

JACQUELINE KOTONYA

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CAREER PROFILE SUMMARY

As an executive with over 20 years' experience working in manufacturing companies, I possess wide-ranging experience in planning and leading operations involving production environments. My skills include; quality management, audit, Health, Safety and Environmental Management, Quality Control System Management and Team Management. I have excelled in devising, evaluating, and implementing continuous process improvements to minimize waste and reduce costs while maximizing quality and yield. I have also successfully spearheaded Quality Management System transition and certification from ISO 9001:2008 to ISO 9001:2015, Designed the Environmental Management System and designed, implemented and gained Certification in HACCP and ISO 9001:2000. Moreover, I am also a Lead Expert in Environmental Impact Assessment Auditor/Environmental Audit No. 2811. I have effectively established effective quality control and health and safety programs and encouraged proactive participation across the production floor. I am now seeking a position where I can put my expertise into use and improve existing processes and systems.

EDUCATION BACKGROUND

- **Bachelor Of Science (Chemistry)-** University Of Nairobi; April 1993 – December 1997
- **Certificates For Level 1 And Level 2-** Alliance Francaise Kenya; January 1992 – December 1992
- **Kenya Certificate Of Secondary Education-** Moi Girls' School Nairobi; 1988 – 1991

KEY SKILLS AND COMPETENCIES

- **Audit:** I excelled in subjecting the business processes to programmed audits with an aim of risk identification and reduction, reducing wastage in the value chain and developing and implementing comprehensive Audit Plans to ensure that agreed processes and procedures are adhered to.
- **Quality Control:** Successfully ensured product traceability and product certification by statutory bodies, managing the quality control laboratory, analysis of performance against established parameters and ensuring compliance of finished product to required food safety standards
- **Quality Assurance Systems:** I have excelled in spearheading compliance with the requirements of QMS to enhance aspects of manufacturing and service delivery, ensuring that processes needed for the QMS are established, implemented and maintained and performing Gap analyses on the current processes.
- **Production Management:** I have excelled in supervising the blending of the company's products to the desired quality, preparation and maintaining of production and quality check records and generation of batch numbers and ensuring that products have the appropriate batch number.
- **Safety and Health Management:** I excelled in communicating the Company's policy, coordinating matters of environment, health and safety by administration of the OSHA 2007 and providing advice on regulatory aspects of Environment Health and Safety

- **Laboratory Procedures:** Successfully carried out physical chemical and microbial analysis on raw materials, work in progress and finished product to ensure they are within company standard requirement
- **Documentation:** Successfully handled record keeping and documentation for all incoming raw materials and kept records of analysis done and any occurrence in relation to quality control
- **Management skills:** I have successfully managed the quality assurance department which entailed; Overseeing performance review of QA staff, Coordinating with other departments on matters quality, Optimization of the QA budget while maintaining cost to the minimal levels and developing standard operating procedures
- **Interpersonal skills:** Able to communicate and interact with colleague and customers and develop a rapport in the working environment.

WORK HISTORY

Internal Audit Manager

Chemelil Sugar Company Limited; July 2021 to date

Duties and Responsibilities

Risk

- Preparation of risk based annual audit plans to guide the activities of the company.
- Preparation of periodic internal audit reports to the Managing Director and/or executive committee of the board.
- Continuous review of internal controls, checks and make recommendations to the management.

Statutory Compliance

- Examination of accounting records and advises management on adherence to regulatory framework and relevant legislation.
- Liaison with external auditors for objective audit of the organization and follows up on their recommendations.

