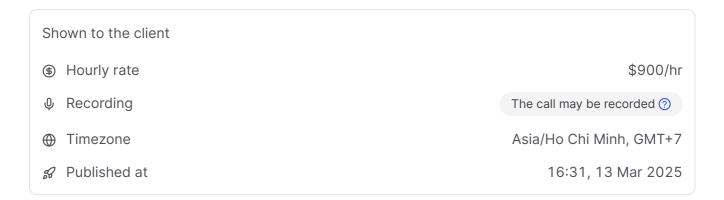


### **QA/QC Manager**

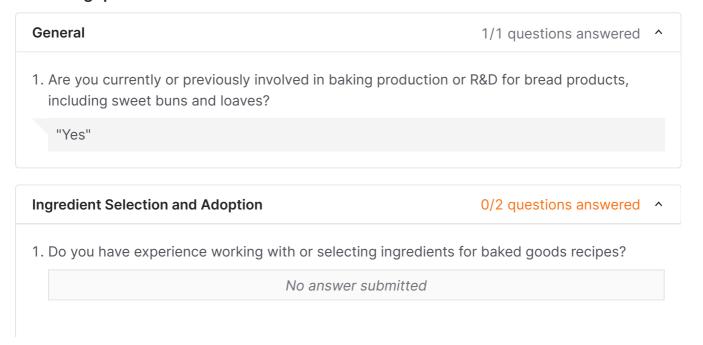
### QA/QC Manager • Pham Nguyen Confectionery Company



### **Biography**

The expert has over 16 years of experience in the food manufacturing industry. He is currently working as a QA/QC Manager at Pham Nguyen Confectionery Company. In this role, he is responsible for ensuring product quality and safety through the implementation of Good Manufacturing Practices (GMP) and adherence to food safety regulations. He has a proven track record of maintaining high standards in food production. He also mentioned that he has experience in baking production or R&D for bread (sweet buns, loaves).

Given his extensive experience, he confirmed that he is able to cover the listed topics for <u>Angle 1:</u> <u>Ingredient Selection and Adoption & Angle 2: Maintaining Bread Quality</u>. He is happy to provide insight on how to maintain the quality of baked goods from the Vietnam region perspective. He looks forward to the call.



2. Have you had professional involvement in making decisions about flour or ingredients in bread production?

No answer submitted

### **Maintaining Bread Quality**

0/2 questions answered ^

1. Are you familiar with the production challenges related to maintaining the texture, softness, and moistness of baked goods?

No answer submitted

2. Can you share insights from your role in ensuring consistent quality in baked goods production?

No answer submitted

### Career

Pham Nguyen Confectionery Company	Feb 2021 - Present
QA/QC Manager GCFOOD THỰC PHẨM HẠNH PHÚC	May 2018 - Feb 2021

QC Manager	Jul 2017 - Apr 2018
SRITHAI SUPERWARE MANUFACTURING PRIVATE LIMITED	Jul 2017 - Apr 2016

QA/QC Manager	Oct 2014 - Jul 2017
Koyu & Unitek	00(2014 00(2017

**Quality Control Specialist** Sep 2009 - Jul 2014 Tập đoàn Tân Hiệp Phát



### **Former Production Supervisor**

Former Production Supervisor • President Bakery PLC

Shown to the client

(B) Hourly rate

(C) Recording

(C) Timezone

(D) Asia/Bangkok, GMT+7

(S) Published at

(S) Published at

(S) 10:18, 10 Mar 2025

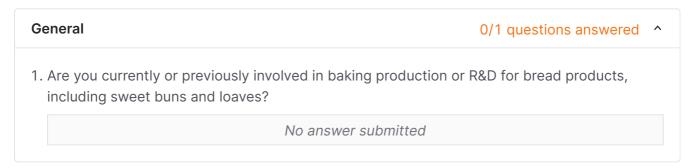
### **Biography**

The expert has about 10 years of experience in the food industry. He previously worked as a Production Supervisor at President Bakery PLC, a leading bakery factory in Thailand. In this role, he oversaw the doughnut production line, ensuring efficient manufacturing, maintaining quality standards, and managing machine maintenance and manpower.

