



FSMQC

فايف ستارز للإستشارات الإدارية والجودة  
Five Stars Management & Quality Consultant

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## Company Profile

Five Stars Management and Quality Consultants (FSMQC) was initiated by a collection of expertise from Australia, England, India, Canada, and Egypt in all fields of food safety training, ISO Consultancy, Management Consulting and Quality Management System, EFQM Leading Excellence, gained accumulated experience of more than 25 years and this is the secret behind our strength and our diversity.

FSMQC offers the following:

1. ACTVET Approved Training Centre. License No. 1423/2024
2. EFST as per ADAFSA for the food handlers of ABU DHABI.
3. IRCA Approved Lead Audit Training Courses
4. Highfield approved training center. Approval No. 15491
5. ISO Consultancy and Certification support in United Arab Emirates and GCC.
6. Health and Safety Training and Abu Dhabi Public Health Center (ADPHC).
7. HALAL Consultation, Training and Certification Support

We are looking to lead the world in supporting, defining and implementing best practice across every field of human endeavor, from business continuity.

we operate within a network of senior specialists having a long-standing experience with sophisticated analytical capabilities, covering expertise related to: Quality management systems, Information Security Management system, environmental management systems, health & safety management systems, re-structuring, human resources, excellence models, feasibility studies, skills development and training including food safety to health and safety.

# Dr. Mansour Abdellatif

CEO, Founder



It is my pleasure to introduce Five Stars Management & Quality Consultant (FSMQC), we understand that every organization is unique, with its own set of challenges and aspirations. That's why we offer a comprehensive suite of services designed to empower your business to achieve its full potential.

## Our Expertise:

We are a team of highly qualified and experienced professionals with a proven track record in various fields, including:

- **Business Consultancy:** We provide strategic guidance and support to help businesses optimize their operations, improve efficiency, and achieve their goals.
- **ISO Certification:** We assist organizations in implementing and achieving ISO certification across various standards, ensuring compliance and enhancing their overall quality management system.
- **Lead Audit Courses:** We offer IRCA-approved Lead Auditor training courses, equipping individuals with the skills and knowledge to conduct effective internal audits.

- **Training:** We deliver a wide range of training programs covering critical areas such as
  - **Food Safety:** Essential training for food handlers, HACCP (Hazard Analysis and Critical Control Points), and food safety management systems.
  - **Health & Safety:** Training programs on workplace safety, risk assessment, fire safety, and first aid.
  - **Excellence:** Programs focused on continuous improvement, quality management, and customer satisfaction.
- **HALAL Consultation & Certification:** We provide guidance and support to businesses seeking HALAL certification for their products and services.

#### **Our Commitment:**

We are committed to providing our clients with the highest quality services, delivered with professionalism, integrity, and a personalized approach.

#### **Our Global Reach:**

With our main office strategically located in Abu Dhabi and a growing network of partners, we are able to offer our services across the United Arab Emirates, Kingdom of Saudi Arabia, Egypt, Georgia, Turkey, Maldives, Kazakhstan, and Algeria.

#### **Our Accreditations:**

- ACTVET Approved Training Centre (License No. 1423/2024)
- EFST approved by ADAFSA for food handlers in Abu Dhabi
- IRCA Approved Lead Audit Training Courses
- Highfield approved training center (Approval No. 15491)

Five Stars Management & Quality Consultant can be your trusted partner in achieving excellence. Contact us today to discuss your specific needs and how we can help you reach your goals

## OUR MISSION



To pursue excellence, provide our clients with the hands-on experiences and leadership skills required to have a great impact in their businesses to achieve operational excellence, thus ensuring sustainable and profitable business in a rapidly changing world economy.

To strive for our clients, provide effective consulting services to achieve international management systems certifications,

Demonstrating the benefits of meeting the customer needs and exceeding the customer expectations, to achieve ultimate customer satisfaction in their operations. To stand committed to the development of competent and efficient human resources of customers to provide their employees services in an effective and excellent manner.