Quality Assurance Manager

Chemelil Sugar Company Limited; March 2011 to date

Duties and Responsibilities

Quality Assurance

- Development and implementation of systems and procedures for quality assurance including corrective action loops
- Communication of quality standards across the organization
- Analysis of performance against established parameters
- Spearheading committees associated with quality management and quality improvement
- Ensuring compliance of finished product to required food safety standards
- Maintenance of statutory permits and licenses provided by the Kenya Bureau of Standards, Water Resources Authority, National Environment Management Authority, Directorate of Occupational Safety and Health, Sugar Directorate, Weights and Measures and Public Health.
- Subjecting the business processes to scheduled audits with an aim of reducing wastage in the value chain.
- Calibration of precision equipment used in the process

Environment, Health and Safety (EHS)

- Ensuring compliance with the EMCA 1999 and the OSHA 2007
- Ensuring that the processes needed for Environment, Health and Safety based on relevant international standards and statutory requirements are established and implemented
- Coordination of matters of environment, health and safety by administration of the OSHA 2007 and the EMCA 1999, carrying out risk assessments, effluent analysis and waste management
- Advice, guidance and performance reports to top management on regulatory aspects of Environment Health and Safety
- Communication of the Company's policy on environment, health and Safety within the organization and to relevant stakeholders
- Facilitation of tailor-made trainings on Environment, Health and Safety
- Coordination of annual Environment, Health and Safety audits and maintaining Environment, Health and Safety records.

Quality Management Systems (QMS)

- Ensuring that processes needed for the QMS are established, implemented and maintained.
- Spearheading compliance with the requirements of QMS to enhance aspects of manufacturing and service delivery in respect to quality, cost and timeliness in delivery.

- Reporting to top management on the performance of the QMS and any need for improvement.
- Maintenance and continual improvement of service quality by auditing compliance with required operating procedures, strategic objectives.
- Monitoring the implementation of programs and services, investigating customer complaints and collaborating with management and staff to develop new programs and new quality procedures as required.
- Ensuring promotion of awareness of customer requirements throughout the organization.
- Liaison with external parties on matters relating to Quality, Health, Safety and Environment.

Key Achievements

- Successfully spearheaded Quality Management System transition and certification from ISO 9001:2008 to ISO 9001:2015 at Chemelil Sugar Co. Ltd in the year 2019.
- Designed the Environmental Management System at Chemelil Sugar Company Ltd.

Quality Assurance Coordinator

Insteel Limited (subsidiary of Mabati Rolling Mills and member of SAFAL Group); March 2007 – Feb 2011;

Duties and Responsibilities

Quality Management System

- Training and leading the team to implement and optimize inter and intra-departmental processes and procedures for the entire organization in line with ISO 9001 requirements
- Development and implementation of comprehensive Audit Plans to ensure that agreed processes and procedures are adhered to
- Performance of Gap analyses on the current processes, procedures and working with the associated departments to close those gaps
- Updating the Leadership Team on Quality Management System Performance
- Liaison with relevant government agencies, other external agencies, bodies and auditors

Quality Assurance

- Ensuring product traceability, product certification by statutory bodies (Kenya Bureau of Standards) and branding
- Management of the quality control laboratory
- Analysis of Overall Equipment Effectiveness (OEE)
- Evaluation of the impact of deficiencies in current processes or the adherence to current processes on quality of work (by observing KPIs, Incidents and Customer Complaints) and engaging applicable departments to address areas of concern.
- Ensuring calibration of instruments/equipment used in the process
- Facilitation of relevant tailor-made trainings
- Tracking production operations to ensure compliance with planned targets

Environment, Health and. Safety

- Support on the implementation of the Company's Environment, Health and Safety Policy

Kaizen

- Sustainable process improvement - Kaizen; projects taken in Quality Improvement in the manufacturing process, Business Process Improvement - Value Stream Mapping, Flow Management and Daily Work Management at the tube mills

Key Achievements

- I played an active role in the ISO 9001:2000 QMS certification process and transition to ISO 9001:2008 and in product identification and traceability through product branding at Insteel Ltd.

