

# ENG. Jose Rolando Arroyo

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## Accomplishments

- Ten years of audit and consulting experience in Management Systems based on International Standards ISO 9001, OHSAS 18001, ISO 22000, ISO 14001 among others.
- Carried out surveillance and certification and audits throughout Latin America and the Caribbean in more than 60 companies with SGS International (Certification Body).
- Developed and coordinated implementation of sustainable SHE, Food Safety, Quality Systems in Costa Rica.
- Provided support and training to companies ensuring the competence and right qualifications of professionals' teams within the organization.
- Two years ago, introduces in the Costa Rican market, ISOTools software, an innovative technology platform to support the processes of design, deployment, implementation, review and improvement of systems and management models in organizations to improve efficiency and effectiveness and increase the satisfaction of stakeholders.
- Developed great knowledge of internal company's standards: NQMS Nestle Quality Management System, NCE Nestle Continuous Excellence, SICSA -Philip Morris International Standard and TCCQS – The Coca-Cola Quality System.

## Professional Experience

### International Lead Auditor

**Certification Body SGS International**

Panamá ▪ 2005– Present

- Promoted to serve as Lead Auditor for companies in worldwide locations, conducted testing, evaluations, and verification to ensure full compliance with international standards.
- Verify adherence to the principles of internal controls, to ensure compliance with corporate standards & local legislation, to help enhance operational efficiency and to facilitate the application of best practices throughout the organizations.
- Assessed the effectiveness and efficiency of international Controls, Policies and Procedures.
- Provide value-adding, actionable recommendations aimed at sustainable business improvements and risk reduction
- Supervised and trained other auditors.
- Develop great knowledge in Beverage and Food Companies, Banks and Financial Institutions, Construction Companies, Manufacturing & Trade, Oil, Gas, Power, Generation and Transmissions, Wind Energy, Logistics, Plastics and Chemical industries, Telecommunications.

## **Senior Consultant**

### **Quality Consulting Services**

SJ, Costa Rica ▪ 2004 – Present

- Founder of the consulting firm “Quality Consultings”, responsible to ensure implementation and sustainability of the projects managed by the company.
- Supervise the systems’ implementations by providing functional leadership and support.
- Ensure competence and right qualification of functional consultants and employees.
- Ensure that stakeholders understand their role & responsibility in the implementation.
- Provide support, coaching and training to professionals, line management and other functional leaders to meet identified needs throughout the organizations.
- Develop recommendations for improvements in operating performance and control.
- Control, maintain and improve customers’ management systems including achieving and maintaining the certifications acquired.
- Promote the awareness of the effectiveness of Management Systems as well as promoting the software ISOtools.

## **CEO**

### **Certification Body QSI América**

Miami, Florida ▪ 2002– 2004

- Ensure all instructions, policies and established guidelines of the Company were properly executed in all levels in the Business.
- Ensure daily operation activities are compliant to functional procedures.
- Provide control and ensure achievement of sales & profitability targets.
- Provide certain reports, e.g sales report, Forecast etc.
- Ensure compliance/ provide support to all audits and certification related activities.
- Ensure compliance/ provide support to all training related activities.
- Review and monitor any customer related issues

## **Key Skills**

- Flexibility to adapt easily to challenging circumstances.
- Leadership qualities, with excellent communication skills and team spirit.
- English and Spanish languages, all fluent at professional level.
- Initiatives and result driven, high analytical with strategic and critical thinking.
- Strong sense of initiative and courage to overcome resistance to changes.
- Demonstrated ability to deliver results through others.
- Potential negotiator and sales skills.
- Excellent observational and listening skills.
- Flexibility and willingness to travel.

## **Education and other Qualifications**

Bachelor in Industrial Engineer      Universidad Interamericana, SJ-Costa Rica ▪ 2001

MBA. Quality, Environmental, Safety and Health, Polytechnic of Cataluña, ESP - 2008

MBA. Banking And Finance              Universidad Fundepos, SJ-Costa Rica - Present

Lead Auditor Course ISO 9001, QSI América - 2002      Certified by IATCA

Lead Auditor Course ISO 14001, QSI América - 2002      Certified by IATCA

Lead Auditor Course OHSAS 18001, QSI América - 2003      Certified by IATCA

ISO 27000 Foundation Course (Information Security management systems), SGS Panamá -2011