Currently, he works as a Continuous Improvement Specialist at FrieslandCampina. He leads the implementation of a new factory-wide framework for performance excellence. He facilitates workshops, provides training, and supports teams in implementing improvement initiatives, with a focus on operational alignment, teamwork, and problem-solving.

We are still waiting for his confirmation in covering the agenda.

### **Screening questions**



### Career

Continuous Improvement specialist: Internal CI framework "Our Way of Wor...

FrieslandCampina

Apr 2024 - Present

Continuous Improvement (Performance excellence) - Autonomous Maint...
FrieslandCampina

Feb 2020 - Mar 2024

Specification data specialist (Project based position) FrieslandCampina	May 2019 - Dec 2019
Supply chain quality (6 months internship contract) Aviko	Mar 2018 - Aug 2018
Master Thesis Student: Economic evaluation of traceability in the Dutch Wageningen University & Research	Aug 2017 - Mar 2018
Production Supervisor President Bakery PLC	Apr 2015 - Mar 2016
Maintenance Engineer intern FrieslandCampina Thailand PCL.	Apr 2014 - May 2014



### **Former System Engineer**

### Former System Engineer • President Bakery PLC

These are never shown to the client

Email
Shown to the client

Hourly rate

Pecording

Timezone

Asia/Bangkok, GMT+7

Published at

paniangvaitwinter@gmail.com

\$900/hr

\$900/hr

The call will be recorded 
Asia/Bangkok, GMT+7

### **Biography**

The expert has over five years of experience in the food industry, specializing in manufacturing. He has optimized production lines, reduced downtime, and enhanced overall productivity.

He spent about 4 years working at President Bakery PLC, as a System Engineer for Production. He was responsible for improving production processes and troubleshooting system inefficiencies. He also gained hands-on experience in bread production and R&D, including sweet buns and loaves.

He is currently the Head of Production Section at Thai President Foods Public Company Limited, a leading FMCG company specializing in food products. In this role, he oversees daily production operations, ensures compliance with food safety standards, optimizes production workflows, and leads teams to maintain product consistency and efficiency.

Given his strong background in manufacturing, he confirmed that he is able to cover <u>Angle #2:</u> <u>Maintaining Bread Quality</u>. He is happy to provide insight into the production challenges & consistency of quality based on his experience in the industry. He looks forward to the discussion.

General	1/1 questions answered ^
Are you currently or previously involved in baking princluding sweet buns and loaves?	production or R&D for bread products,
"Yes"	

### **Maintaining Bread Quality**

2/2 questions answered

1. Are you familiar with the production challenges related to maintaining the texture, softness, and moistness of baked goods?

"Yes"

2. Can you share insights from your role in ensuring consistent quality in baked goods production?

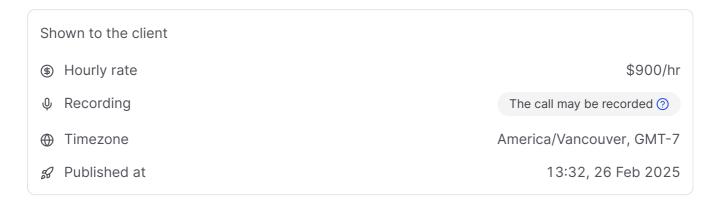
"Yes, in general"

Head of Production Section Thai President Foods Public Company Limited	Mar 2024 - Present
System Engineer Apar Technologies	Dec 2023 - Feb 2024
<b>QA Engineer</b> Quasar Al	Mar 2023 - Sep 2023
System Engineer President Bakery PLC	Dec 2021 - Mar 2023
Production President Bakery PLC	Apr 2019 - Nov 2021



### **Former Assistant Product Manager**

Former Assistant Product Manager • Gardenia Bakeries Philippines Inc.

