

**MILDRED DANG'AI EBOI (BSC-FOOD, NUTRITION & DIETETICS, FSMS LEAD AUDITOR,
QMS AUDITOR, ISO/IEC 17065 ASSESSOR)**

CONTACT INFORMATION	
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SUMMARY OF OBJECTIVES	
<p>Support my organization by drawing on my vast experience in implementation, monitoring, evaluation and enforcement of standards in Industry. This can be further enhanced by continuously engaging colleagues and stakeholders in generating new ideas that ensure systems keep improving which results in improved service delivery to our customers and achievement of the organization's strategic objectives and performance contract commitments to the Government.</p>	
PERSONAL PROFILE	
<p>I am a cross-cultural person who is an effective communicator, always self-motivated with experience in quality assurance activities, Quality management system audits, and Food Safety management system audits. I am able to work and integrate well with my fellow colleagues as a team while honouring integrity.</p> <p>In the twelve (12) years as a Principal Quality Assurance Officer, I have acquired numerous relevant professional trainings and work experience as follows.</p> <ul style="list-style-type: none"> ❖ Implement KEBS Product certification schemes within and outside the country on behalf of KEBS by carrying out product Certification Assessments using internationally accepted assessment protocols and procedures. ❖ Experience in enforcement of standards in industry in the area of quality improvement involving visiting manufacturing premises and assessing the level of compliance with applicable standards; ❖ Participating in technical committees for standards development processes to ensure trade facilitation such as meat & poultry products, fish & fishery products, alcoholic beverages, nutrition & foods for special dietary use. ❖ Evaluating of applications for exemptions from PVOC for raw materials, machinery and machine spare parts for manufacturing. ❖ Lead Auditor for ISO 22000-Food Safety Management Systems, auditor for ISO 9001- Quality Management Systems. ❖ Auditor for ISO/IEC 17065- Product certification. Member of the committee that reviewed the Product certification procedure (CPR 173) in accordance to requirements of ISO 17065. ❖ Organize workshops for manufacturers to discuss and address issues arising from implementation of standards so as to enhance quality manufacturing, food safety, steps in acquiring KEBS quality marks. ❖ 	

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Besides that, I have nurtured the following Competencies that have enabled my good performance:

- ❖ Ability to conceptualize and generate new ideas, analyse problems and develop effective solutions in a timely manner.
- ❖ Undertake and carry out internal audits of the organization and generation of Corrective action plans for raised NCs.
- ❖ Effectively manage a broad range of responsibilities when holding office for the Manager-Food with responsibilities such as evaluation of inspection reports, evaluation and approval of technical justifications for product certification, allocation of work to officers, receipt and resolution of customer queries and complaints related to Food and Agriculture.
- ❖ Have good inter-personal and communication skills that have enabled me to deliver the expectations of clients and management.
- ❖ Well organized and endowed with a strong work ethic.

EDUCATION

Sept. 2003 – Dec 2007: Qualifications:	Kenyatta University, P.O. Box 43844-00100, Nairobi Bsc. Foods, Nutrition & Dietetics, Second Class Honours Upper Division.
Jan. 1998– Dec 2001: Qualifications:	Lugulu Girls' High School, Private Bag, Webuye K.C.S.E. Certificate
Jan 1989 – Nov 1997: Qualifications:	Kianda School, P.O. Box 48328 -00100, Nairobi K.C.P.E. Certificate

PROFESSIONAL QUALIFICATIONS

[9 th -13 th Mar, 7 th -18 th Dec 2020] Course Title:	DANIDA fellowship programme Diploma in Value chains and Food quality
[6 th – 8 th March 2019] Course Title:	Kenya Bureau of Standards Quality Assurance Module One
[6 th -8 th Feb 2019] Course Title:	FICC Quality Forum Effective implementation of Food safety management systems based on ISO 22000:2018
[9 th -11 th May 2018] Course Title:	Info Spectrum Consultancy & Research KQA Assessors training workshop
[11 th -14 th June 2018] Course Title:	Kenya Bureau of Standards ISO 22001 Food defence/Biovigilance, Food fraud & management of Allergens
[24 th -28 th July 2017] Course Title:	Smart Market Access Programme Food packaging/food contact material and related food safety issues-ISO/TS 22002 Part 4

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[6 th – 7 th Apr 2017] Course Title:	Kenya Bureau of Standards Product Certification Toolkit Course
[8 th -10 th Feb 2017] Course Title :	Kenya Bureau of Standards ISO/IEC 17065:2012 Internal Audit Course
[6 th – 7 th Feb 2017] Course Title:	Kenya Bureau of Standards ISO/IEC 17065:2012 Implementation course
[12 th – 13 th Jan 2017] Course Title:	Kenya Bureau of Standards Nairobi ISO 9001:2015 Internal Quality audit workshop
[13 th -17 th Jul 2015] Course Title:	Smart Market Access Programme Food safety system training based on FSSC 22000 requirements
[18 th -20 th May 2015] Course Title:	Kenya Bureau of Standards Advanced HACCP course and Risk-based approach to Food safety
[26 th -30 th May 2014] Course Title:	Kenya Agricultural Research Institute Wheat and Maize Inspection Course
[21 st -22 nd Dec 2013] Course Title:	SGS Foundations of Product Conformity assessment

WORK/PROFESSIONAL EXPERIENCE

6th DECEMBER 2016 – TO DATE- Kenya Bureau of Standards

Position: Principal Quality Assurance Officer

Duties & Responsibilities:

1. Advise manufacturers, Visits factories, inspect processes and products using statistical quality control techniques and samples products to determine conformance to Kenya standards and approved specifications.
2. Implement KEBS Product certification schemes within and outside the country on behalf of KEBS by carrying out product Certification Assessments using internationally accepted assessment protocols and procedures.
3. Write factory inspection reports to the Assistant Manager with recommendations on the appropriate course of action.
4. Prepare a technical summary report to the Product Standardization Committee showing the products compliance with the certification criteria to grant or renew standardization mark permits.
5. Advise manufacturers on how to comply with the standards and improve on the quality of their products through promotion of sale of standards for product information and legal compliance.
6. Prepare technical analysis reports based on the laboratory test reports and findings of corresponding factory inspections to ensure that manufacturer understands results and is advised on corrective actions.
7. Identify and procure the applicable product standard by checking from catalogues or searching from the internet so as to get the most appropriate product quality evaluation criteria.
8. Submit samples to the laboratory for testing based on the relevant standard to ensure that quality of product is accurately tested.
9. Develop draft schemes of supervision and control based on the production process and the applicable standard for discussion with manufacturer to ensure that the manufacturer implements a system that guarantees consistent quality.
10. Investigate cases of contravention of the Standards Act by inspecting premises and processes, testing materials and products and questioning relevant persons.

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11. Investigate and resolves complaints made by consumers on the quality of goods purchased by them.
12. Organize workshops for manufacturers to discuss and address issues arising from implementation of standards so as to enhance quality awareness.
13. Recommend development of new standards and review of existing by writing to Standards Division to ensure standardization and quality improvement.
14. Advise the public on general matters of quality and standards to create awareness.
15. Sensitize and educates the public on usage of standards and quality products to assure healthy and safety.
16. Identify all manufacturing firms required to implement new standards by getting information from existing manufacturers and from market outlets so as to bring them under the implementation scheme.
17. Ensure completeness and accuracy of product certification application documentation by checking against the list of requirements

2nd OCTOBER 2008 – 5th DECEMBER 2016- Kenya Bureau of Standards

Position: Quality Assurance Officer

Duties & Responsibilities:

1. Facilitating implementation of Kenya Standards and other approved specifications in the industry, in the food sector.
2. Enforcing mandatory Kenya Standards and handling samples for quality testing.
3. Receiving, analysing laboratory test reports and giving feedback to the client
4. Implementing KEBS mandatory Standardisation Mark Scheme.
5. Implementing KEBS voluntary Diamond Mark Scheme.
6. Carrying out product certification audits under the schemes in 4 & 5 above within and outside the country on behalf of KEBS.
7. Participating in prosecution of the various parties contravening the Standards Act.
8. Providing advisory services on product and process quality to industry and other stakeholders.
9. Marketing and promoting KEBS services to Industry.
10. Implementing the quality management system in KEBS within the respective sectors.
11. Participate in preparation of strategic plan and objectives of the section.
12. Participate in preparation of departmental budgets and work plans.
13. Carry out quality contractual services on products and processes in the relevant field, on behalf of KEBS.
14. Participate in the relevant technical committee meeting for development of standards.
15. Sensitizing and educating the public on the usage of standards and participating in implementation programs to create awareness on quality in the relevant sectors.
16. Prepare work schedules and monthly reports
17. Carry out market surveillance activities in conjunction with the market surveillance department on product quality in the assigned fields and monitoring usage of KEBS Standardisation and Diamond Marks in the market.
18. Receiving, investigating and resolving consumer related product complaints.

MEMBERSHIP TO PROFESSIONAL BODIES

I am a member of the KEBS Certification Body No. KEBS/PC/110 for Lead Auditor in Food Safety Management system, and auditor in Quality Management systems

KEY ACHIEVEMENTS

1. Successfully enforced implementation of the mandatory Food sector standards for purposes of product certification scheme in the manufacturing sector.
2. A lead assessor for ISO/IEC 17065 and successfully assessed firms for Diamond mark issuance both locally and internationally including the following firms: Aquamist, Grange park Ltd, Nestle K Ltd, Manji Food Industries, Mars Wrigleys Confectionery Kenya Ltd, Mauritius Sugar Syndicate, Unilever Vietnam, Mars Wrigleys Confectionery-Poland, Mars Wrigleys Confectionery France & Mars Wrigleys Confectionery-Czech Republic, and Mahadale

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Investments.

3. Development of a draft Food safety Bill for Kiambu County, as a member of the Kiambu Food Safety Committee.
4. A lead auditor for Food Safety Management Systems and successfully audited and certified a number of Food business operators such as New KCC, Guildford Dairy Institute, Unga Feed plant, Unga Mineral plant, Happy Cow, KETEPa, Del Monte Kenya Ltd, EA Maltings Ltd, etc
5. An auditor for Quality management systems and successfully audited QMS and certified a number of institutions such as Bomas of Kenya, National Social Security Fund, Agricultural Development Corporation, Isuzu EA, New KCC, Kenya Roads Board, Lake Basin Development Authority, etc
6. Hazard Analysis Critical Control Point (HACCP) auditor and have audited and certified the following clients- Sarova Shaba hotel, Sarova Stanley hotel, Azuri Health Ltd

REFEREES

1. Mrs. Immaculate Odwori

Former Acting HOD-QA
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2. Mr. John Kabue

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