ISO 50001 Foundation Course (Energy Management Systems), SGS Panamá, 2012

ISO 31000 Foundation Course (Risk management),      SGS Panamá, 2012

Industrial Hygiene - Equipment of rise, ITS Panama – 2005

Risk Analysis and Evaluation, ITS Panama – 2005

Environmental and Occupational Noise, ITS Panama – 2005

Environmental and hygienic measurements - ITS Panama – 2006

Lead Auditor Course HACCP, QSI América - 2006      Certified by IATCA

Electrical security (high and low voltage), ITS Panama – 2006

Space Confined, ITS Panama – 2007

Handling of chemical substances, ITS Panama – 2007

Environmental legislation and occupational Health in Costa Rica, ITS Panama – 2007

Log out tag Out – Vibrations, ITS Panama – 2007

Industrial and office ergonomics, ITS Panama – 2008

Requirements for metrological assurance according to ISO 9001, ITS Panama – 2008

#	Nombre de la empresa	Auditor/ Consultor	Norma auditada /implementada	Fecha de realización
1	Grupo Bavaria, Planta Nevada	Auditor	OHSAS 18001	2003
2	Durman Esquivel (Costa Rica)	Auditor	ISO 9001:2000 & ISO 14001:2004	2003
3	Durman Esquivel (Guatemala)	Auditor	ISO 9001:2000 & ISO 14001:2004	2004
4	Finca Comercial EARTH	Auditor	ISO 9001:2000	2004
5	Radio 94.7	Auditor	ISO 9001:2000	2004
6	CORVI PVC S.A. (Republica Dominicana)	Auditor	ISO 9001:2000	2004
7	Sol Caribe S.A.	Auditor	ISO 9001:2000	2004
8	División Panelex, Durman Esquivel S.A.	Auditor	ISO 9001:2000 & ISO 14001:2004	2004
9	AES Panamá	Auditor	ISO 9001:2000	2004
10	Comercializadora Los Olivos / Grupo Nación	Auditor	ISO 9001:2000	2004
11	Durman Esquivel (Honduras)	Auditor	ISO 9001:2000 & ISO 14001:2004	2004
12	Coopevictoria	Auditor	ISO 9001:2000	2005
13	Coca Cola Industrias (Costa Rica)	Auditor	ISO 14001:2004 & OHSAS 18001	2005
14	Tico Frut Costa Rica	Auditor	ISO 9001:2000	2005
15	Tico Frut Costa Rica	Auditor	ISO 9001:2000	2005
16	Duke Energy International (El Salvador)	Auditor	ISO 9001, 14001 & OHSAS 18001	2005
17	FJ Orlich y Hnos Ltda (Planta Orosi)	Consultor	ISO 9001:2000 & ISO 14001:2004	2006-2007
18	FJ Orlich y Hnos Ltda (Tres Volcanes)	Consultor	ISO 9001:2000 & ISO 14001:2004	2006-2007
19	FJ Orlich y Hnos Ltda (Planta la Georgia)	Consultor	ISO 9001:2000 & ISO 14001:2004	2006-2007
20	Dole (Costa Rica) Planta Producción Pina	Auditor	ISO 9001:2000 & ISO 14001:2004	2006
21	Dole (Costa Rica) Planta Producción Banano	Auditor	ISO 9001:2000 & ISO 14001:2004	2006
22	Dole (Costa Rica) La Cartonera	Auditor	ISO 9001:2000 & ISO 14001:2004	2006
23	Dole (Costa Rica) Operaciones MUELLE Moín	Auditor	ISO 9001:2000 & ISO 14001:2004	2006
24	Químicos Holanda	Consultor	ISO 14001:2004 & OHSAS 18001	2007-2008