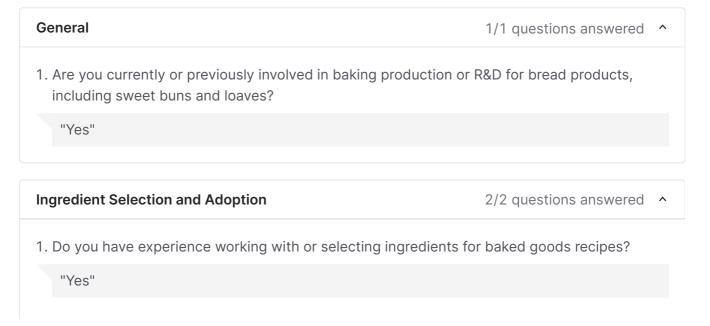


### **Biography**

The expert is a professional with over 12 years of experience, including expertise in the bakery industry. She previously worked as an Assistant Product Manager at Gardenia Bakeries Philippines Inc., where she was involved in baking production and R&D for bread products, including sweet buns and loaves in the Philippines.

Currently, she works as a Marketing Operations Coordinator at the University of Victoria. She supports digital marketing campaigns, coordinates catalyst projects, and facilitates brainstorming sessions to enhance engagement and outreach.

Despite her current role, she has confirmed that she is well-equipped to cover the listed topics from both angles (Ingredient Selection and Adoption & Maintaining Bread Quality) by leveraging her extensive experience in the bakery industry in the Philippines.



2. Have you had professional involvement in making decisions about flour or ingredients in bread production?

"Yes"

### **Maintaining Bread Quality**

2/2 questions answered ^

1. Are you familiar with the production challenges related to maintaining the texture, softness, and moistness of baked goods?

"Yes"

2. Can you share insights from your role in ensuring consistent quality in baked goods production?

"Yes"

Marketing Operations Coordinator University of Victoria	Oct 2024 - Present
Marketing Assistant University of Victoria	Aug 2022 - Oct 2024
Internet Strategies Administrative Assistant University of Victoria	Apr 2022 - Aug 2022
Assistant Product Manager Gardenia Bakeries Philippines Inc.	Oct 2019 - Nov 2021
Category Merchandise Manager Nursery Care Corp.	Jun 2018 - Oct 2019
Category Associate Human Nature (Gandang Kalikasan, Inc.)	Oct 2017 - Jun 2018
Brand Manager Descorp Inc.	Sep 2015 - Oct 2017
Marketing Assistant Rustan Marketing Corporation	Jan 2013 - Jan 2015
Trade Marketing Associate  RGC Group (Uratex Philippines)	Jun 2012 - Jan 2013



### **Assistant Production Manager**

### Assistant Production Manager • President Bakery PLC

Shown to the client

(§) Hourly rate \$900/hr

(§) Recording The call may be recorded (?)

(§) Timezone Asia/Bangkok, GMT+7

(§) Published at 17:02, 21 Feb 2025

### **Biography**

The expert has over 15 years of experience in the industry, including extensive experience in the bakery sector. He is currently working as an Assistant Production Manager at President Bakery PLC (Farmhouse). He is in charge of overseeing production processes, ensuring quality standards, and optimizing efficiency in bakery operations.

Prior to that, he was an Assistant Factory Manager at Ovo Foods Tech. He managed food production operations, ensuring compliance with safety and quality regulations. Additionally, he shared that his expertise lies in production and quality control within the bakery industry.

He confirmed that he is able to cover the listed topics from both Angles: Ingredient Selection and Adoption; and Maintaining Bread Quality. He looks forward to discussing the details during the call.

<u>Please note that he is not fluent in English. To ensure he can provide detailed insights, he would prefer to conduct the call in the Thai language.</u>

### **Screening questions**

**Ingredient Selection and Adoption** 

## General 1/1 questions answered ^ 1. Are you currently or previously involved in baking production or R&D for bread products, including sweet buns and loaves? "Yes, I was involved in baking production, but not in R&D."

