

## **ELIZABETH MUENI MBULU**

### **CAREER OBJECTIVES**

To secure a position in management that provides efficient and excellent service that is customer focused. I am looking for an opportunity where my current experience, competencies, skills and abilities would be exploited and challenged and to significantly contribute in meeting an organization's goals and strategic objectives.

### **PERSONAL INFORMATION**

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Date of Birth: 13<sup>th</sup> June 1971  
Marital Status: Single  
Nationality: Kenyan  
Religion: Christian  
Gender: Female

### **EDUCATION**

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<b>2012– 2015</b>	<b>University of Nairobi</b> Master of Library & Information Science
<b>2002 – 2008</b>	<b>Kenyatta University</b> Bachelor of Library & Information Science
<b>1997 - 1999</b>	<b>Kenya Polytechnic</b> Diploma in Information Studies
<b>1984 -1987</b>	<b>Mua Hills Secondary School</b> Kenya Certificate of Education (KCE)

### **WORK EXPERIENCE**

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**Position:** Assistant Manager – Standards Information  
**Division:** Standards Information Centre & Documentation  
**Institution:** Kenya Bureau of Standards

#### **Job Purpose:**

Coordinate and supervise Standards Information Centre, administer Integrated Information Management Systems for standards Webstore and Online standards catalogue for the purpose of sale of standards, dissemination of information products, publications and information services to customers for the realization of sustainable development goals,

Kenya vision 2030 and African Union Agenda 2063, ensuring health and safety of consumers, protection of the environment and entrenchment of a culture of quality

### **Key Responsibilities/Duties/Tasks**

- Allocate Issuer Identification Number (IIN) to local Banks and financial institutions in accordance to relevant International Standard to enable national operation in a secure electronic financial environment
- Coordinate and supervise Library and information work for efficient provision of information and services to all customers
- Manage Standards Webstore and Standards online catalogue for the purpose dissemination of published and gazetted standards to people in industry, commerce and trade to achieve national economic development strategy
- Update information data databases, standards online catalogue catalogue and Webstore maintenance for effective information service provision
- Facilitate standards-stock development, information acquisition, information storage and retrieval to ensure KEBS performance improvement in achievement of Corporate Strategic Objectives
- Provide performance improvement through monitoring and evaluation of performance of Standards Information Centre to ensure business continuity and sustainability
- Establishes, implements, monitors, evaluates, and improves the Management systems adopted by KEBS for the purpose of ensuring efficiency, effectiveness, and sustained customer satisfaction
- Administer KEBS participation in International technical work through assignment of access rights of National Technical Committee experts and Technical Secretaries/officers to ISO Global Directory for effective articulation of country positions to international standardization
- Provide standardization information gathered from other National Standards Body members of International Standardization Organization (ISO) to enable Technical officers to develop internationally acceptable standards.
- Provide required information to KEBS Regional Library and Information units for the purpose of achieving KEBS Corporate Strategic Objectives.
- Implement quality management system and addresses corrective and preventive actions raised from the audits within the Standards Information Centre
- Identify staff gaps and training needs through formal training, mentorship, coaching and hands-on learning for delivery of information service
- Cascade Standards Information Centre work plans, monitors and evaluates performance through appraisal and submission of reports (weekly, monthly, quarterly and annual reports).
- Trains Technical Committee secretaries to build capacity on the use of ISO electronic platforms of ISolutions system for effective standards development process.

- Utilize allocated budgets for Standards Information Centre, and utilize procurement plans to avail performance items for quality and effective provision of information service
- Provide information required within set timeline of the service charter
- Implements information policies and procedures on information service provision for National, Regional and International Standardization to achieve global leadership.
- Articulates Kenya's position in Standardization, Metrology and Conformity Assessment (SMCA) in regional and international fora to facilitate regional and international trade.
- Represents Kenya in specific regional and international standardization for global visibility in SMCA and to safeguard Kenya's interest.
- Implements National Standards Council (NSC) resolutions relating to standardization to fulfil KEBS mandate as per standards Act CAP 496 Laws of Kenya.
- Articulates Standardization issues in public and private institutions to build, support and sustain the national quality culture.
- Develops and implements business continuity strategies to ensure resilience and sustainability of Standards Information Centre processes, products, and services.
- Implements policies and procedures for Standards Information in achieving KEBS strategic objectives

## **2008 - 2021      Principal Information Officer**

### **Job Role:**

Handle professional and technical information enquiries and provides information about standards to customers, Implements and coordinates sales and promotion activities of standards to generate revenue to meet set performance targets, Acquire library materials, publications and standards that meet clients' information requirements and administer KEBS participation in international standardization work by assigning access rights to technical experts in order to increase efficiency in standards development processes using ISOolutions tools