25	AVI AVIRAM	Consultor	ISO 9001:2000	2007-2008
26	Municipio de Panamá	Auditor	ISO 9001:2000	2007
27	DEMASA (Costa Rica)	Auditor	ISO 9001:2000 & ISO 14001:2004	2007
28	DEMASA (Honduras)	Auditor	ISO 9001:2000 & ISO 14001:2004	2007
29	DEMASA (Salvador)	Auditor	ISO 9001:2000 & ISO 14001:2004	2007
30	DEMAGUSSA (Guatemala)	Auditor	ISO 9001:2000 & ISO 14001:2004	2007
31	Praxair	Auditor	ISO 9001:2000	2007
32	Demasa PALMITO	Auditor	ISO 9001:2000	2007
33	Dole (Honduras)	Auditor	ISO 9001:2000 & ISO 14001:2004	2007
34	Nestlé S.A, Panamá Planta NATA	Auditor	ISO 9001, 14001 & OHSAS 18001	2007
35	Nestlé Guatemala	Auditor	ISO 9001, 14001 & OHSAS 18001	2007
36	Nestlé S.A, Panamá Planta Los Santos	Auditor	ISO 9001, 14001 & OHSAS 18001	2007
37	Brenntag Guatemala	Auditor	ISO 9001, 14001 & OHSAS 18001	2007
38	Brenntag Costa Rica	Auditor	ISO 9001, 14001 & OHSAS 18001	2007
39	Brenntag Caribe (Republica Dominicana)	Auditor	ISO 9001, 14001 & OHSAS 18001	2007
40	PROPACE	Auditor	ISO 9001:2000	2007
41	BMW (Costa Rica)	Auditor	ISO 9001:2000	2007
42	Condominio Plaza Roble	Consultor	ISO 9001:2000	2007-2008
43	Coopeagri	Auditor	ISO 9001:2000	2008
44	Cementera Progreso	Auditor	ISO 9001:2000 & ISO 14001:2004	2008
45	Metalco	Auditor	ISO 9001:2000	2008
46	COCESNA (Site Costa Rica)	Auditor	ISO 9001, 14001 & OHSAS 18001	2008
47	COCESNA (Site Honduras)	Auditor	ISO 9001, 14001 & OHSAS 18001	2008
48	COCESNA (Site El Salvador)	Auditor	ISO 9001, 14001 & OHSAS 18001	2008
49	Glynwed (Brazil)	Auditor	ISO 9001:2008	2008
50	Durman Esquivel (Perú)	Auditor	ISO 9001:2008	2008

51	Grupo Linsey (Inca Cola) Headquartes PERU	Auditor	ISO 9001, 14001 & OHSAS 18001	2008
52	Grupo Linsey (Inca Cola) Site Trujillo (Perú)	Auditor	ISO 9001, 14001 & OHSAS 18001	2008
53	Grupo Linsey (Inca Cola) Site Arequipa (Perú)	Auditor	ISO 9001, 14001 & OHSAS 18001	2008
54	Eléctrica Matamoros	Auditor	ISO 14001:2004	2008
55	Centenario Internacional	Auditor	ISO 9001:2008	2008
56	Durman Esquivel, Panamá	Auditor	ISO 9001:2008	2008
57	Underwater, Panamá	Auditor	ISO 9001:2008	2008
58	Terrapez	Auditor	ISO 9001, 14001 & OHSAS 18001	2008
59	Panelex	Auditor	ISO 9001:2008	2008
60	Extruvensa	Auditor	ISO 9001:2008	2008
61	Telefónica Movistar, Panamá	Auditor	ISO 9001:2008	2008
62	Cementos Panamá, Panamá	Auditor	ISO 9001, 14001 & OHSAS 18001	2008
63	Sonda Datadec	Auditor	ISO 9001:2008	2008
64	Seton Costa Rica SRL	Auditor	ISO 14001:2004	2008
65	Cerveceria Panama	Auditor	ISO 9001, 14001 & OHSAS 18001	2008
66	Amanco Panama	Auditor	OHSAS 18001	2008
67	DHL (Costa Rica)	Auditor	ISO 9001:2008 & ISO 14001:2004	2008-2009
68	DHL (Guatemala)	Auditor	ISO 9001:2008 & ISO 14001:2004	2008-2009
69	DHL (Nicaragua)	Auditor	ISO 9001:2000 & ISO 14001:2004	2008-2009
70	Monsanto Headquarters (México DF)	Consultor	ISO 9001, 14001 & OHSAS 18001	2008-2009
71	Monsanto – Planta Nextipac (Estado de Jalisco)	Consultor	ISO 9001, 14001 & OHSAS 18001	2008-2009
72	Monsanto – Planta Villagran (Estado de Guanajuato)	Consultor	ISO 9001, 14001 & OHSAS 18001	2008-2009
73	Monsanto- Planta San Juan MSD Station (Nayarit)	Consultor	ISO 9001, 14001 & OHSAS 18001	2008-2009
74	Monsanto – Planta Los Monchis (Estado de Sinaloa)	Consultor	ISO 9001, 14001 & OHSAS 18001	2008-2009
75	Monsanto – Planta Tlajomulco ( Estado Jalisco)	Consultor	ISO 9001, 14001 & OHSAS 18001	2008-2009
76	Monsanto – San Juan de Abajo (Estado de Nayarit)	Consultor	ISO 9001, 14001 & OHSAS 18001	2008-2009
77	Monsanto – La Charca(Estado Guanajuato)	Consultor	ISO 9001, 14001 & OHSAS 18001	2008-2009