1. Do you have experience working with or selecting ingredients for baked goods recipes?

2/2 questions answered ^

"Yes"

2. Have you had professional involvement in making decisions about flour or ingredients in bread production?

"Yes"

### **Maintaining Bread Quality**

and moistness of baked goods?

2/2 questions answered ^

1. Are you familiar with the production challenges related to maintaining the texture, softness,

"Yes"

2. Can you share insights from your role in ensuring consistent quality in baked goods production?

"Yes"

### Career

### **Assistant Production Manager**

President Bakery PLC

Aug 2022 - Present

### **Assitant factory manager**

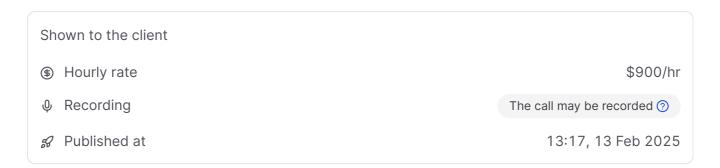
Ovo foods tech

Feb 2020 - Jul 2022



### Former Research & Development Baking Technologist

Former Research & Development Baking Technologist • Gardenia Bakeries Philippines Inc.



### **Biography**

With over 2 years of experience in the bakery industry, this expert has worked as a Research & Development Baking Technologist at Gardenia Bakeries Philippines, where she focused on product development and baking technology, particularly in bread and baked goods.

She confirmed that she is familiar with Bakery's Ingredients Selection and Adoption and Maintaining Bread Quality topics and can give her insights about those topics.

We are still waiting for her screening answers.

### **Screening questions**

General	0/1 questions answered ^
Are you currently or previously involved in baking including sweet buns and loaves?	production or R&D for bread products,
No answer su	ubmitted

Research & Development Specialist Fresh N' Famous Foods - Chowking	Dec 2022 - Present
Jr. R&D Product Development Specialist Marigold Manufacturing Corporation	Oct 2021 - Oct 2022
Research & Development Baking Technologist Gardenia Bakeries Philippines Inc.	Jun 2019 - Sep 2021



### Former Research & Development Technologist II

Former Research & Development Technologist II • Gardenia Bakeries Philippines Inc.

Shown to the client

(§) Hourly rate
(§) Recording
(§) Timezone
(§) Asia/Manila, GMT+8
(§) Published at
(§) Published at
(§) 11:29, 12 Feb 2025

### **Biography**

The expert has over 4 years of experience in the bakery industry. She was a former Research & Development Technologist at Gardenia Bakeries Philippines, where her expertise included new product development, ingredient selection, shelf-life stability testing, sensory evaluation, and plant trials

With hands-on experience in maintaining product quality and addressing production challenges, she is well-versed in optimizing formulations and ingredients to ensure the consistency and quality of baked goods, including loaves, buns, and cakes.

She confirmed she can give her insights into the Bakery's Ingredients Selection and Adoption and Maintaining Bread Quality.

### **Screening questions**

### General

1/1 questions answered ^

1. Are you currently or previously involved in baking production or R&D for bread products, including sweet buns and loaves?

"Yes. I have worked as an R&D for baked goods manufacturing companies (loaves, buns, and cakes). And currently working as a technical baker for a US based company."

### **Ingredient Selection and Adoption**

2/2 questions answered ^

1. Do you have experience working with or selecting ingredients for baked goods recipes?

"Yes, in my previous jobs as an R&D I'm heavily involved in selecting and qualifying ingredients."

2. Have you had professional involvement in making decisions about flour or ingredients in bread production?

"Yes. Part of the job as an R&D in my previous works is to work around the flour that we received and tweak the formulation to accommodate the changes in the flour. As for decisions in flour, there are limited decisions we can make but still involved in it since it's a major component in the formulation."

### **Maintaining Bread Quality**

2/2 questions answered ^

1. Are you familiar with the production challenges related to maintaining the texture, softness, and moistness of baked goods?

