



Olga Trofymova

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About me:

Olga Trofymova, PhD, CMC, Director, Trainer and Lead Consultant at Quality Centre, which were founded in 1991. For the last 20 years I have experience providing services for 200 organisations in 11 countries. More than 1000 hours as a trainer for more than 5000 organisation/ participants. The main topics and core competence are: Quality Management and Certification, Process Management, Risk Management and Lean Management.

From 2012 - a CMC – Certified Management Consultant (ICMCI) and accredited assessor for international management-consultants. At worldwide organisation ICMCI - a Chair of QAC (Quality Assurance Committee) and have built and went through authorisation procedure according to ISO 17011:2017. After that QAC is an organisation which provide authorisation according to ISO/IEC 17024:2012 (Certification of Persons) to IMC (Institutes of Management Consultants) all over the world (52 countries).

From 2020 - a President of IMC-Ukraine.

From 2010 - an accredited consultant by EBRD BAS programme.

From 2007 - a partner and trainer of WIFI (Austria). Designer, organiser and trainer of training programs on Lean management and Lean production for SME in Austria, Germany, Russia, Ukraine, Moldova, Belarus and Croatia together with WIFI, ACVR, Magna Styer, Quality Austria, Dekra, TUV SUD.

From 2006 - an International Lead Auditor for Quality management systems ISO 9001 for the following international certification bodies: Intertek, DEKRA, TUV SUD.

From 2003 - Team leader, coordinator, expert and trainer at 15 International projects (EuropeAID, World Bank, DFID, TACIS, TEMPUS, SWISSContact, GIZ, UNDP).

● WORK EXPERIENCE

10/12/2020 – CURRENT – Kyiv, Ukraine

PRESIDENT – CMC-UKRAINE

- Organisation Strategy development
- Restructuring and organisation model development
- Members development and increasing
- Partnerships development
- Working committees establishment
- Proposal writing and development
- Project Leader on 40 Management consultants training and development with GIZ funding project
- Project Leader and initiator of Business Consulting School
- Accredited Trainer on ISO 20700:2017 and self-declaration check-lists

20/11/2020 – CURRENT – Kyiv, Ukraine

CLUSTER MANAGER – UKRAINIAN AUTOMOTIVE AND MOBILITY CLUSTER

Moving forward the Cluster initiative

- Strategy program development.
- Business Model development
- Strategic goals and KPI development

- Participating in International conferences and Matchmaking events at ECCP platform
- Initialisation and active membership at EACN (European Automotive Cluster Network)
- Participation at Cluster development project funded by GIZ
- Training, consulting and marketing support for cluster members
- Analytic report on automotive and mobility industry and cluster development

Participation (made a speech on European clusters development) at Zakarpattya conference at 2019

Participation at Ukrainian Cluster Week

Moderation of Strategy session for Ukrainian clusters

11/05/2020 – CURRENT – Zurich, Switzerland

CHAIR OF QUALITY ASSURANCE COMMITTEE (QAC) – ICMCI / CMC GLOBAL

I was approached and given trust to lead the Quality Assurance Committee at ICMCI. Committee with the policy to carry out value adding assessments and to share good practice experience to grow our profession all over the world.

- Responsible for Certification process for Certified Management Consultants
- Trainer, Coach and Assessor for certified management consultants (Ukraine, Moldova, Mongolia, Belarus, Croatia, Kyrgyzstan)
- Responsible for manage and to do assessments for organisations which do certification of management consultants – 50 IMC from all over the World
- Reviewed all procedures of the Quality Assurance Committee and in June went through audit according to ISO 17011:2017 for accreditation bodies who could accredit certification bodies according to ISO/IEC 17024:2012 to make certification of personnel
- 34 newly trained and re-trained assessors from 27 countries
- Developed and provided trainings
- Developed assessors evaluation criteria and procedures
- Developed assessment process and assessment reference guide
- Assessments of national institutes of management consultancy (52 IMCs worldwide)
- Data base of best practices and lessons learnt
- Audits according to ISO/IEC 17024:2012
- Quarterly Experience Exchange Days

09/03/1998 – CURRENT – Kharkiv, Ukraine

DIRECTOR AND PROJECT LEADER – QUALITY CENTRE LTD

Project manager and Lead consultant for more than **50 implemented consulting projects**.

