



Risper Enid Kiaye-Omondi

Supply chain- Quality Management

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CAREER SUMMARY

Highly motivated, enthusiastic and self-driven Supply Chain professional with 9 years versatile experience in Quality Assurance and production, quality auditing, report writing and product development within the FMCG (Colgate Palmolive), Pharmaceutical, Start-ups, Perishable Food sector and the Restaurant- Fast Food chain establishment. I am process driven, thrive on solving problems and driving quality within the supply chain by having an eye for detail and doing right things right the first time to eliminate waste and help drive down opex. Key to achieving this is to ensure the deployment of operational excellence techniques. I am a team player, change driver, process and results oriented. I am open to undertake positions offering opportunities for career growth, development and advancement within the wider supply chain in the long run.

COMPETENCIES & SKILLS

- Integrity
- Experience in QMS development, application and maintenance
- GMP, BRC
- Bias for problem solving
- ISO auditing
- Good communication verbal and written
- Report writing skills
- Statistical data management skills
- Leadership qualities (decision making, courage, drive, stakeholder management)
- New Product Development (NPD) process
- Team player and self-motivated
- HACCP implementation and maintenance
- Change management
- Continuous process improvement
- Regulatory Affairs

EDUCATION

POST GRADUATE	Master of Business Administration (MBA) – (2009-2011) University of Kwa Zulu Natal (UKZN) THESIS: The Glass Ceiling: Perceptions of aspiring female managers
Publication	Co- author: The Glass Ceiling: A Perspective of Women working in Durban. Gender in Management: An International Journal (GM-2012-0028.R1) Awarded a certificate in recognition for outstanding paper having the most online hits by Emerald in September 2014.
Conferences	The role of the young manager under Globalization. 3rd annual BRICS Student Conference. Guangzhou, China. March 2011.
POST GRADUATE	Master of Science (MSc) Food Science & Technology (F/Time 2000-2003) Jomo Kenyatta University of Agriculture & Technology (JKUAT) THESIS: Effects of improved processing on the quality and storage stability of Tilapia (<i>O. Niloticus</i>) from L. Victoria in Kenya
UNDERGRADUATE	Bachelor of Science (BSc) - Home science & Technology (1994-1998) Maseno University College First Class Honors GPA 70.0%
HIGH SCHOOL	Kenya Certificate of Secondary Education (KCSE) (1989-1992) - Precious Blood Girls Sec. School – Kilungu Mean Grade B Plain
PRIMARY SCHOOL	Kenya Certificate of Primary Education (KCPE) (1981-1988) - The Aga Khan Primary School – Nairobi Points: 57/72
COMPUTER EXPERIENCE	MS Office (Word, Excel, PowerPoint, etc) Internet & Email, COSTAT, SPSS
LANGUAGES	English, Swahili

PROFESSIONAL QUALIFICATIONS/TRAINING

- **Lead Auditor:** Lead auditor training ISO 9001
- KAIZEN Workshop – KAIZEN Training Institute, 29-3rd January 2007.
- KAIZEN Workshop – KAIZEN Training Institute, April 18th -22nd 2006.
- Environmental Management System ISO 14001: 2004 International Standard.
- Internal Auditors training course ISO 9001:2000, ISO 14001, HACCP, European Good Agricultural Practice (EUREP GAP) and British Retail Consortium (BRC) quality standards FPEAK - Bureau Veritas Quality International- 2006.
- MAP Internal Training – AMCO Flexibles UK-KENYA.
- HACCP awareness training – Millennium Management Consultants
- Internal auditors' techniques training- American Society of Quality (ASQ) online – Sept 2016
- Problem solving Workshop-September 1st, 2016 Poznan, Poland
- Leadership base camp training Olesereni: 10-12th January 2017; Radisson Blue 30th August-1st September 2017
- BDF Global quality academy training September 2015, September 2016, September 11-15th 2017, November 2018

- Global PC training; Hamburg 28th August to September 1st ,2017
- Integrated Innovation Management (IIM) Training 2018

WORK EXPERIENCE

Industrial and Scientific Support Services (i3s)