"Yes, I have also conducted so shelf life stability testing for various changes to achieve better baked good quality."

2. Can you share insights from your role in ensuring consistent quality in baked goods production?

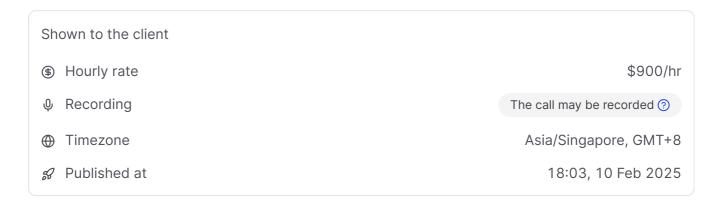
"In ensuring the quality of baked goods, QA are to make sure they are receiving raw materials within the set parameters, and if there are any changes R&D team should be advised so they can conduct a pilot scale testing prior to scaling up to production scale to prevent out of specifications finished product at big volume. A regular audit of the production process is also a good practice to ensure that everything is aligned and updated for any changes."

Technical Baker Engrain LLC	Oct 2024 - Present
Product Development Scientist Universal Robina Corporation	Jan 2023 - Oct 2024
Research & Development Specialist Asia Brewery Incorporated	Sep 2019 - Dec 2022
Research & Development Technologist II  Gardenia Bakeries Philippines Inc.	Mar 2019 - Sep 2019
Research & Development Technologist  Gardenia Bakeries Philippines Inc.	Jun 2016 - Mar 2019



### Former Research and Development Baking Technologist

Former Research and Development Baking Technologist • Gardenia Bakeries (Philippines) Inc.

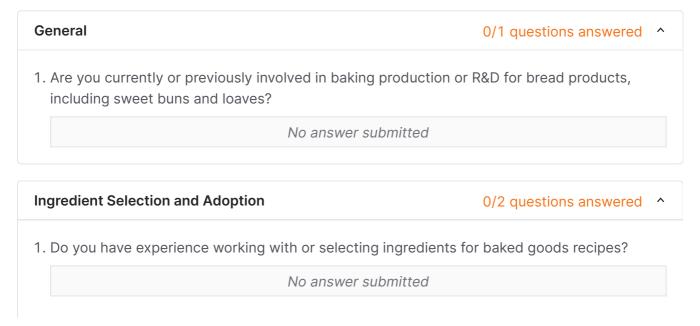


### **Biography**

The expert has over 15 years of experience in the bakery industry. She previously worked as an R&D Baking Technologist at Gardenia Bakeries (Philippines) Inc., where she executed new product experiments at both laboratory and production scales, conducted R&D trials for product development and improvement, and evaluated ingredients for formulation optimization. She also supervised production trials, monitored shelf-life stability, and standardized process parameters.

Currently, she works at a global ingredient company, focusing on the bakery segment, keeping her up to date with trends in the bakery industry across Southeast Asia, particularly in the Philippines.

Given her expertise, she confirmed that she can cover the listed topics from both ingredient selection and adoption, as well as maintaining bread quality. She looks forward to the call.



2. Have you had professional involvement in making decisions about flour or ingredients in bread production?

No answer submitted

### **Maintaining Bread Quality**

0/2 questions answered ^

1. Are you familiar with the production challenges related to maintaining the texture, softness, and moistness of baked goods?

No answer submitted

2. Can you share insights from your role in ensuring consistent quality in baked goods production?

No answer submitted

### Career

### **Application Development Manager, ASPAC**

AB Enzymes

Nov 2020 - Present

### **Application Specialist, Bakery**

**DuPont Nutrition & Biosciences** 

Oct 2014 - Nov 2020

### **Research and Development Baking Technologist**

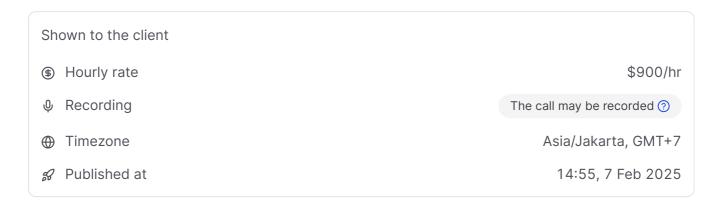
Gardenia Bakeries (Philippines) Inc.