Trainer with experience of more than **1000 training hours** for more than 5000 participants/organizations

Regular training and consultancy are provided on the following topics:

- Goals and objectives management
- Business Process management
- Quality standards training and implementation (companies such as Arti, Gelios, AutoKRAZ, WheelsPlant KRKZ, Bearing plant HARP, BMZ (Belarus), SmartPack (Belarus), GPZ (Russia), Sisecam (Russia), KAINAR (Kazakhstan), VD MAIS, etc).
- Evaluation and diagnostics of management systems
- Quality management, audit of QMS (accredited auditor of Intertek, DEKRA and TUV SUD)
- Lean Management, 6 Sigma (accredited trainer of WIFI Austria)
- Balanced Scorecards
- Risk Management
- Audit and Improvement management

Implementation of integrated management systems including Lean Management, Balanced Scorecards, Business Processes and Quality management systems (ISO 22000, FSSC, HACCP, IATF 16949, AS 9100, IRIS, ISO 9001, ISO 50001, ISO 14000 and OHSAS 18000).

Lead auditor of ISO 9001:2015 at DEKRA company. 1st and 2nd party auditor according to IATF 16949:2016

From 2010 accredited consulting company by EBRD BAS program. Providing management consulting services for SME on quality management, organizational structure optimisation, business-processes optimisation, BSC implementation, personal trainings, marketing and business development.

05/03/1998 – 11/05/2018 – Kharkiv, Ukraine

ASSOCIATED PROFESSOR – NATIONAL AEROSPACE UNIVERSITY

Lecturer, Associated professor for the following subjects: Marketing, Risk Management, Financial risk management, curator for diploma works.

Project manager in **TEMPUS (TACIS 2004 University Management)** project "University-Industry Centers: Model for Cooperation" (September 2005-September 2007) for methodology of Curriculum Assessment, Improvement and Adaptation Centre. Assessment of courses and curricula. Grantholder – Vienna University of Economic and Business Administration.

Developed the course for students on Economics of quality and Management consulting Market and Financial Market.

Intensive science research activities. Defended the dissertation work "Methods for Providing Effective Consulting Activity at Industrial Enterprises". Results of the research were implemented at two associations of consultants and 5 aviation enterprises.

University Award "Young researcher – 2002"

03/01/2017 – 20/06/2017 – Chisinau, Moldova

TRAINER, COACH, MENTOR – CPM CONSULTING

As Trainer at the United Nations Development Program "Support to Confidence Building Measures", prepared training materials and provided trainings for 25 participants (incl., consultants for frozen vegetables and fruits) on the following topics:

- Developing general skills to provide business consultancy services
- Approach to planning, implementing, monitoring, and improving Consultancy
- Approach to Change Management and Coaching
- Requirements of the reference international standards
- Advanced Consultancy Skills

As Coach provided the coaching for 10 participants via skype, conference call, in a written form or by meeting the participant personally to fulfil all requirements and prepare documents and presentation for CMC certification. Supported of the participants to enter CMC Global Institute and to go through certification procedure.

01/05/2017 – 01/06/2017 – Pristina, Kosovo

EVALUATOR OF THE PROPOSALS – CARE INTERNATIONAL KOSOVO

As Evaluator of the proposals for the second call for applications at the project "Rural Economic Sustainability Initiative" donated by Austrian Development Agency, the following tasks were fulfilled:

- Evaluation of 59 applications for grants;
- Field visits of 10 food processing companies (incl., frozen vegetables and fruits EuroFruti), who applied for Expansion and creation of capacities for agri-food and processing enterprises, storage and marketing of agricultural products, as well as promoting agricultural value chain in the Municipality of Prishtine/Pristina
- Field visits of 33 farmers, who applied for Grants for improvement, growth, or diversification of agricultural primary production
- Selection of 29 applicants for the grant
- Evaluation and Final report development

The "reserve" list of 6 applicants was proposed to relocate funds.

01/02/2013 – 01/11/2015 – Kharkiv, Ukraine

EXTERNAL EVALUATOR – BRADFORD UNIVERSITY

As External Evaluator at TEMPUS IV Project "Innovation Laboratories: using an open innovation learning platform & action research in enterprise education in order to enhance the engagement & innovative capabilities of Universities in Post-Socialist Societies" made evaluation of the conformance of the actual outcomes and outputs to the Project objectives and deliverables designed at the Project Proposal. Project participants were from Ukraine and Belarus.