### **Key Responsibilities**

- Handle and respond to enquiries on professional and technical content of standards and provides standards and standards-related information to customers
- Implement and Coordinate sales and promotion of standards activities to generate revenue and meet set performance targets
- Perform acquisition of standards and library publications using professional selection tools to support standards development work, testing activities and industry information needs
- Promote and create awareness in usage of standards among stakeholders by generating and disseminating Current Awareness materials

- Perform information statistical and customer satisfaction surveys to ensure efficient provision of information services for the purpose of ensuring compliance to Customer Service Charter and to improve on turnaround time
- Administer KEBS participation in International technical work through assignment of access rights of National Technical Committee experts and Technical Secretaries/officers to ISO Global Directory
- Handle and process applications for Card Issuing Institutions that require Issuer Identification Numbers (IIN) to operate in international, inter-industry or specific industry
- Ensure continued efficiency of Information Centre services by implementing corrective actions arising from audits, customer surveys to maintain quality management system.
- Generate progress reports to measure set performance targets as per Balanced-Score-Card and assists in preparation and implementation of budgets as required

### **2005– 2008                      Information Officer**

#### **Job Role:                      Key Responsibilities:**

Acquisition of Library materials, Data entry and updating library system, Administration of ISO Global Directory, Sale of standards, marketing and promotion of standards, management of KEBS Library Membership Scheme, Preparation and dissemination of promotional materials, downloading standards and related information for customers, cataloguing, classification and abstracting of publications, responding to customer enquiries, preparation of weekly and monthly reports

### **2003 – 2005                      Senior Information Resource Assistant**

#### **Job Role:                      Key Responsibilities:**

Sale of standards, marketing and promotion activities, Management of KEBS Library Membership Scheme, Preparation and dissemination of promotional materials, Downloading of ISO DIS and FDIS for Technical Committee Secretaries, updating and maintaining TC experts' records, downloading standards and related information for customers, responding to customer enquiries, preparation of weekly, monthly and annual reports

### **1992 – 1999                      Finance & Administration**

#### **Position:                      Executive Assistant Records Assistant**

**Job Role:**                      Maintain, manage, organize, and control organizational files, mails, and other records for flow of information, security of information, retrieval of information for decision making and evidence of business transactions carried out that meets regulatory requirements

## ACHIEVEMENTS

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**2003 – to-date** – Successfully implemented strategies that have increased KEBS revenue stream through sale of standards

**2010** Project Committee Member – I was instrumental in the successful development and implementation of the Integrated Library and Digital Information Access System (IL&DIAS) AMLIB for the management of Standards Information Centre information resources and processes

**2014-2016** Participated in the development and successful implementation of the KEBS Webstore and promoted the use of ISOlutions Webstore to stakeholders

## PROFESSIONAL QUALIFICATIONS, INTERNATIONAL TRAINING AND MEETINGS

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- Experts Meeting to review East African Standards Catalogue, January 2019
- Regional training Course for User Administrators (MBUAs), Windhoek, Namibia November 2017
- ISO Course on Marketing and Promotion of International standards, Nairobi 2014
- Introduction to ISO eServices (with emphasis on National Mirror Committees (NMC), ISO Central Secretariat 2010
- ISO TC Server and E-balloting training, ISO Central Secretariat, June 2008
- ISO Global Directory training course, ISO Central Secretariat, October 2005
- Internal Quality Auditing Course, Nairobi September 2011
- Implementation of OHSAS 18001:2007, Nairobi 2013
- Effective supervisory skill, KEBS April 2017
- Kenya Library Association (KLA) Conference/AGM : Library opportunities in the Digital environment, Mombasa November 2017
- Kenya Library Association (KLA) Conference on Library and Knowledge Management for Kenya Vision 2030, Nairobi 2009
- International Conference on Performance Measurement in Libraries and Information Services, University of York 2011
- International Federation of Library Association (IFLA) Satellite Meeting – Library's efficiency, impact and outcomes: Statistical Evaluation and other methods as tools for management and decision making, University of Turku, Finland 2012
- Management of Digital Records and Information Centres training, Mombasa November 2016
- IFLA Post- conference on information and documentation: An Initiative of UNESCO Institute for Statistics (UIS), IFLA and ISO, Montreal Canada 2008
- Corruption Risk Assessment & Management Workshop, Nairobi 2012

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## MEMBERSHIP TO PROFESSIONAL BODY

2008 - 2021

Member, Kenya Library Association (KLA)

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## PERSONAL INTERESTS, ACTIVITIES

Reading, Travelling, learning on in new areas in the Information Science field

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## REFEREES

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