Sep 2010 - Oct 2014



### Former Quality Assurance Junior Manager

Former Quality Assurance Junior Manager • PT Gardenia Makmur Selaras (Gardenia Bakeries Indonesia - Part of Indomaret Group)



### **Biography**

The expert spent over 5 years of experience at PT Gardenia Makmur Selaras (Gardenia Bakeries), part of the Indomaret Group where he has extensive knowledge in quality assurance and product/process engineering. Starting as a Quality Assurance Supervisor, he advanced to Quality Assurance Junior Manager, where he managed to make and maintain production parameters that relate to bread quality, such as texture, softness, and moistness.

Currently, he serves as the Product and Process Engineering Division Head at Sarirasa Group, he leverages his strong background in food manufacturing and quality control to lead engineering efforts in product development and process optimization.

He confirmed that he is familiar specifically with Maintaining Bread Quality topic.

### **Screening questions**

General	1/1 questions answered ^
Are you currently or previously involved in baking produc including sweet buns and loaves?	tion or R&D for bread products,
"Yes, I was involved in the baking production process du Manufacturing (2015-2021). We produce cream rolls (v but I have some experience in baking loaves as well bed that produces white bread loaves."	vhich are similar to sweet buns),

Maintaining Bread Quality 2/2 questions answered ^

1. Are you familiar with the production challenges related to maintaining the texture, softness, and moistness of baked goods?

"I do familiar on that topic, because as QA, i do make and maintain production parameters that relates to bread quality, such as texture, softness and moistness."

2. Can you share insights from your role in ensuring consistent quality in baked goods production?

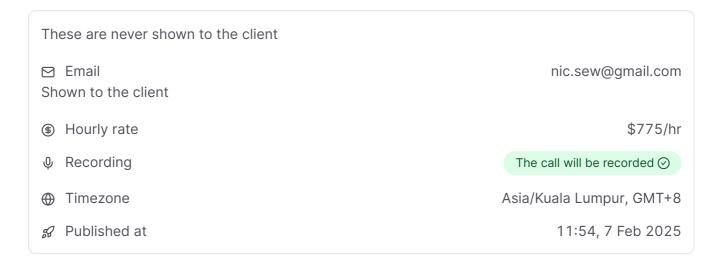
"Consistent quality comes from thorough monitoring and applying parameters that matter to target quality (size, texture, color target, moisture, etc.). Sometimes, the machine or process parameters can need to be updated because of machine wear, raw material updates, and other factors, but the product quality must remain consistent."

Product and Process Engineering Division Head SARIRASA Group	Jul 2024 - Present
Product Engineering Assistant Manager SARIRASA Group	Nov 2021 - Aug 2024
Product Engineering Division Head SARIRASA Group	Jul 2023 - Aug 2024
Quality Assurance Junior Manager PT Gardenia Makmur Selaras (Gardenia Bakeries Indonesia - Part of Indom	Jan 2019 - Apr 2021
Quality Assurance Supervisor PT Gardenia Makmur Selaras (Gardenia Bakeries Indonesia - Part of Indo	Dec 2015 - Dec 2018
Management Development Program Trainee PT Indomarco Prismatama (Indomaret Group)	Jun 2015 - Dec 2015



### Former Senior R&D Executive (Malaysia & Singapore)

Former Senior R&D Executive (Malaysia & Singapore) • Gardenia Bakeries (KL) Sdn Bhd



### **Biography**

With over 8 years of experience in the bakery industry, including significant tenure at Gardenia Bakeries, the expert has developed a strong expertise in R&D and technical support. He has led new product development (NPD), from ideation to sourcing innovative ingredients, and provided technical guidance for both local (Malaysia) and export (Singapore) markets.

