

Adrian Farrugia

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Adrian's extensive experience in understanding and getting to the root causes of challenges organisations face, in terms of operational processes and customer journeys, enables him to support organisations in related decision making processes. Adrian has extensive experience as a project manager, in organisational change management, as a process analyst and in technical implementations. He also has detailed knowledge of quality assurance activities including internal audits, recommending and implementing corrective actions and ensuring overall compliance. Adrian has also implemented ISO9001 and ISO27001 in organisations, with the focus on integrating the QMS and Continuous improvement processes by automating and consolidating different platforms. Besides being engaged to provide strategic C-level support, Adrian has also assisted companies to improve their operational business model, in areas such as; planning, developing and implementing quality management systems, developing and assessing standard operating procedures, coaching, quality audits, setting up knowledge management platforms, and conducting training needs analysis.