

CURRICULUM VITAE

Personal Details

Name: Gladys Rop

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Gender: Female

Marital Status: Married

Career Objective

I am seeking a challenging position as a Subject Matter Expert in the Quality Certification Programme, where I can utilize my competence, skills and experience towards achievement of the KEBS/KASNEB Objectives.

Career Summary

- Adept in ISO management system standards (ISO 9001, ISO 31000, ISO 27001).
- Certified ISO 9001 Quality Management System Lead Auditor and Trainer.
- Remarkable experience and knowledge in QMS Auditing, principles and techniques
- Proficient in Conformity assessment tools and techniques
- Excellent in QMS Documentation.
- Outstanding ability to conduct root cause analysis
- In depth understanding of Risk Management system
- Excellent in oral and written communication skills

Academic Qualifications

- Doctor of Philosophy, Energy Studies: Moi University (On going)
- Master of Science, Energy Studies: Moi University (2017)
- Bachelor of Technology, Textile Engineering: Moi University (1998)

Professional Training

- Risk Management Stakeholders Workshop, Kentrade, November 2019
- Training of Trainers, Quality Assurance Module1, KEBS.March 2019
- ISO 9001 Lead Auditors Transition course, British Standard Institute.April,2016
- Root cause analysis Training, Kenya Bureau of Standards. September,2015
- Information Security Management Systems, KEBS.Sept 2013
- Training of Trainers Course, KEBS, July 2013
- Introduction to ISO 17065, Standards and Market Access Programme(SMAP), May 2013.
- Lead Auditor course Trainer (Kenya Bureau of standards) November,2009
- Regional and international trade issues, Ministry of trade. October,2008
- Product conformity assessment workshop, SGS, September,2007

Professional Qualifications

- Lead Auditor in Quality management systems
- Quality Management Systems Trainer
- Registered member of the KEBS certification Scheme .
- Registered Graduate Engineer.

Professional Experience

Manager- Inspection (Dec, 2020 to Date)

- Coordinated implementation of the import inspection operating procedures based on ISO IEC 17020, Inspection management System.

- Planned inspection of targeted products according to risk profiling.
- Reviewed inspection reports on all Pre-Verification of Conformity covered products.
- Participated in the Review and development of Inspection Operating Procedures.
- Researched and Created the Product Registration Guidelines.
- Participated as an appointee to the steering committee for development and implementation of Inspection Training Modules.
- Initiated Proposals for Memorandum of Understanding (MOUs) and Reviewed Content for all New MOU'S among other roles as member of standing committee on MOU's.
- Coordinated Inspection Internal and External Audits and ensured adequate Preparation in all entry Points.
- Coordinated the determination of appropriate root causes of identified nonconformities and Ensured implementation.
- Analyzed audit results using statistical analytical tools to establish process performance indices for the Inspection Body.
- Evaluated effectiveness of control measures undertaken for identified risks and non-conformities and prepared Inspection Risk register.
- Conducted ISO 9001 QMS Audits on behalf of the KEBS Certification Body.
- Appointed by the MD to Mentor, provide guidance, advice feedback and support to New Employees.
- Approving staff work plans and monitored implementation.
- Evaluated staff performance as per the Human Resource Policy.

Cluster Supervisor –Coast Region- Kilindini (Nov, 2016 to Dec,2020)

- Supervised and Coordinated the enforcement of implementation of product standards by Importers to ensure compliance.
- Planned and scheduled inspection of targeted products according to risk profiling to ensure products meet standard requirements before release into the market.
- Managed COC process at Cluster level
- Participated in the Development and Review of Import Inspection Procedures and ensured implementation, in line with requirements of ISO 17020
- Appointed member of Project team 001 by Director QA&I tasked with ensuring Accreditation of inspection body to ISO 17020
- Participated in the design and Development of an Integrated QAIMSS Web based System for Destination Inspection and PVOC
- Ensured payments of the requisite penalty for PVOC covered products under Destination Inspection
- Facilitated clearance of goods through the Electronic single window system(KESWS) to achieve 100% compliance.

- Compiled inspection Reports for monitoring PVOC compliance, and consignments cleared / Approved through freight stations
- Conducted Audit on goods released data to ascertain procedural release
- Coordinated Internal Audits, Conducted Root cause analysis conformities Complaints and developed corrective action plans.
- Monitored implementation of tasks and prompts generated from entropy
- Designed and Developed Inspection forms including Conditional Release form(STA 41)
- Participated in the Design and Preparation of Module 1 Inspection and Quality Assurance Training materials and Evaluation tools.
- Planned and Coordinated the execution of the Inspection Module 1 Training course
- Trained and Coached Inspectors
- Participated in the marking of Module 1 Inspection Training Exam
- Conducted Induction, training and on job Evaluation for new staff.
- Evaluated effectiveness of control measures undertaken for identified risks and non-conformities and prepared Inspection Risk register.
- Conducted ISMS Classification of information, conducted Risk assessment and Developed ISMS Objectives.
- Conducted Audits on behalf of KEBS CB and PVOC.

Principal Quality Assurance Officer-North Rift Region (2008-2016)

- Enforced implementation of Engineering product standards to achieve compliance in the industry
- Prepared Justification reports for S-mark application for Grant/ Renewal of S Mark Permits.
- Conducted Diamond mark permit assessments and Prepared Assessment Reports
- Participated in development of Standards by attending Technical Committee Meetings
- Reviewed laboratory reports to establish compliance with product specifications and gave feedback to Manufacturers.
- Instructed Clients on Corrective Actions to be undertaken for Non-Conforming Products/ Processes
- Conducted market surveillance activities.
- Received, investigated and resolved consumer related complaints
- Prepared and implemented work plans to ensure achievement of cascaded objectives
- Sensitized and educated the public on the usage of standards
- Prepared and gave timely submissions of Reports
- Ensured implementation, maintenance and continual improvement of the Quality Management system in the Eldoret office
- Conducted third party audits on behalf of KEBS CB and PVOC

Quality Assurance officer- North Rift Region (2004-2008)

- Enforced implementation of Engineering Product Standards to achieve compliance

- Conducted market surveillance activities
- Received, investigated and resolved consumer related complaints
- Implemented KEBS voluntary Diamond mark scheme and conducted assessments within and outside the country
- Reviewed laboratory reports to establish compliance with product specifications and gave feedback to Manufacturers
- Sensitized and educated the public on the usage of standards
- Prepared and gave timely submissions of reports
- Conducted third party audits on behalf of KEBS CB

Grants and Fellow Ships

- National Council for Science and Technology (NACOSTI) -Msc Research Grant, 2012
- African Development Bank Grant -PH.D Tuition Scholarship Grant, 2017

Hobbies and Interests

- Reading widely and Writing.
- Singing, listening to music and composing song lyrics.
- Sports including swimming, jogging and body training

Community Service

- Church and Choir member at AIC Milimani
- Treasurer, AIC Kipsubech- Kabarnet

Referees

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