

CURRICULUM VITAE.

NAME: Lilian Adhiambo Owiti.

ADDRESS: P.O BOX 74099, 0200. **NAIROBI.**

DOB: 06/01/1974

PHONE: 0710 559 050.

STATUS: Married **GENDER:** Female

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Summary of profile.

I have a strong background in quality and production having worked in the FMCG for around 15 years. I have an experience working both as a production in charge and a quality manager at some point in my career. I'm passionate about food safety and quality.

I have the academic qualification that would enable to run a quality department and implement systems in areas I may find a gap.

My leadership skills and social personality would enable me to manage and motive a team of staff working in the department.

Key achievements.

FSSC 22000

Food safety team leader; Managed the team and the process of upgrading our **ISO 22000:2005** to **FSSC 22000** a more advanced standard in food safety management. Successfully acquiring the desired certification within the stipulated timeline.

ISO 22000:2005

Food safety team leader; Successfully Spearheaded the implementation of ISO 22000: 2005 Certification of ISO 22000: and 2005 and Maintenance of the systems successfully through subsequent surveillance audits.

KFC star implementation and audit.

Remarkable success in documentation and implementation of the KFC requirement, which enable the company to qualify to supply the outlets with soft serve ice cream. [Glacier is the sole supplier of all ice cream used at all KFC outlets in Kenya, Uganda and Tanzania.

Customer Confidence

My team has been able to build customer confidence in our systems and therefore our products through implementing and maintain conforming systems that impress the customers every time they audit the premise. Crucial customers who regularly check the systems are Gertrude's Children's Hospital, Nairobi Hospital, Mater Hospital, NAS [Nairobi airports [Catering] services], Hotel Intercontinental, Brook house school, united Nation (UNMISS),etc.

Formulation and product development

Plays a critical role in R&D, In terms of actualizing the demands of the marketing department, contributing a great deal in the role out of new exciting products and improving the existing ones. Plays the custodian role of keeping and maintain all the formulations. And controlling the formulations used at any given time.

Implemented root cause analysis method and follow up on customer complaints that has reduced our customers complaints by almost 50%.

Regulatory bodies.

Through streamlining our operations, my team has succeeded in keeping out city council staff who basically come to harass and demand bribes as each time they come, they fail to get any non-conformity.

Heightened staff awareness.

Through extensive training schedules, my team has been able to create a higher level of awareness and understanding among staff on issues of quality, food safety and work place safety.

Educational Background.

1. **MSc- Food safety and Quality; The University of Nairobi (Registered to start 9th Sept 2019)**
2. **BSc. Human Nutrition and Dietetics. Kenya Methodist University Sept 2014-Sept 2018**
3. **Advanced Diploma in Quality Control, Quality Assurance and Total Quality Management. Technical University of Kenya, Aug 2012 - Aug 2013**
4. **Diploma in Dairy and Food Technology from Egerton University. (3 yrs)- 1993 – 1998.**

Others.

Diploma in Human Resource Management from Kenya Institute of Management -*June 2005-June 2006.*

On Job Training. [Relevant]

- **SEPT 2014: FSSC Awareness implementation and internal auditing** training by Quality Plus
- **AUG 2014: GOOD MANUFACTURING PRATICES** training by Quality Plus
- **Feb 2013: ISO 22000:2005 Implementers and Internal auditors** training by Food Safety Int
- **Mar 2012: FSSC 22000 Lead auditors** training, by SGS Kenya.
- **Nov 2011: Quality Management system Lead auditors** training, by SGS Kenya.
- **FEB 2010: ISO 22000:2005 Implementation & internal auditors** training by Food Safety Int
- **May 2009: ISO 22000:2005 FSMS Lead Auditors** training BVQI, Kenya.
- **April 2003: HACCP training/workshop** by IFCA

Others.

Mar 2011: Management skills for new Managers by Epic Kenya.

Nov 2009: Supervisory Skills Training by CET (Centre for Effective Training).

Personality.

- Social and Approachable.
- Leadership Qualities.
- Team player.
- Integrates easily. [Readily adapt to any setup.] Patient and Tolerant.

Job Experience.

2007 to date: **Glacier Products Limited**

Quality Assurance Manager and Food safety Team Leader. [July 2012 to Date.]

Production Manager.[Jan 2010 to July 2012]

Overall in charge [Both production and quality]. [Aug 2007 to Jan 2010]

Key Responsibilities in the two positions Quality & Production

- Planning, co-ordination and control of manufacturing processes. Managing people and Managing machinery maintenance
- Control production wastage and Monitoring set budgets. Ensure health and safety guidelines are followed
- Ensuring all the statutory and regulatory requirements are met Control of utilities [electricity/water/gas/] consumption
- Quality department head [both QC and QA, Verification of all Monitoring records Participate in product development activities alongside the product consultant. Controlling the ice cream formulation in use during processing.
- Co-ordinating all the sub-contracted activities [external lab testing, pest control, calibration etc]
- Food Safety activities. Implementation and maintenance of the systems. Co-ordinating staff training both internal and external
- Handling customer complaints.
- Scheduling and carrying out audits and Providing a link to all external audits

2006: 2007 **Spin Knit Dairy;** Production Supervisor

2003- 2006: **Bio food Products Limited;** Quality Assurance Supervisor.

1999-2003: **Kilifi Plantations Limited;** Quality Control technician.

OTHER SKILLS

- Ability to manage and motivate a big team.
- Speedy decision makings based on accurately available data.
- Take decisions regarding Production, Quality and food safety issues.

REFERENCES

PROFESSIONAL REFERENCES

1. Paul Masaru ISO Tutor/Lead Auditor and Consultant, SGS Kenya Ltd +254 722 353739. paul.mwasaru@aims.co.ke	2. Ms. Loise Ndiba. Consultant. Food Safety Int <u>Nairobi.</u> Tel. 0722402089 l.ndiba@foodsafety.co.ke	3. Ms. Fatma Abdulrehman. Consultant and Director, Quality Plus. NAIROBI. Tel: 0722801996. fatma.abdulrehman@gmail.com
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2. Academic referee

1. Registrar(Academic Affairs), Egerton University P.O. Box 536 Egerton 20115 <u>Njoro.</u> Tel: 254-051-2217891/2 254-051-2217781 info@egerton.ac.ke	2. Registrar(Academic Affairs), The Technical University of Kenya P.O. Box 52428 - 00200 Nairobi- Kenya. Tel: +254(020) 2219929, 3341639, 3343672 info@tukenya.ac.ke	3. Dean of academic Kenya Methodist University P.O. Box 45240-00100 <u>Nairobi.</u> Tel: 020 2248172/020 Email: nairobicampus@kemu.ac.ke
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3. Employee/colleague Referee.

1. HRM Human Resource Assistant. Glacier Products Ltd. P.O.Box 45473-00100 <u>Nairobi.</u> Tel: 0722202089 Email: hrm@dairyland.co.ke	2. <u>Douglas Omari</u> Production Manager. Glacier Products Ltd. P.O.Box 45473-00100 <u>Nairobi.</u> Tel: 0727381700 Email: douglas@dairyland.co.ke
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