preparing proposals and contracts to establish links with other parties.
- Conducted multiple training courses.
- Preparing the training material

References Will Be Furnished Upon Request

- Preparing the documentation requirements for accrediting the educational institutions from National Authority for Quality Assurance and Accreditation of Education (NAQAAE).

Consultancy:

- Faculty of Pharmacy – Misr international University (MIU) - Ismailia Road (Ahmed Orabi District)
- New Cairo Academy – Eltagamoh El Khames
- The advanced academy – El-Harm

► November 2010 –May 2011: as a Training Manager (**The Orient Business Development, Cairo, Egypt**).

Job duties:

- planning and developing training programs
- Preparing proposals and contracts to establish links with other parties.
- Design training material
- Follow up the Coordination with Training Providers for upcoming Training Programs and Schedules.
- Training Documentation - Maintain filing and safekeeping of all training records materials prepared in order to ensure training documentation is available at all times.
- Translation the training material from English to Arabic and vice versa
- Evaluate instructor performance and the effectiveness of training programs and recommendations for improvement.

June 2011 –April 2013: as a Training Manager (**Engineering & Quality Experts (EQE), Giza, Egypt**).

Job duties:

- Prepare a training plan
- planning and developing training programs
- Preparing proposals and contracts to establish links with other parties.
- Design training material

References Will Be Furnished Upon Request

- Follow up the Coordination with Training Providers for upcoming Training Programs and Schedules.
- Training Documentation - Maintain filing and safekeeping of all training records materials prepared in order to ensure training documentation is available at all times.
- Translation the training material from English to Arabic and vice versa
- Evaluate instructor performance and the effectiveness of training programs and recommendations for improvement.

May 2013 –Dec.2014: as a Quality Manager (**Abraj Misr, Cairo, Egypt**).

Job duties:

- Develop, implement, communicate and maintain a quality plan to bring the Company's Quality Systems and Policies into compliance with quality system requirements.
- Ensuring compliance with national and international standards and legislation.
- Ensuring tests and procedures are properly understood, carried out and evaluated and that product modifications are investigated if necessary.
- Formulate and manage the development and implementation of goals, objectives, policies, procedures and systems pertaining to the QA/QC.
- Setting up and maintaining controls and documentation procedures.
- Monitoring performance by gathering relevant data and producing statistical reports.
- Identifying relevant quality-related training needs and delivering training.
- Ensure that processes needed for the Quality Management System (QMS) are established, implemented and maintained.
- Report to top management on the performance of the QMS and any need for improvement.
- Ensure that the performance of the QMS is reviewed at planned intervals to ensure its continuing suitability, adequacy and effectiveness. This review means assessing opportunities for improvement and the need for changes to the QMS.
- Ensure that Quality Objectives are set by top management for measuring the performance of the QMS and that these are regularly reviewed.

References Will Be Furnished Upon Request

- Ensure that top management undertakes periodic but regular assessments of customer satisfaction and that consequent improvement are identified and implemented.
- Analyze data on the effectiveness of the QMS and evaluate where continual improvements of the QMS can be made. This shall include data generated as a result of monitoring and measurement and from other relevant sources.
- Co-ordinate continual improvements of the QMS, ensuring that evidence of corrective and preventive actions taken are recorded and reviewed.

Oct. 2013 –Until Now: as a Chief Executive Officer (**Quality Innovation Center, Cairo, Egypt**).

- Keep all relevant stakeholders informed of developments online with company's objectives.
- Manage resources, including the attracting, hiring and retention of personnel.
- Ensure employees move in the same strategic direction to achieve its mission.
- Create and report on business plans, monitoring its efficacy and progress.
- Research and implement new initiatives to drive revenue, lower operating costs while maintain quality products that are competitive, all while delivery excellent customer support.
- Manage and report on the effective implementation of a marketing strategy to maintain market relevance and promote products and services to increase sales.
- Manage key personnel, clients and service providers.
- Maintain the quality of products, services, customer support and level of service in line with service level agreements and other retention strategies.