August 2019 to date
QM Consultant

Principal Accountabilities

Quality Management support services

BEIERSDORF EA LTD

September 2015 to March 2019
Quality and Regulatory Affairs Manager East Africa

Principal Accountabilities

1. Quality Management

- Responsible for ensuring all quality tests of all incoming materials, bulk products and finished goods are done according to legal requirements and internal corporate guidelines.
- Determination of test frequencies as the result of evaluation of risk and economical efforts and further on decides about release or rejection of materials. These decisions must be made in close contemporary connection to the production process which regularly requires risk-based decisions without complete data available.
- In case of quality deviations, steering of interdisciplinary corrective actions which often have an international scope because of close delivery schedules and service levels.
- Development of SOPs in line with global requirements of cGMP and FDA regulation in order to effectively meet internal and external audit requirements.
- Tracking and steering the success of the QMS by monitoring failure costs and other process indicators
- Alignment and adjustment of quality team to the service hours in line with the production demands.

2. Team Process Improvement

- Responsible for the continuous improvement of production processes and ensures a smooth transition of new products and technologies into Beiersdorf EA Ltd.
- Actively supports the production groups in increasing their efficiency and in decreasing their production cost while maintaining the right quality level.

3. Supply Chain Plan, Budget Responsibility

- Responsible for planning within the framework of corporate and local specifications and is responsible for the plan (investments and maintenance costs) to the Supply Chain Manager of Beiersdorf EA Ltd.
- Ensuring that the objectives approved in the Supply Chain Plan regarding budget, quality and quantities are fully met, tracks and provides explanations on variances

using the existing reporting system, proposes counter measures and ensures their implementation.

- Responsible for timely preparation and passing on of monthly reports, quarterly and yearly end statements.

4. Exports to affiliates and imports

- Safeguard the compliance of imports/exports with international standards in order to meet the requirements of the International Production Network (IPN). In the event of deviations, the same are evaluated prior to the release/reject decision and transformed into adequate corrective actions with international affiliates based on risk assessment.

5. Subcontracting

- Responsible for the enforcement of BDF quality standard and/or the release/reject decisions at subcontractors in case of “overspill production”.

6. Supplier development

- Ensure the evaluation and development of suppliers by
 - i) Auditing the quality systems of suppliers
 - ii) Evaluation and monitoring of the delivered quality

The results of the above feed into and influence the admission or rejection of suppliers.

7. Projects

- Responsible for conducting and leading complex projects with subjects of quality and efficiency as well as organizational topics and is a member of varying interdisciplinary projects in an international environment.

8. Audits by Customers and authorities

- Acts as the key contact for customers or national and international authorities for questions related to quality, quality systems and audits and attends these audits and ensures a proper preparation, follow up and close out of open topics.

9. Development of QM- System

- Responsible for the implementation of the current version of the cosmetic directive and other national and international guidelines and ensures correct and solid documentation related to the manufacturer's liability.

10. Organization and leadership

- Contributes to the development and implementation of the business strategy.
- Responsible for identifying areas of change, adapting and implementing change processes in his/her area of responsibility in line with the corporate approach.
- Manages staff according to the BDF-HR guidelines including annual performance reviews and Talent reviews, defines trainings and development measures (e.g. coaching) in line with the current and long-term needs.
- Ensures up-to-date job descriptions and makes personnel decisions to his/her department.

11. Regulatory Affairs

- Ensures that BDF complies to regulatory requirements as per local national standards.
- Track and ensure standardization permits are renewed as and when required.
- Stay abreast of trends in the regulatory airspace to ensure compliance.

Achievements

- Initiating the development, implementation and sustenance of company GMP/GHP and cQMS/cSPPs manual that resulted in an improvement in the Global audit scoring by 17 basis points within a period of 3 years to 73% against a target of 75%.
- Deployment of global IPC process that has seen quality mindset and ownership transferred to shop floor teams

BEIERSDORF EA LTD

2017

Interim Head of Production Centre

Principal Accountabilities

1. Strategy

Operationalizing global supply chain, quality and safety strategy

2. Project Management

- For investment and new launches (technical and organizational) within approved budget and timing.

3. Supply Management

- Ensure sufficient availability of finished goods i.e. minimize out of stock (OOS) situations for DC, assuring desired service levels and stock levels through the development and improvement of planning processes. This includes
 - i) Ensuring availability of standard finished goods in line with demands provided by East Africa/Supply chain region in compliance with required standards, regulations and corporate /regional planning guidelines to ensure defined service targets at defined product quality.
 - ii) Assure procurement of defined local/regional materials, consumables and services, including supplier development.
 - iii) Responsible for the management of production capacity and ensure stock adequacy levels. Constant planning and coordination of daily production at utilization of given technology and capacity and efficient material flows and logistics in compliance with set standards, regulations and guidelines.
 - iv) Ensure planning, coordination and implementation of production L/RL.
 - v) Driving significant and sustainable improvement in availability/service levels and in operating KPIs and performance.
 - vi) Responsible for the management of logistics processes within the plant.