78	Monsanto – Planta Matamoros(Tamaulipas)	Consultor	ISO 9001, 14001 & OHSAS 18001	2008-2009
79	Monsanto – Planta CD Constitución (Estado BCS)	Consultor	ISO 9001, 14001 & OHSAS 18001	2008-2009
80	PROVIDA	Consultor	ISO 9001:2008	2008-2009
81	Multiplaza del Este	Consultor	ISO 9001:2008 & ISO 14001:2004	2008-2010
82	Multiplaza Escazu	Consultor	ISO 9001:2008 & ISO 14001:2004	2008-2010
83	SPC Internacional	Consultor	ISO 9001:2008	2008-2010
84	Glaxosmithkline	Consultor	ISO 14001:2004 & OHSAS 18001	2008-2009
85	Terra Equipos	Consultor	ISO 9001:2008	2008-2009
86	Fitz Roy	Consultor	ISO 9001:2008	2008-2009
87	Laboratorios Biogalenic (El Salvador)	Auditor	ISO 9001:2008	2009
88	Tubotico	Auditor	ISO 9001:2008	2010
89	Metalco	Auditor	ISO 9001:2008	2010
90	Grupo Gruma (Centroamerica)	Auditor	ISO 9001:2008 & ISO 14001:2004	2010
91	Brenntag (Salvador)	Auditor	ISO 9001:2008	2010
92	Condusal S.A. (Salvador)	Auditor	ISO 9001:2008	2010
93	Nestle (Jamaica)	Auditor	ISO 9001:2008	2010
94	Schineyder Electric Centroamerica	Auditor	ISO 9001:2008	2010
95	Propase	Auditor	ISO 9001:2008	2010
96	Phillip Morris International (Santo Domingo, DR)	Auditor	ISO 14001:2004 & OHSAS 18001	2010
97	Phillip Morris International (Guadalajara-Mexico)	Auditor	ISO 14001:2004 & OHSAS 18001	2010
98	Phillip Morris International (Distrito Federal-Mexico)	Auditor	ISO 14001:2004 & OHSAS 18001	2010
99	Natural Aloe (Costa Rica)	Auditor	ISO 9001:2008	2010
100	DHL (Costa Rica)	Consultor	OHSAS 18001	2010
101	Nestlé Jamaica	Auditor	ISO 14001:2004 & OHSAS18001	2010
102	Nestlé Trinidad & Tobago	Auditor	ISO 14001:2004 & OHSAS18001	2010
103	Nestlé Panama (Los Santos)	Auditor	ISO 14001:2004 & OHSAS18001	2008-2010
104	Nestlé Panama (Nata)	Auditor	ISO 14001:2004 & OHSAS18001	2008-2010
105	Gerber Costa Rica	Auditor	ISO 14001:2004 & OHSAS18001	2010
106	Brenntag Honduras	Auditor	ISO 14001:2004 & OHSAS18001	2010
107	IDAC (Republica Dominicana)	Auditor	ISO 14001:2004 & OHSAS18001	2010
108	Cementos Progreso	Auditor	ISO 14001:2004 & OHSAS18001	2009-2010
109	DEMASA – División Palmito	Consultor	IFS	2009-2010
110	Acuacorporación		ISO 9001, 14001 & OHSAS18001	2010