August. 2018 –Until Now: as **Business Development Consultant**

- Develop business plans with the assigned accounts
- Design and develop strategic development strategies and plans
- Provide assistance with implementing suggested plans and strategies

References Will Be Furnished Upon Request

- Educate, lead and supervise members of the business development team to ensure the project's achievement
- suggest measures for improving customer satisfaction and loyalty
- Build, encourage and maintain long-term relationships with key stakeholders
- Create and present a detailed report for upper management
- Advising management on the administration of human resources policies and procedures
- Leading, managing and influencing other members of the team and employees across the business
- Improvising and adapting to organizational changes as and when they arise
- Developing, revising, and implementing HR policies and procedures
- Preparing and maintaining reports and business plans related to specific HR projects
- Assisting with the development and coordination of recommended changes regarding workflow
- Conducting audits of HR activities to ensure compliance
- Presenting training sessions related to specific HR programs

Others:

- **Lecturer of Quality and HR programs in Faculty of Engineering – El Asher University , Egypt**
- **Tutored ISO 9001:2015, ISO 14001:2015, ISO 45001:2018 Lead Auditor Training course**
- **Tutored a Total Quality Management Diploma at various training centers**
- **Conduct External Audit with certification bodies (DNV, TUO, Moody....)**
- **Conducting training course ISO Standards and Management courses In Abu Dhabi, Dubai, Sharjah, Bahrain, Tunis & KSA**
- **Training courses delivered at various training centers in Egypt, UAE, Tunis, Kuwait , Sudan, Bahrain and Saudi**
 - Teamwork, Leadership and Communication

References Will Be Furnished Upon Request

- Problem Solving & Decision Making
- Measuring Customer Satisfaction
- Continual Improvement
- Total Quality Management Diploma
- Negotiation Skills
- Managerial skills
- Time Management
- Communication Skills
- تبسيط اجراءات العمل
- Implementation of standard based management system
- An introduction to the environment concepts and issues
- Strategic Planning
- Quality Cost
- Project Management
- Conformity Assessment
- Fundamentals of inspection and testing
- OSHA
- Business Excellence
- Crises Management
- TOT
- Basic Quality Tools (7 Tools)
- Incident Investigation
- Root Cause Analysis
- Benchmarking
- Statistical Process Control & Process Capability
- Human Resource Management
- Marketing Management
- Sales Management
- Emotional Intelligence
- Training Needs Assessment (TNA)

References Will Be Furnished Upon Request

- Marketing Planning
- NLP
- ISO 45001:2018
- ISO 9001:2015
- ISO 14001:2015
- ISO 22301:2012
- ISO 31000:2018
- ISO 29990:2010
- ISO 10015:1999
- ISO 29993:2017
- ISO 21001:2018
- Quality Assurance
- Quality Management
- Customer Relationship Management
- Quality concepts and philosophies
- Total Quality Management
- Six Sigma Overview
- Six Sigma Green Belt
- Supply Chain Management
- Advanced Topics In Total Quality Management
- Quality from control through assurance to management
- Towards Understanding the concept of Quality in manufacturing
- Towards Understanding the concept of Quality in service
- Statistical Quality Control
- Quality circles
- Warehouse Management
- Understanding ISO 9001:2008
- Document & Records preparation for ISO 9001:2008 Requirements
- ISO 9001:2008 Internal Audit
- ISO Standards on Auditing 19011

References Will Be Furnished Upon Request

- Qualifying Management Representative for QMS ISO 9001/2008
- Understanding ISO 14001:2004
- Document & Records preparation for ISO 14001:2004 Requirements
- ISO 50001:2011 Energy Management System
- Risk Management
- Document & Records preparation for OHSAS 18001:2007 Requirements
- OHSAS 18001:2007 Internal Audit
- Building Integrated Management System " QMS , EMS , OHSMS "
- IMS Internal Audit (ISO9001&14001& OHSAS 18001)
- Fact based decision making
- Quality Control
- Process Mapping

General Skills:

Languages

- **Arabic:** Mother Tongue
- **English:** Very Good written and Very Good Spoken

Computer Skills:

Excellent knowledge of:

- MS Office and Perfect Internet Applications.
- The International Computer Driving License (**ICDL Certificate**)
- Minitab and SPSS.

Other Skills:

- Team worker, Organized, punctual, well persistence, v.good communication skills, good in time and stress management skills, energetic, enthusiastic, self motivated and reliable
- Ability to Work under Pressure.
- Very good communication, presentation & negotiation skills.
- Self motivation, Ability to make dissection and take suitable needed actions.

References Will Be Furnished Upon Request