Currently, he serves as R&D Manager at Farmland Bakery, where he continues to apply his expertise in advancing bakery product development and ensuring high-quality production standards.

He confirmed he can give his insights into both angles, which are the Bakery's Ingredients Selection and Adoption and Maintaining Bread Quality. He looks forward to the call.

General	1/1 questions answered	^
Are you currently or previously involved in baking production or R&D for bread products, including sweet buns and loaves?		
"Yes"		
Ingredient Selection and Adoption	2/2 questions answered	^
1. Do you have experience working with or selecting	ingredients for baked goods recipes?	

"Yes, as R&D, we have to source for the right ingredients and decide which is the best for our product. Once selected, purchaser will buy."

2. Have you had professional involvement in making decisions about flour or ingredients in bread production?

"Yes, for my current role in Farmland Bakery and previous role in Gardenia Bakeries Malaysia."

### **Maintaining Bread Quality**

2/2 questions answered ^

1. Are you familiar with the production challenges related to maintaining the texture, softness, and moistness of baked goods?

"Yes, I had experience with troubleshooting for production"

2. Can you share insights from your role in ensuring consistent quality in baked goods production?

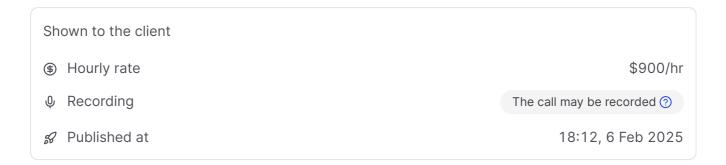
"We ensure the formulation is tested over time and the ingredients are sufficient to prove that the moisture remains throughout shelf life."

<b>R&amp;D Manager cum Technical Sales Support</b> Farmland Bakery (M) Sdn Bhd	May 2023 - Present
Head of R&D Hybrid Allied Dairy Company Sdn Bhd	Nov 2021 - Feb 2024
Patisserie Cake Specialist Bakels Malaysia Sdn Bhd	Nov 2019 - Nov 2021
Senior R&D Executive (Malaysia & Singapore) Gardenia Bakeries (KL) Sdn Bhd	Apr 2018 - Nov 2019
R&D Technical Specialist (Chocolate)  Beryl's Chocolate & Confectionery Sdn Bhd	Nov 2016 - Feb 2018
Application Specialist Cargill	Jan 2014 - Jun 2016



### Former Product Development Manager

Former Product Development Manager • PT Nippon Indosari Corpindo (Sari Roti)



### **Biography**

The expert has over 20 years of experience focusing in product development and R&D. She has a strong background in food science, sensory evaluation, and quality management. She significantly contributed to Sari Roti as Product Development Manager, leading product innovation and enhancing product offerings for one of Indonesia's most recognized bakery brands. She was also involved in baking products (R&D) in Sari Roti, primarily focused on non-bread products, while also supporting bread products' R&D.

She confirmed that she can give her insights into the Bakery's Ingredients Selection and Adoption and Maintaining Bread Quality.

### **Screening questions**

# General 1/1 questions answered ^ 1. Are you currently or previously involved in baking production or R&D for bread products, including sweet buns and loaves? "Yes, I was more focused on non-bread products but still became a support R&D for bread products."

# Ingredient Selection and Adoption 2/2 questions answered ^ 1. Do you have experience working with or selecting ingredients for baked goods recipes? "Yes" 2. Have you had professional involvement in making decisions about flour or ingredients in bread production?

"Yes, but since my focus is more on non-bread products, so I was becoming a support R&D for bread products."

### **Maintaining Bread Quality**

2/2 questions answered ^

1. Are you familiar with the production challenges related to maintaining the texture, softness, and moistness of baked goods?

"Yes"

2. Can you share insights from your role in ensuring consistent quality in baked goods production?

"Ensuring consistent quality in baked goods involves maintaining the type, character, and quality of ingredients, rigorously monitoring the entire process—including validating process variables (speed, temperature, volume, weight)—adhering to SOPs and work instructions, and regularly reviewing and evaluating materials, processes, and finished products."