01/08/2013 – 01/10/2013 – Kyiv, Ukraine

EXPERT, CONSULTANT – EUROPEAN PROFILES

As STE at the project "Complementary measures to the sector policy support programme "Promoting mutual trade by removing technical barriers to trade between Ukraine and the European Union", **EuropeAid/130198/C/SER/UA, developed a training needs analysis, prepared of training materials and delivered of 2 training sessions** for the Task Force for Market Surveillance on Quality Management and Control of Documents

03/01/2012 – 01/04/2012 – Kyiv, Ukraine

ANALYST – EPRD

As analyst at EU FWC project Identification and Formulation of the Project/Programme "Small and Medium Enterprise Sector in Ukraine – Eliminating barriers for growth" participated in SME sector assessment and formulation of the strategy development program of the EU assistance to SME development in Ukraine.

01/10/2011 – 20/02/2012 – Zagreb, Opatia, Split, Osiek, Croatia

TRAINER, EXPERT, CONSULTANT – PEM

As STE at EU project "Capacity Building of Business Service Professionals and Business Support" provided 4 trainings on Innovative quality issues. Course 1 includes the topics related to Balanced scorecards and Business processes management. Course 2 includes the topics related to Lean management and 6 Sigma.

02/02/2010 – 22/07/2011 – Kyiv, Ukraine

EXPERT, CONSULTANT – EUROPEAN PROFILES

As STE at EU-TACIS project "Support to knowledge based and innovative enterprises and technology transfer to business in Ukraine" responsible for Review and assess the domestic experience regarding the available managers training schemes and Building the required train-the-trainers basis, ie marketing research, establishment and support 10 training centres for innovative managers of SME. Development of 8 training materials (incl. 4 quality related topics)

01/09/2009 – 24/12/2010 – Kyiv, Ukraine

EXPERT, CONSULTANT – EUROPEAN PROFILES

As STE at EU-TACIS project "Technical assistance to Ukrainian Quality Infrastructure" (2009-2010) responsible for project activities "Strengthening Education in Ukrainian Quality Infrastructure" and "Increasing Awareness of Business Community". The following outcomes were given:

- Report – Assessment of Current Situation – Training in Quality Infrastructure (incl. training centre at UkrNDNC)
- Support for the training program on New approach development and providing
- Report on Assessment of the current situation on Information activities in Ukraine
- Market survey of needs for information services in Quality infrastructure
- Survey on functions and activities of 28 DSSU regional centres as to their activities on standardisation, certification, state control, testing and metrology

03/01/2010 – 01/02/2010 – Kyiv, Ukraine

EXPERT, CONSULTANT – EUROPEAN PROFILES

As STE at EU-TACIS project "Enhance Innovation Strategies, Policies and Regulation in Ukraine" fulfilled Training Needs Analysis public servants responsible for development and implementation of state innovation policy.

01/07/2007 – 31/08/2009 – Kyiv, Ukraine

SENIOR EXPERT – WYG

As Senior Consultant at EU-TACIS project "Support to the Development of Business Capacity of Ukrainian SMEs – International Dimension" (2007-2009) responsible for project activities at Kharkiv region:

- Marketing research on Machinery and equipment in Ukraine including financial analysis
- 26 enterprises in region selection
- Training Needs Analysis for consultancy skills improvement
- 24 presentations and investment profiles development
- 16 export plans development
- 12 recommendations on efficiency improvement for machinery enterprises development

Study-tour to Hannover Messe supporting

01/03/2009 – 30/03/2009 – Kyiv, Ukraine
SENIOR EXPERT – SWISS CONTACT

As Senior Expert at SwissContact project “Banking Training Ukraine” **quality assessment and evaluation of training methods and methodology** of Ukrainian Academy of Banking and Kirovograd Institute of Commerce. Financial specialties of two High Educational Institutes were assessed and recommendations were given.