		Auditor		
111	Brenntag Guatemala	Auditor	ISO 9001, 14001 & OHSAS 18001	2011
112	Corrugados Guatemala	Auditor	ISO 9001:2008	2011
113	Kimberly Clark Costa Rica	Auditor	ISO 9001, 14001 & OHSAS 18001	2011
114	Kimberly Clark El Salvador	Auditor	ISO 9001, 14001 & OHSAS 18001	2011
115	CORALAC (Nestle Cuba)	Auditor	ISO 9001, 14001 & OHSAS 18001	2011
116	GRUMA Centroamerica	Auditor	ISO 9001:2008 & ISO 14011:2004	2011
117	Envases del Istmo- Panama	Auditor	ISO 22000	2011
118	Brenntag Honduras	Auditor	ISO 9001, 14001 & OHSAS 18001	2011
119	Gruma Centroamerica (DEMASA)	Auditor	ISO 9001, 14001	2011
120	Instituto Dominicando de Avición Civil	Auditor	ISO 9001, 14001 & OHSAS 18001	2011
121	Academia Superior de Ciencias Aeronauticas	Auditor	ISO 9001	2011
122	Nestlé Fabricar Cartago	Auditor	ISO 9001, 14001 & OHSAS 18001	2011
123	Nestlé Centro de Distribución Heredia	Auditor	ISO 9001, 14001 & OHSAS 18001	2011
124	Nestlé Centro de Distribución Honduras	Auditor	ISO 9001, 14001 & OHSAS 18001	2011
125	Nestlé Jamaica Limited - Oficinas	Auditor	ISO 9001, 14001 & OHSAS 18001	2011
126	Nestlé Jamaica Ltd. Bybrook Factory	Auditor	ISO 9001, 14001 & OHSAS 18001	2011
127	Nestlé Jamaica Limited Centro de Distribución	Auditor	ISO 9001, 14001 & OHSAS 18001	2011
128	Nestlé Caribbean Incorporated (Trinidad y Tobago)	Auditor	ISO 9001, 14001 & OHSAS 18001	2011
129	Panalpina	Auditor	ISO 9001, 14001 & OHSAS 18001	2011
130	Phillips Morris Dominicana	Auditor	ISO 9001, 14001 & OHSAS 18001	2011
131	Schneider Electric	Auditor	ISO 9001, 14001 & OHSAS 18001	2011
132	Sertracen Panamá	Auditor	ISO 9001, 14001 & OHSAS 18001	2011
133	Nestlé Trinidad y Tobago Limited- Valsayn Factory	Auditor	ISO 9001, 14001 & OHSAS 18001	2011
134	Academia Superior de Ciencias Aeronáutica (ASCA)	Auditor	ISO 9001, 14001 & OHSAS 18001	2012
135	Bepensa Dominicana S.A.	Auditor	OHSAS 18001	2012
136	Nestlé Jamaica Limited Oficina y Centro de Distribución	Auditor	ISO 9001, 14001 & OHSAS 18001	2012



137	Nestlé Trinidad y Tobago	Auditor	ISO 9001, 14001 & OHSAS 18001	2012
138	Nestlé Caribbean Incorporated (Trinidad y Tobago)	Auditor	ISO 9001, 14001 & OHSAS 18001	2012
139	Cemento Bayano	Auditor	ISO 9001, 14001 & OHSAS 18001	2012
140	Gruma Division Centroamerica	Auditor	ISO 9001, 14001 & OHSAS 18001	2012
141	Instituto Dominicano de Aviación Civil	Auditor	ISO 9001, 14001 & OHSAS 18001	2012
142	Kimberly Clark – El Salvador	Auditor	ISO 9001, 14001 & OHSAS 18001	2012
143	Nestlé Cuba	Auditor	ISO 9001, 14001 & OHSAS 18001	2012
144	Nestlé Centro de Distribución Dominicana	Auditor	ISO 9001, 14001 & OHSAS 18001	2012
145	Nestlé Oficinas Centrales Dominicana	Auditor	ISO 9001, 14001 & OHSAS 18001	2012
146	Nestlé Centro de Distribución Nicaragua	Auditor	ISO 9001, 14001 & OHSAS 18001	2012
147	Nestlé Trinidad y Tobago	Auditor	ISO 9001, 14001 & OHSAS 18001	2012
148	Nestlé Puerto Rico	Auditor	ISO 9001, 14001 & OHSAS 18001	2012
149	PAYCO – Puerto Rico	Auditor	ISO 9001, 14001 & OHSAS 18001	2012
150	Nestlé San Cristobal - Dominicana	Auditor	ISO 9001, 14001 & OHSAS 18001	2012
151	Nestlé Trinidad y Tobago Limited- Valsayn Factory	Auditor	ISO 9001, 14001 & OHSAS 18001	2012
152	Phillips Morris Dominicana	Auditor	ISO 9001, 14001 & OHSAS 18001	2012
153	Nestlé Trinidad y Tobago	Auditor	ISO 9001, 14001 & OHSAS 18001	2012
154	Nestlé Jamaica Limited Oficina y Centro de Distribución	Auditor	ISO 9001, 14001 & OHSAS 18001	2012
155	Nestlé Centro de Distribución Heredia	Auditor	ISO 9001, 14001 & OHSAS 18001	2012