- 4 **Data Management and IT**
 - Ensure appropriate IT systems including PC template and relevant data in compliance with required standards, regulations and guidelines.
 - Manage the process of centralized master data, ensuring agility, transparency, quality and security of the data base and documentation.

 - 5 **Quality Management system**
 - Implementation and continuous improvement of the QMS for PCs

 - 6 **Organization and Processes**
 - Responsible for development and implementation of PC roadmap defining measures for organizational development, capacity investments including business case.

 - 7 **Leadership**
 - Guide, coach, motivate and develop teams
 - Ensure adequate talent pipeline for SC
 - Ensure implementation and steering of required standards to achieve full compliance with regulation for Safety, Health and Environment
 - In partnership with HR to develop key policies and review PC staff related benefits

 - 8 **Financial compliance with internal and external regulations**
 - Accountability for supply chain and manufacturing financials
 - Ensure continuous saving initiatives to optimize material cost, fixed and conversion costs based on regional/corporate processes
 - Ensure compliance with all internal/external guidelines, rules and regulations
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STEERS AND DEBONAIRS (HOGGERS LTD)

September 2013 to August 2015

CPU and Quality Assurance Operations Manager

Responsibilities:

PRODUCTION, QUALITY, HEALTH AND SAFETY

- Develop and operationalize company quality strategy and ensure its alignment to broad business goal.
- Ensure customer needs and expectations are met and linked to business objectives
- Develop a working cQMS to help drive quality in an end to end SC
- Ensuring KPIs critical to quality are measured and monitored to drive continuous improvement.
- Ensure that quality standards and right procedures related to health and safety are developed, implemented and executed daily.

- Ensuring production targets are met on time, in full and complete while ensuring process efficiency and effectiveness.
- Assuring the supplier approval process procedure and ensuring it is implemented.
- Overseeing the general safety of factory premises, people, equipment and property.
- Provide health and safety induction to all individuals on hiring and during orientation.
- Provide periodic reports on health and safety in the unit.
- Manage, advice and coordinate Incident management and recall process through project management, contact with chain players, reporting and ensuring CAPAs are implemented, verified and monitored.
- Provide quality leadership to influence and build a quality culture through visibility and coaching of cross-functional leadership across the business.

PEOPLE

- Manage the performance of CPU staff to ensure alignment with business needs
- Determine CPU staff training needs and help develop expertise and know-how for key roles
- Recommend for recruitment, develop and manage Central Kitchen teams.

PROJECTS AND AUDITS

- Planning and carrying out monthly internal QEOHS audits with results reported to MD directly.
- Coordinating to ensure the external audit process with relevant bodies is carried out when necessary

Achievements

- Initiating the development and implementation of company GMP/GHP and HACCP manual that has resulted in an additional 3 units opened within Q4 of 2014 – investor assurance of process alignment to quality and improved hygiene standards.
- Transitioning of imported plastic containers to local sourcing that has been adopted in all packaging SKUs- annual savings 50,000 Eur.
- SLOB management that has resulted in reduction from 26% to 10% now awaiting write-offs.

Projects participated

2014 (May 5-10th)

Core team member to SA restaurant Franchise in preparation to roll out Kenya warehouse function in Q4 of 2014 to support the Franchise at CPU.

Industrial and Scientific Support Services (i3s)

April 2012 to August 2013

Quality Auditor (Part time)

Responsibilities:

- Carrying out company quality, health/safety and environmental audits for identified clients.
- Conducting industrial hygiene surveys
- Training on QEOHS
- Report preparation and recommending CA

Achievements

- Implementation of HACCP in flour milling plant

East African Growers (EAGA) LTD- Kenya

June 2005 to Jan 2008

Quality Assurance Manager - Fruits

Responsibilities:

- Ensuring that the company's quality assurance policies and procedures are developed, reviewed and implemented.
- Development of raw material finished product and packaging specifications.
- Maintenance of an effective Quality Assurance System through performing scheduled and unscheduled audits, gap assessment, traceability and corrective action implementation.
- Budget preparation and maintaining control of defined quality assurance materials.
- Ascertaining and approving the produce temperature checks on raw material, finished products and all areas where the product is held i.e. pre-cooler, cold rooms and pack house.
- Maintaining health and hygiene standards as stipulated in the company's code of practice and ensuring that they are adhered to.
- Providing accurate information on product specification and customer requirement to relevant production lines to facilitate required production standards.
- Train and develop staff on Good Manufacturing Practices (GMP), quality and production systems as per customer requirements.
- Supplier training on raw materials sourcing, handling and quality.
- Assisting the Technical manager in appraising the performance of assigned staff.
- Allocating duties, providing suitable instructions to, and ensuring working efficiencies of assigned staff, in liaison with the Technical manager.
- Ensuring that any material not conforming to the required standards is segregated in line with the specified company quality specifications.
- In-charge of production and ensuring production targets are met according to set company standards, an additional responsibility I assumed in 2006.

Projects participated

- 2007 Kaizen 5k/s principles Implementation-Project lead role.

Achievements

- Established an effective cQMS that saw the organization pass its 1st internal quality audit with no major NCs.
- Trained and developed the QA Team with a clear succession planning in place.

- Reduced customer complaints during first year of assignment due to strict compliance and adherence to QMS and product specifications.
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Industrial and Scientific Support Services (i3s)

Sept 2004- May 2005

Quality Auditor

Responsibilities:

- Carrying out company quality, safety and environmental audits for identified clients.
- Report writing and recommending areas for improvement.
- Carrying out microbial analysis on water and food samples.
- Ascertaining, environmental hygiene standards through swabbing and testing.
- Assisting in the development and implementation of ISO standards.

Achievements

- Gained in-depth knowledge of ISO 9001:2000 Implementation
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Laboratory and Allied Limited

Jan 1999- Dec 1999

Senior Quality Control Analyst

Responsibilities:

- Deputizing the Laboratory Manager and in charge of the work output of 9 direct reports.
- General analysis of drugs and raw materials using the pH meter, vacuum oven, centrifuge, fluorometer, UV spectrophotometer, flame photometer and thermal melting point apparatus.
- Analyzing raw and finished products (drugs) of production before approval.
- Implementation of SOPs and GMP/GLP.
- Verification of supplier raw material certification before acceptance.
- Primary standard upkeep and ensuring the tidiness of the Q.C Laboratory.
- Secondary standard solution preparations, standardization and reporting.
- Report writing and recommending areas for improvement.

Achievements

- Gained insight and experience into the chemical composition analysis of both tablets and liquid medicine (assay testing).
 - Understood the significance of assay testing for medicinal products (human and veterinary).
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Colgate Palmolive (EA) Ltd

**1998 (July – December)
Quality Control Analyst**

Responsibilities:

- Working with the quality controller in assessing product quality during and after production.
- Product development trials and analysis of soap and soap products.
- Implementation of SOPs and GMP/GLP.
- Verification of supplier raw and packaging material certification before final approval.
- Carrying out acceptance tests of dental creams before approval.

Achievements

- Initiated initial product trials of Protex Fresh: a new soap variant in liaison with the Production Manager that was later launched in the market in the same year.
 - Gained a good understanding of the business processes and working environment within a Multinational Company set up.
 - Developed strong team skills, and experience working in projects with tight timelines and within cross functional teams.
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The Nairobi Hospital

**Jan 1997
Diet Counselor (Industrial Attachment)**

Responsibilities:

- Preparation of therapeutic diet menu for patients.
- Ward visits for patients during counseling sessions.
- Material budget preparation and costing.

Achievements

- Understood the concept of drug nutrient interaction in helping the invalid and convalescent patients recover to full health.
 - Gained valuable insight into the value of food safety.
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Laboratory and Allied Limited

**Aug 1995 to Mar 1996
Quality Control Analyst**

Responsibilities:

- General analysis of raw and finished products using the pH meter, vacuum oven, Centrifuge, fluorometer, UV spectrophotometer, flame photometer, thermal melting point apparatus and wet chemistry techniques.
- Implementation of SOPs and GMP during laboratory analysis of drugs.
- Verification of supplier raw material certification before acceptance.

REFEREES

Natalia Koryzna
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