01/05/2006 – 30/10/2007 – Kyiv, Ukraine
SENIOR EXPERT – DFID

As Senior Consultant at DFID project “Private sector development” for SME (2006-2007) performed the following tasks:

- selection of consultants to be Benchmarking Facilitators
 - selection of enterprises for the Equipment/Machine Building Cluster
 - organization of trainings and conferences and coordination of cluster activities in the region
 - completion of 20 Benchmarking procedures including financial analysis
- providing training on Quality management (ISO 9001)

01/10/2006 – 22/06/2007 – Kyiv, Ukraine
SENIOR EXPERT – GFA

As Senior Consultant at EU-Tacis project “Ukraine: SME Support Services in Priority Regions” (2006-2007) undertook the following consultancy assignments:

- development of a Survey of the SME Wants’ and Need’s in Chernihiv, Zhytomyr and Rivne Regions
 - development a Survey on the State of Play of Ukrainian Consultancy
 - development of a Directory of chargeable BDS services based on the main findings of the two afore mentioned Surveys
 - development of a Directory of Adult Business Training and Learning Institutions
 - providing trainings on Quality Management for enterprises in regions
 - participation in study-tours to Hamburg (training for trainers and consultants provided by GFA) and Brussels (visiting FEACO and European Charter for SME with SCURPE)
- participation in training programs for management-consultants

05/03/2004 – 08/10/2006 – Kharkiv, Ukraine

TEAM LEADER, COORDINATOR – KPMG – UKRAINIAN CENTRE FOR ENTERPRISE RESTRUCTURING (PSD LOAN)

Preparation for **Private Sector Development project for SME** funded by World Bank.

- Selection of enterprises
 - Selection of consultants
 - Administrative preparations for the Project
- During implementation phase was a Team leader for the group of consultants at Tornado Ltd. (Private Sector Development project funded by **World Bank**)
- Deep diagnostic of the enterprise including financial analysis
 - Strategy development (strategic alternatives forecasting)
 - Marketing plan development
- Organisational structure and business-processes optimisation

01/07/2005 – 30/06/2006 – Kyiv, Ukraine
EXPERT, CONSULTANT – SCANAGRI

As local expert and regional coordinator at EU-TACIS Project “Improvement of Logistic Services and Marketing Channels for SMEs in Agriculture” (2005-2006) undertook the following tasks:

- Regional Sector analysis including financial analysis
- Establishment the project activities in Kharkiv region
- Organizing all regional conferences and trainings
- Selecting enterprises for supply chain development for vegetables and fruits
- Diagnostic analysis of selected enterprises
- Supply chain establishment and supporting

Quality Management consulting and trainings

01/10/2005 – 30/10/2005 – Stockholm, Sweden

INTERN – ARBETSMILJOFORUM

Preparation the pilot project for Investors in People Standard establishment in Ukraine:

- Preparation the speech in International conference about management consulting market in Ukraine and opportunities for IIP Standard
- Comparative analyses of IIP establishment in Sweden and Ukraine
- Analysis of the potential partners opportunities

Participating in preparations for Quality Manager certification audit

01/08/2003 – 31/08/2004 – Kyiv, Ukraine

LEAD CONSULTANT – BEARING POINT CONTACT

Lead consultant for Tandem Plus at EU-TACIS project “Enterprise Restructuring Facility” for SME (2003-2004) implemented by Bearing Point:

- diagnostic analysis including financial analysis
- preparation to the international fair
- quality management system implementation (ISO 9001), business- processing
- training on Quality management and marketing

01/09/2003 – 30/09/2003 – Utrecht, Netherlands

INTERN – EUROPEAN RAIL RESEARCH INSTITUTE

- analysis of potential Ukrainian market for Galileo Navigation Satellite System (especially for aviation industry)
 - management of international projects
- process approach of research organization

01/10/2002 – 15/12/2002 – Barcelona, Madrid, Spain

INTERN – PARC TECNOLOGIC DEL VALLES , DFC, CORPORATE SOLUTIONS

- analysis of management consulting market in Spain and Europe
- comparative analyses of management consulting market in Europe and Russia/Ukraine
- analysis of the potential partners opportunities
- participating in writing proposals for international projects

05/03/1994 – 09/03/1998 – Kharkiv, Ukraine

DIRECTOR – ROLE PLAY ACTIVITY CENTER “LUDUS”

Managed and developed consulting activities. Managed International projects. Partnership with Counterpart Foundation. Training programs for NGO´s managers. Strategy management. Worked in projects for private business schools in development, business and linguistic trainings. Organised International workshops and seminars for trainers in role play activity methodology.