Quality Controller

Unga Ltd; September 2003 – February 2007

Duties and Responsibilities

Quality Control

- Ensuring food safety during processing and subsequent consumption by the customer
- utilizing a suitable sampling schedule that maximizes the potential of detecting non-conformances, analysis, on-spot fumigation and scheduled fumigation by accredited bodies
- Ensuring validity of test methods and equipment
- Ensuring corrective action is taken on raised non-conformances in the quality operations

Environment, Health & Safety

- Support on the implementation of the organization's policy on Environment, Health and Safety

Calibration and Archives

- Maintenance of equipment and apparatus to the required standards for usage and accuracy for proper quality control
- Maintenance of historic data in graphic or statistically analyzed form indicating trends that are a pointer to the future

Prognosis

- Forecasting the likelihood of performance of products from a particular combination of raw materials

Quality Management Systems

- Ensuring the implementation of ISO 9001:2000, Food Safety Systems-HACCP, ISO 22000 and other management systems in order to create consistency and customer confidence

Training

- Review of work performance of Laboratory Analysts and Graders including their training, deployment and appraisal in order to maximize their contribution
- New Product Development
- Support of new product formulation and improvement of existing products by fortification

Key Achievements

- Led in the design, implementation and certification in HACCP and ISO 9001:2000 in Unga Ltd and the subsequent upgrading of the QMS to ISO 9001:2008.
- Spearheaded the Kenya Bureau of Standards Diamond Mark of Quality certification in Unga Ltd.

OTHER PAST EXPERIENCES

Laboratory Analyst- Unga Ltd; May 1998 – August 2003; I was tasked with handling Analysis of raw materials and finished products, Advising on corrective action to be taken in cases of non-conformance, Interpreting, certifying and generating timely reports of resultant measurements and Supporting and adhering to ISO 9001:2000,

PROFESSIONAL TRAINING

- **Enterprise Risk Management-** Matengo & Associates Company Limited – April 2018
- **ISO 9001:2015 Quality Management System Auditor/Lead Auditor Course-** Bureau Veritas Kenya Limited – December 2016
- **Training Of Trainers Course-** Kenya Bureau Of Standards; July 2011
- **Environmental Impact Assessment / Environmental Audit Course-** Africa Nazarene University – November 2010
- **ISO 14001:2004 Environmental Management Systems - /Lead Auditor Course-** Bureau Veritas – March 2010
- **Occupational Safety And Health Course-** Health & Safety Institute – August 2008
- **Energy Management-** Lean Energy Solutions – March 2008
- **Supervisory Development Skills-** Consultants For Effective Training – September 2007
- **Balanced Score Card Performance Management Tool-** Insteel Limited In-House Training – June 2007
- **ISO 22000:2005 Internal Auditor -** Food Safety Management Systems- Bureau Veritas – November 2006
- **Safety And Health Course-** Nutek Solutions – November 2005
- **Supervisory Skills-** Motivational Team Training Consultants – October 2005
- **Hazard Analysis And Critical Control Points –** Food Safety Systems- Kenya Bureau Of Standards – May 2002
- **ISO 9000 AND ISO 17025-** Intersoft Limited – April 2002
- **Performance Appraisal-** Unga Limited In-House Training – May 2001
- **Sensory Evaluation-** Total Quality Training Consultants – March 2001

MEMBERSHIP AND AFFILIATIONS

- Member of African Women in Science and Engineering (AWSE)
- Chairman of the Environment Health and Safety Committee at Chemelil Sugar Company Limited
- Strategic Plan Secretariat at Chemelil Sugar Company Limited

REFEREES

Prof. Lizzy Mwamburi Dept. Of Botany University Of Eldoret P.O. Box 1125 – 30100, Eldoret Tel: +254 729 205 412 Email: lizzymwamburi@hotmail.com	Samuel Owade Muga Muga & Muga Advocates Nairobi Tel: +254 723 363597 Email: somugaadv@gmail.com	Peter Weramwanja Dept. Of Mechanical Engineering Jomo Kenyatta University of Agriculture and Technology P.O. Box 62000 – 00200, Nairobi Tel: +254 723 864652 Email: weramwanja@eng.jkuat.ac.ke
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