To deliver in-depth and effective training services in the areas of EFQM Excellence, Management Systems Implementation and Internal Auditor, Food Safety, Occupational Safety and health sector

## OUR VISION

Our Vision is to become a preferred training and consulting services provider in the field of Operational Excellence, International Management Systems, Food Safety, Occupational Safety and Health Sector worldwide.

## OUR CORE VALUES



INTEGRITY



EXCELLENCY



HONESTY

## FSMQC TEAM

Our consultants all possess extensive education backgrounds, but more importantly we emphasize a broad foundation of experience in various industries. Accumulation of experience and insight in multi-facets of business facilitates consultancy that takes into account all related contingencies which could be affected.



From the top down, our experienced staff operates in a team-oriented collaborative environment that helps foster small business solutions to share with our clients. We are prodigious learners, meticulous listeners, and natural problem solvers. Our collective experience is our foundation, and it grows stronger with every new challenge we face and every new client we help.

*Customer satisfaction is our highest priority . We guarantee that you will experience the best level of work ...*

# FSMQC COMPANY MILESTONES



**FSMQC started**  
FOUNDED 2017



**2017 Kazakhstan**  
Projects completed in  
Kazakhstan



**Egypt 2018**  
Established Middle  
East Training and  
Consultancy (Egypt)



**2019 KSA, &, Kuwait**  
Middle East Training and  
Consultancy  
(KSA, &, Kuwait)



**Turkey 2023**  
Projects completed in Turkey



**UAE 2024**  
Transfer of Office to  
Al Nahyan

# FSMQC

## OPERATIONS ABROAD

FSMQC closely works for establishing business setup in Asia and Middle East market. Targeted companies are jointly involved in providing various systems and solutions to different economic sectors and are considered as one of the fastest growing and leading solution provider company.



### **Our Global Reach:**

- Middle East:** United Arab Emirates, Kuwait, Saudi Arabia, Turkey, Kazakhstan, Georgia, Jordan, Algeria
- Asia Pacific:** Australia, New Zealand



# CONSULANCY APPROACH

FSMQC Consulting delivers niche services and specialized best practice interventions for World Class Excellence, Business Transformation, Performance Management, Capability Development and Information Technology.

FSMQC Corporate Performance and Improvement Framework are built on the promise for excellency in corporate performance through transformation, innovation, performance improvement and continuous improvement. We steer our clients to superior performance, agility, quality, efficiency and profitability.

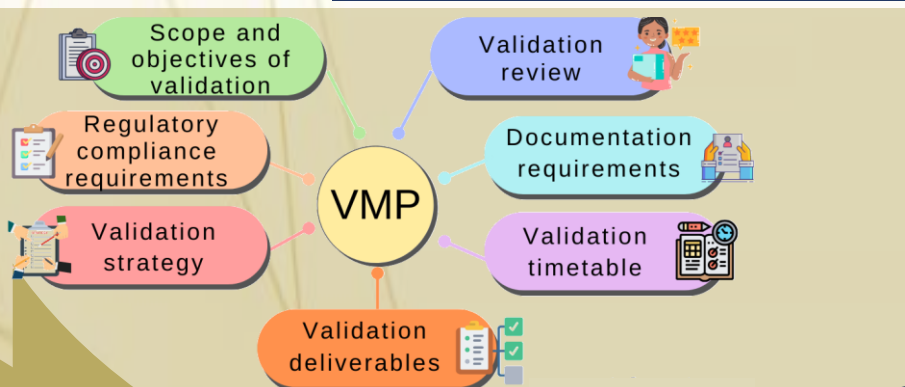
Business Process Management is our passion, Quality is our obsession and Value is our driver. We Strive for World Class Excellence.

As a trusted global consultancy, we are dedicated to empowering our clients to achieve prestigious international standards and accreditations. Through our comprehensive advisory services, we guide institutions and organizations across diverse sectors in obtaining certifications such as ISO 9001, ISO 14001, ISO 45001, ISO 27001, ISO 22000, and HACCP.