<b>R&amp;D Manager</b> PT Bintang Kreasi Aroma	Apr 2019 - Present
Product Development Manager PT Nippon Indosari Corpindo (Sari Roti)	Jul 2015 - Apr 2019
Product Application PT SMART Tbk	May 2010 - Jul 2015
R&D Manager PT Tripper	May 2005 - Apr 2010
Product Development Technologist PT Effem Indonesia - Mars Inc.	Jun 2001 - Apr 2005
Head of Quality Department PT Putra Agro Sejati	Jan 1997 - May 2001



### **Former Director**

### Former Director • PT Multi Star Rukun Abadi (Sharon Bakery)

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\$ Hourly rate
\$ \$900/hr

Pecording

Published at

\$ 16:03, 5 Feb 2025

### **Biography**

With more than 30 years of professional experience, the expert has spent over 9 years in the bakery industry. Notably, he served as Director at Sharon Bakery, where he oversaw key operations and contributed to business growth. Prior to that, as Head of Factory Operations at Sari Roti, he optimized production processes and managed large-scale operations for one of Indonesia's leading bakery brands.

He currently serves as Sales Operations Director at PT Yamazaki Indonesia (MYROTI), a large food distributor company focusing on bread, leverages his extensive experience to oversee sales and distribution in the bakery sector.

He confirmed that he is familiar with Bakery's Ingredients Selection and Adoption and Maintaining Bread Quality topics. We are still waiting for his screening answers.

### **Screening questions**

General	1/1 questions answered ^
Are you currently or previously involved in baking p including sweet buns and loaves?	roduction or R&D for bread products,
"Yes"	

### 1. Do you have experience working with or selecting ingredients for baked goods recipes?

"Yes"

2. Have you had professional involvement in making decisions about flour or ingredients in bread production?

"Yes"

### **Maintaining Bread Quality**

2/2 questions answered ^

1. Are you familiar with the production challenges related to maintaining the texture, softness, and moistness of baked goods?

"Yes"

2. Can you share insights from your role in ensuring consistent quality in baked goods production?

"We developed white bread "Sari Roti Double Soft""

Sales Operation Director PT Yamazaki Indonesia (MYROTI)	Jun 2020 - Present
Managing Director PT Laukita Bersama Indonesia	Sep 2019 - May 2020
<b>Director</b> PT Multi Star Rukun Abadi (Sharon Bakery)	May 2018 - Mar 2019
Operations Director PT Multisari Langgeng Jaya (Marizafoods)	Jan 2015 - Apr 2018
Head of Factory Operations PT Nippon Indosari Corpindo, Tbk (Sari Roti)	Sep 2012 - Dec 2014
Executive Vice President PT Focus Distribusi Nusantara	Jun 2010 - Sep 2012
Business Development Consultant PT Indonica Perdana Farma	May 2009 - May 2010
Sales & Marketing Director PT Penta Valent	Jan 2008 - Apr 2009
Deputy General Manager PT Atri Distribusindo	Apr 2004 - Nov 2007

National Sales Manager PT Pandurasa Kharisma	Aug 2003 - Apr 2004
National Sales Manager PT Feberindo Perkasa (Faber-Castell)	Jun 2000 - Aug 2003
Marketing Manager PT Buana Inti Cakrawala (BiC)	Nov 1998 - May 2000
Marketing Manager PT Katagi Prima Harta Utama	Sep 1996 - Oct 1998
Assistant Sales Manager PT Asiana IMI Industries	Sep 1994 - Aug 1996
Production Planning Inventory Control PT Golden Eltron Indonesia	May 1993 - Jul 1994
Purchasing & Export/Import Officer PT Krisna Mulia Nusantara	Jul 1991 - Apr 1993
Collector & Sales Administration PT Rangalo Nusantara Jaya	Nov 1990 - Jun 1991