01/09/1997 – 05/03/1998 – Kharkiv, Ukraine

CONSULTANT-INTERN – REGIONAL BUSINESS SUPPORTING CENTRE

Consulting for small and medium enterprises on business strategy, business planning and fundraising. Consulting in KfW credit line for small business.

● EDUCATION AND TRAINING

01/06/2021 – 30/06/2021 – United States

KANBAN SYSTEM DESIGNER – KANBAN University

<https://kanban.university>

01/09/2020 – 25/06/2021 – Estonia

EXPORT CONSULTANT – Train the Trainers Program by Marketing Institute (Estonia) and Export Promotion Office (Ukraine)

<https://mi.ee>

01/03/2021 – 30/03/2021 – Ukraine

ON-LINE TRAINER/ FACILITATOR – Smart-time

<https://smarttime.ua/?lang=ru>

05/06/2018 – 06/06/2018 – Switzerland

ACCREDITED TRAINER ON ISO 20700:2017 – ICMCI – CMC-Global

<https://www.cmc-global.org>

02/02/2017 – 05/04/2017 – Russia

1ST AND 2ND PARTIES AUDITOR FOR AUTOMOTIVE MANAGEMENT SYSTEMS IATF 16949:2016 AND ISO 9001:2015 – TUV SUD

<http://tms-cs.ru>

01/04/2012 – 05/04/2012 – Ukraine

LEAD AUDITOR ACCORDING TO ISO 22000, FSSC 22000 – Intertek

<https://www.intertek.com>

01/09/2008 – 09/09/2009 – Vienna, Austria

EXPERT AND CONSULTANT FOR MS PRODUCTION SYSTEM, AUTOMOTIVE CORE TOOLS – WIFI International, Quality Austria, Magna Steyr

<https://www.wifi.at/about-us/wifi-international/wifi-international-engl>

01/03/2007 – 30/06/2007 – Vienna, Austria

QUALITY MANAGEMENT - PLS MODELLING – Ernst Mach Research Program, Vienna University of Economics and Business Administration

<https://www.wu.ac.at>

11/05/2007 – 15/05/2007 – Ukraine

1ST AND 2ND PARTIES AUDITOR FOR AUTOMOTIVE INDUSTRY ACCORDING TO ISO/TS 16949 – Moody International/ Intertek

<https://www.intertek.com>

01/11/2006 – 05/11/2006 – Ukraine

LEAD AUDITOR ACCORDING TO ISO 9001 – Moody International/ Intertek

<https://www.intertek.com>

01/03/2004 – 30/06/2004 – Vienna, Austria

SPECIALIST AND RESEARCHER IN CROSS-CULTURAL MANAGEMENT – Ernst Mach Research Program, Vienna University of Economics and Business Administration

<https://www.wu.ac.at>

01/09/2003 – 30/06/2005 – Ukraine

INTERACTIVE PEDAGOGY, OPERATION MANAGEMENT – CEUME, Leaders of the Future in MBA Program

<http://ceume.org.ua>

01/07/2002 – 31/07/2002 – Vienna, Austria

ORGANISATIONAL BEHAVIOUR – Vienna University of Economics and Business Administration

<https://www.wu.ac.at>

09/03/1998 – 05/03/2002 – Kharkiv, Ukraine

PHD IN INDUSTRIAL ECONOMICS THEME: METHODS FOR PROVIDING EFFECTIVE CONSULTING ACTIVITY AT INDUSTRIAL ENTERPRISES – National Technical University

<https://www.kpi.kharkov.ua/ukr/>

01/09/1992 – 09/03/1998 – Kharkiv, Ukraine

M.SC. IN INDUSTRIAL ECONOMICS AND MANAGEMENT WITH DISTINCTION – National Aerospace University

<https://khai.edu.ua/>

● **LANGUAGE SKILLS**

Mother tongue(s): **UKRAINIAN** | **RUSSIAN**

Other language(s):

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken production	Spoken interaction	
ENGLISH	C1	C1	C1	C1	C1

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user

● **DIGITAL SKILLS**

Microsoft Word | Microsoft Excel | Microsoft Powerpoint | Google Drive | Microsoft Office | Google Docs | Zoom | Facebook | Internet user | Outlook | Social Media