## Development of business plans

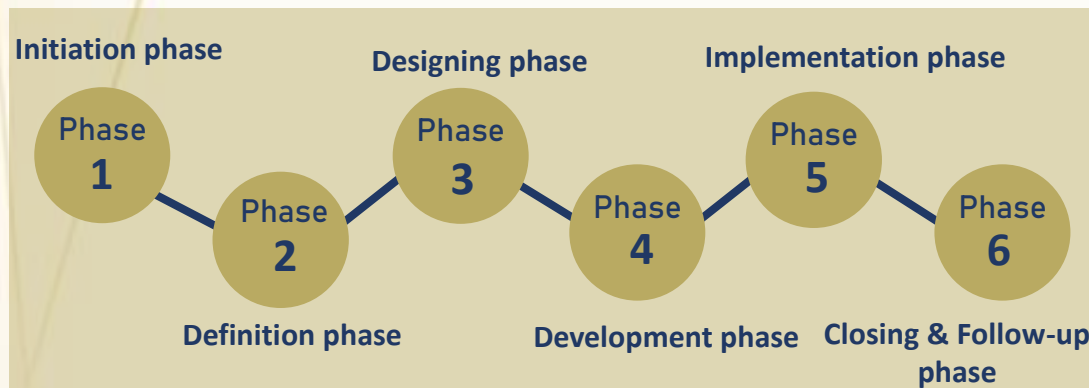


## Technical and economic plan validations



# CONSULANCY APPROACH

## Development and implementation of projects



## The feasibility studies

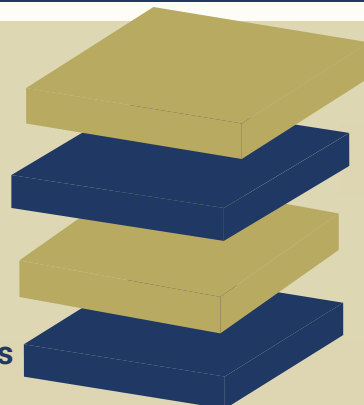
### Types of Feasibility Studies

Technical Feasibility Studies

Marketing Feasibility Studies

Financial Feasibility Studies

Organizational Feasibility Studies



## Services of implementation of the system



Management System Establishment / Implementation

- Continually Improve Processes
- Enhance Customer Satisfaction
- Awareness Training
- Process Specific Training
- Procedures & Supporting Documentation
- User Friendly & Value Adding

# AREAS OF EXPERTISE

## 01 ISO Training, Implementation, & Audit Services

FSMQC ISO Consultants offers world class consulting in ISO certification services in UAE covering all the emirates. We provide ISO certificate consulting, training, implementation and audit services in Abu Dhabi, Dubai, Sharjah, Ajman, Umm Al-Quwain, Ras Al-Khaimah and Fujairah. FSMQC is one of the fastest growing ISO Certification consulting companies in UAE with global experience in several countries including KSA, Egypt, Georgia, Turkey, Maldives, Kazakhstan.

We provide a comprehensive suite of consulting, training and implementation services leading to certification to various ISO standards for organizations across the world. Our ISO certification solutions are considered to be the best in terms of service delivery, certification approach, timely project completion and effectiveness.



ISO 9001:2015

Quality Management System



ISO 14001:2015

Environmental Management System



ISO 50001:2018

Energy Management Systems



ISO 22000:2018

Food Safety Management System



ISO 10001:2018

Customer satisfaction



ISO 10002:2018

Quality management --  
Customer satisfaction --  
Guidelines for complaints handling in organization



ISO/IEC 27001:2022

Information Security Management System



IMS

Integrated Management System

# AREAS OF EXPERTISE

## 01 ISO Training, Implementation, & Audit Services



ISO/IEC 17020:2012

Inspection Management System



ISO/IEC 17020:2012

Conformity Assessment  
Requirements for the Operation of  
Various Types of Bodies  
Performing Inspection



