



ISO 22000 Audits and Quality Management Systems

Markus Dietl

Markus is a certified HACCP-Team Leader, as well as a certified Auditor for Food Safety according ISO 22000 and HACCP. He is currently a CQI/IRCA-certified Lead Auditor for Quality Management Systems (QMS) candidate.



His focus of ISO 22000 provides cruise companies highly insightful knowledge on the purpose, intent and requirements of Food Safety Management.

Markus has extensive experience in applying and implementing the United States Public Health, Vessel Sanitation Program (VSP) Operations Manual requirements onboard cruise vessels and developing, maintaining and auditing fleet public health operating procedures. Based in Germany, Markus managed the public health operation of German based cruise line AIDA Cruises for 10 years as Head of (Senior Superintendent) Public Health. He has participated in all AIDA newbuild ships (2008 – 2017) and since 2017 has conducted VSP construction inspections in shipyards, globally. He was a contributor for the VSP 2011 and 2018 Operations Manual and Construction Guidelines revision processes, the EU SHIPSAN Manual revision process, as well as several cross-branded public health task forces and initiatives within the cruise industry. Markus makes the business case for adopting VSP and SHIPSAN requirements as a *'one system model'* for enhancing compliance, effectiveness and efficiency using a quality management approach.

Markus has the experience of a 15-year career at sea and in public health management. He is Founder and Owner of Hygiene Concept Services – HCS, a German-based public health consulting company that supports shoreside organizations and cruise lines in every aspect of public health management. Having begun his career at sea in 2004, he worked for five years in food and beverage management positions onboard Princess Cruises' ships. With this career start in the hospitality industry, Markus continued on demonstrating his skills as a qualified chef in several Michelin star-rated restaurants in Germany, Switzerland and the United Kingdom. Markus graduated with a degree in Hotel Management Administration at Germany's first and largest hotel management school in Heidelberg and worked in food and beverage management positions in St. Moritz in Switzerland.