

DR. KAREN HETHERINGTON

ADDRESS: 5d SOUTHWICK IND EST, SUNDERLAND, SR5 3TX

KEY SKILL AREAS

- Business policy, procedure and system development in accountability, audit and quality and the use of statistical tools (6 Sigma) for the evaluation of process performance.
- Design and implementation of mechanisms for stakeholder dialogue and development of continuous improvement systems
- Design and implementation of social and quality based auditing systems
- Use of qualitative and quantitative research techniques
- Creation of information technology systems using website design

PROFESSIONAL EXPERIENCE

2001 – Present Fullwell Mill, previously FM Foods, Sunderland, Systems Development Manager
Importer of fairly traded dried fruits from partners in developing countries

- Training and quality systems development with a dried fruit exporting SME in Uganda
- Management of Quality Control personnel
- Designed policy, procedures and internal audits, whilst working with the Technical Director and external advisors, to successfully achieve British Retail Consortium (BRC) standard, grade A, and for the fifth year running at a higher level
- Undertaken research and engaged in dialogue with producers in Africa and Asia to develop social systems and fulfil certification requirements for social systems such as FLO, IFAT and Organics and audit against these requirements
- Initiated & implemented policy and established mechanisms for review and development
- Designed and undertaken internal audits against corporate procedures in the areas of food safety and quality, health and safety and social responsibility
- Implemented employee development systems in accordance with the principles of Investors in People, successfully gaining accreditation
- Project initiation and development using Six Sigma principles and statistical tools focusing on process efficiency
- Established and developed a continuous improvement system incorporating stakeholder feedback. Including measurable goals and targets to enable optimum performance and improved accountability
- Developed and managed the Tropical Wholefoods, FM Foods and Fullwell Mill websites (<http://www.tropicalwholefoods.co.uk>)

1997 – 2001 Centre for Environmental Informatics, University of Sunderland, Researcher

- Database development
- Collection and cataloguing of an extensive library of corporate social, environmental and sustainability reports
- Data collection through questionnaire design, and qualitative analysis via

content analysis and data evaluation and report writing

- Designed and maintained an award winning internet based social accountability resource
- Project work in the areas of social accountability and sustainability
- Responded to queries from academics and organisations on corporate accountability

PUBLICATIONS, PRESENTATIONS AND COMMITTEES

Committees

- Steering Group member Sunderland Fairtrade City 2006 - present
- Board member for the North East Food and Drink Network, 2005
- Member of a social audit panel for the Jesmond Swimming Pool, April 2005, in conjunction with the Valuing the Difference Project

Corporate Presentations

- Two workshops on fair trade at the Young Co-Operatives Congress, March 2005, Stockton.
- Workshop on fair trade and Tropical Wholefoods to Oxfam Volunteers, 2004, York
- Co-presented a workshop at IFAT (International Fair and Alternative Trade) conference on Quality Management and Continuous Improvement at University of Newcastle, June 2003
- ACCA conference presentation on Corporate Social Disclosure: Why & How? Blackpool, UK, 1999

Academic Presentations

- Lecture on Corporate Social Responsibility for the MSc Environment, Health and Safety course, University of Sunderland, March 2003
- Lecture on PhD Research – Corporate Social Reporting, University of Sunderland, 1999
- Tutor for BSc Environmental Studies degree, Environmental Issues Module, 1998-2000

Consultancies, Publications and Website Design

- Development of Quality System, Fruits of the Nile, Uganda, March 2007
- Market Scan Report on the potential export of products from the Philippines into the EU, for Traidcraft Exchange, October 2006.
- Development of Quality System, Fruits of the Nile Uganda, July 2006
- Development of Quality System, Fruits of the Nile Uganda, December 2005
- Design of the Step Systems website, funded by DFID (2005) – Step Systems work with international organisations and local businesses, particularly in Africa developing software packages for managing information and knowledge.
- Stakeholder Roles in Engineering Development Processes – Chapter in PhD Thesis Michelle Young, School of Computing, University of Sunderland, June 2004
- Corporate Community Investment, Getting the Message? A Report on Best Practice in Communicating CCI, (2000), Co-authors: Hendersons Investors Ltd and Roger Cowe, published by Communications Management
- Creating an award winning Corporate Social and Ethical Reporting Clearinghouse (<http://cei.ac.uk/ethsocial.html>). Linked by EU and UK government sustainable development websites. Parts of the site also published in Financial Information Analysis, Philip O Regan (2001), John Wiley and Sons, UK

SKILLS/ TRAINING

- Social Audit Masterclass, Social Audit Network, University of Northumbria, September 2006
- Social Systems Auditor/Lead Auditor Training Course, SGS, ICRA Certified, May 2005
- Six Sigma Black Belt, University of Newcastle, 2003-2004
- Professional Trainers, CIEH, October 2004
- Attended conferences in the field of corporate accountability and ethical trading between 1997 and present, notably the launch of AA1000 by the Institute of Social and Ethical Accountability, Copenhagen; Development of Ethical Trading – ETI and Corporate Social Responsibility – ISEA
- Attended courses in Internal Auditing, BRC Hazard Analysis Critical Control Points (HACCP) and Quality System Implementation held at the Food Technology Centre, Teesside University, completed the RIPH Basic Food Hygiene computer package
- Computer literate in: - Frontpage/Photoshop and Dreamweaver/Fireworks
 - MS Office (Word, Excel, PowerPoint, Access)
 - Minitab

EDUCATION*2003 – 2004**University of Newcastle*

- Six Sigma: Black Belt – project management and the use of statistical methodology to improve process control and product flow

*1997-2002**University of Sunderland*

- PhD: Corporate Social Disclosure and the Influence of Accountability Standards. Involved evaluating corporate electronic and hardcopy disclosure to determine the influence of accountability standards on themes disclosed and quality of disclosure

*1993 – 1996**University of Sunderland*

- BSc Environmental Studies: Class 2:1
- Final year dissertation on the subject of Fair Trade and Consumerism

INTERESTS AND ACTIVITIES

I enjoy independent travelling with trips to Australasia, Africa and South America. I also enjoy reading, walking, creating kiln formed glass and I am currently learning Spanish. I have also volunteered on several conservation projects, most recently on the Galapagos Islands.