ISO 13485:2016

Medical Devices Quality  
Management System



ISO/IEC 27001

ISO/IEC 17025:2017

Testing & Calibration  
Laboratories Quality  
Management System



ISO 55001:2014

Asset management  
Management systems



ISO 45001:2018

Occupational health and safety  
management systems



ISO 31000:2018

Risk management



ISO 37000:2021

Governance of Organizations  
Standard

# AREAS OF EXPERTISE

## 01 ISO Training, Implementation, & Audit Services



ISO 22316:2017

Security and resilience  
Organizational resilience  
Principles and attributes



ISO 30401:2018/Amd 1:2022

Knowledge management  
systems



ISO 56002:2019

Innovation  
management System



ISO 22301:2019

Security and resilience  
Business continuity management  
systems



ISO 22301:2019

Societal security  
Business continuity  
management systems



ISO 55002:2018

Asset management  
Management systems



ISO 39001:2012

Road traffic safety  
(RTS) management  
systems

## The most prominent of our clients who have obtained international accreditation in the areas of business continuity (BCM)



# AREAS OF EXPERTISE

## 02 EFQM Assessment

We can offer implementation of the EFQM, as well as other, company-specific EFQM assessments. In any case, FSMQC assessors will accompany you during interpretation and implementation of the EFQM Model.

FSMQC assessments according to EFQM: together with you, our assessors will evaluate the eight basic principles and nine criteria of excellence. You will receive a certificate of recognition, as well as a report with the identified strengths and potential for improvement in your organization.



**EFQM**<sup>®</sup>  
Committed to Excellence

## 03 Highfield International Trainings

Highfield International is a global leader in compliance and work-based learning and apprenticeship qualifications, regulated by OFQUAL, Qualifications Wales, SQA Accreditation, the Council for the Curriculum, Examinations and Assessment (CCEA), and the Security Industry Authority (SIA).

It is also one of the UK's 5 largest awarding organizations and the leading awarding organization for compliance qualifications covering subjects such as food safety, health and safety, etc.

FSMQC is registered with the Highfield Qualifications, in delivery of a range of Highfield Qualifications Accredited Training courses such as HACCP, Health and Safety training, Food Safety training and all other Highfield International training courses. This means we are accredited to deliver approved courses that carry formal recognition throughout the UK and internationally. Our Centre Number is 15491.



# AREAS OF EXPERTISE

04

Essential Food Safety Training

هيئة أبوظبي للزراعة والسلامة الغذائية  
ABU DHABI AGRICULTURE AND FOOD  
SAFETY AUTHORITY



Introduced in the year 2007 by the Abu Dhabi Agriculture and Food Safety Authority Agriculture (ADAFSA), a comprehensive training program aimed at providing food handlers the knowledge and understanding of food safety, instilling and ensuring that food is handled safely throughout the food chain. Such training is provided through approved training and examination centers and FSMQC being one of its approved training providers.

Our qualified and experienced trainers can deliver the course content in a language of your choice – English or Arabic with a facility of either conducting the training at our training center or at your preferred company location.

It is imperative for Food handlers enrolling for the EFST program to undergo a 6 to 7 hours training course, who will be issued with a Record of Attendance.

Subsequently, Trainees will be required to appear for a short multi-choice examination through the approved Examination Centre. Successful trainees will receive an Essential Food Safety Training Certificate, valid for a period of 5 years.





# AREAS OF EXPERTISE

05

Hazard Analysis & Critical Control Points (HACCP)



HACCP is a management system in which food safety is addressed through the analysis and control of biological, chemical, and physical hazards from raw material production, procurement and handling, to manufacturing, distribution and consumption of the finished product. HACCP includes a wide range of measures that are designed to prevent problems before they occur and for correcting deviations through a systematic way promptly and as soon as they are detected.

These preventive control systems with documentation and verification are recognized widely by scientific authorities and international organizations as the most effective approach towards producing safe food. Further it also enables the producers, processors, distributors, exporters of food products to effectively and efficiently utilize technical resources for assuring complete food safety.

FSMQC provides complete understanding and proper training to personnel that can solve HACCP certification related issues easily. We provide training based on the need of the organization and not unnecessary ones. We eradicate the language barrier with our professional knowledge and years of experience. We have our HACCP certification specialist who will clearly guide you through the whole process without you facing any complications.

FSMQC with its expert knowledge and more than 18 years of experience guides you perfectly to achieve the right HACCP.



## FSMQC CERTIFICATION



**Highfield**

awarding body for compliance



CERTIFIED COURSE



هيئة أبوظبي للزراعة والسلامة الغذائية  
ABU DHABI AGRICULTURE AND FOOD  
SAFETY AUTHORITY

**ACTVET**

Abu Dhabi Centre for Technical and Vocational Education and Training | مركز أبوظبي للتعليم والتدريب التقني والمهني

LICENSE NO. :1423/2024



**EFQM**<sup>®</sup>

Leading Excellence



**KBS**

# FSMQC PROFESSIONAL AFFILIATION

FSMQC is proudly affiliated with following local & internationally reputed companies & organizations:



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## GALLERY



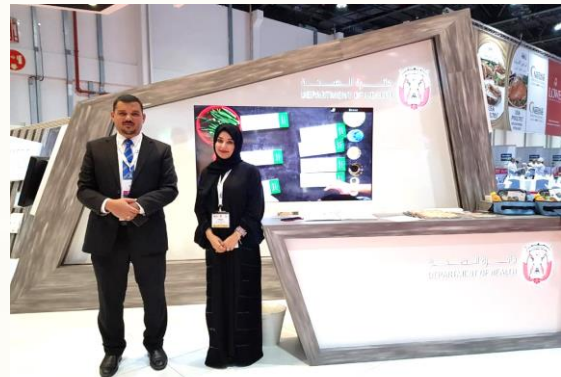
Presenting a working paper at the Algeria conference on the role of the veterinarian in food security and safety in the Arab world



Presenting a working paper in SIAL Middle East on total quality in food safety



Evaluation of Dubai Municipality according to the criteria of the 4G system for government excellence in Dubai, the Dubai Government Excellence Program



Presenting a working paper of the Abu Dhabi Food Control Authority on (food safety) at the Eleventh Women's Conference 2011 under the auspices of the Ministry of Health.

## GALLERY



Contribute to the Abu Dhabi Food Control Authority obtaining the accreditation of the British Accreditation Authority UKAS according to the ISO 17020 system in inspection as head of the integrated management team in the authority.



Participation in health practices workshops in food and meat organized by the Australian Meat and Livestock Authority.



Participation in the second annual meat forum sponsored by the Australian Meat and Livestock Authority in 2009



Evaluation of the slaughterhouses of Kazakhstan and the development and training of slaughterhouse employees within the project of developing their slaughterhouses and approving them for export to the UAE

# GALLERY



Participation in the Third Arab Food Forum in 2007



Qualification of the Sharjah Sports Center to obtain the ISO 9001 accreditation "Quality Management"



Qualifying the Ajman Chamber to obtain the ISO 9001 accreditation "Quality Management" (2015)



Rehabilitation of the Emirates Endurance Village to run for the American Stevie Award

# GALLERY



Honor from the Al-Razi Scientific Institute and Ibn Khaldun University in Algeria



Honored by His Highness Sheikh Mansour bin Zayed Al Nahyan, Deputy Prime Minister, Minister of Presidential Affairs, Chairman of the Board of Directors of the Agency Abu Dhabi Food Control.



Honoring Fujairah Municipality - for the course of developing the ISO 17025 system for laboratories



Multiple honors from different entities in the UAE:  
 Armed forces  
 Al Maaly International Private School  
 Ministry of Health  
 Emirates University



## FSMQC Contact Information



<https://www.facebook.com/fsmqc.uae/>



<https://www.instagram.com/fsmqc.uae/>



<https://www.linkedin.com/in/fsmqc/>



<https://youtube.com/@fivestarsqualityconsultant4764>



<https://twitter.com/fsmqc>



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[www.fsmqc.com](http://www.fsmqc.com)



+971503397449 / +971562386166 / +97126262753



**FSMQC Headquarters Location :**

**Office 202 – Second Floor Building 16, Al Mamoura Area (Al Nahyan Camp), Abu Dhabi, UAE**

**Landmark : Same Building as Salam Bombay Vegetarian Restaurant. Backside Entrance**



Google Maps

<https://maps.app.goo.gl/enLJpWJFuyAcyGXx8>



WORKING HOURS

**8:00 AM To 12:00 PM**

**1:00 PM To 5:00 PM**

**Everyday except holidays**