



## SANTOSH KUMAR

Mobile No : +919760506999, +254103153300 Wh'app:  
+91-9760506999

Email: santoshpvm.kumar@gmail.com

LinkedIn Profile: <https://www.linkedin.com/in/santosh-kumar-7236b41a7>

A Multi-faceted specialist with **14 years** of experience in **"Food industry (Snacks & Confectionery)"** and having an expertise in **"Project management , Product Innovation, Product Development, Application, Value Engineering, QA/QC, Food Safety, Packaging, Regulatory Compliance Management & Auditing"**.

### PROFILE AT A GLANCE

development for new products well as existing product with objective to new launch, increase of production outputs, cost effectiveness, machinery performance ,technical outputs, packaging development and regulatory compliance.

- Analytical & detail-oriented professional offering 11 years of successful career distinguished by commendable performance in Food Safety & Quality Assurance.
- Provided input into strategic plans and assist in planning for organizational growth; reduced variation and optimizing quality of all products and assisted product development team as necessary to support their efforts
- In-depth knowledge of GSFI Standards and HACCP requirements; focused on achieving success and increased productivity through improvements in operations, quality, safety and administration
- Excellence in identifying food safety risks and leading implementation of risk mitigation strategies
- Developed professional relationships with plant leadership teams, quality leaders, R&D leaders, suppliers, regulators and auditors to ensure division product safety strategies are implemented
- Developed Quality & Food Safety metrics that align with the overall business objectives.
- Analytical and detail-oriented with exceptional communication who works well on diverse teams; well-versed in organizing writing and editing detailed reports, while maintaining high standard of professionalism.

### CORE EXPERTISE

- Product Innovation, Recipe creation, Product and Process Development, Packaging Development.
- Cost Optimization & Value Engineering thru finding a technical balance between cost, reliability and performance of a product, project, process or service.
- New Plant Start-ups & Line Commissioning
- New Ingredient, Flavor, Raw Material & Equipment Supplier Selection & Development.
- Recipe & BOM Preparation, Updating & Maintenance in SAP.
- CAPEX & Recipe Budget Preparation.
- Proven Manpower management skills.
- People development, coaching & mentoring subordinates.
- Lead FSSC 22000 Certification, Re certification & Surveillance Audit.
- Vendor Assessment & development & Warehouse Management
- Auditing, Food Safety, Food Hygiene, GMP, GWP, GHP, GLP.

### PROFESSIONAL EXPERIENCE



## **KenafriC Industries Ltd – Nairobi (Kenya)**

Founded in 1987 by the Chedda family, KenafriC Industries Limited is one of the largest manufacturers of **Confectionery, Culinary Products, Biscuits & Beverages in East Africa Region.**

**Manager - NPD/ Packaging / Regulatory/ Quality**  
(23<sup>rd</sup> Feb 2021 to Present)

(Reporting to COO and leading a team of 18 personnel including Quality Manager, QA/QC officer & Product Developer)

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**PROJECTS HANDLING: East Africa (Kenya, Uganda, Tanzania, Congo, Rwanda, Burundi, Zambia etc.)**

### **PROJECTS TYPE:**

- **Confectionery** – HBC/Lollipops, Toffees, Chewing Gums & Bubble Gums
- **Bakery** – Formed/Laminated Biscuit, Digestive & Cream filled.
- **Culinary** – Cubes, Tablets, Seasoning Powders & Flavourmates
- **Health & Wellness Products**

### **Responsibilities:**

### **PRODUCT INNOVATION & VALUE ENGINEERING:**

- Drafting & Leading companies innovation pipeline for whole east Africa market.
- Leading and Implementing group's product innovation strategy from Idea initiation to product commercialization and ensuring that stage gate NPD process system is being followed properly for success of the project.
- Organizing Product innovation days with Business partners to understand global trends and identifying opportunity for innovation thus creating product innovation pool.
- Managing product innovation budget and providing Top Management team with an accurate budgetary and operational reports on a regularly scheduled basis.
- Using Value Engineering & Six Sigma techniques to improve product, process, system & practices and thus increasing project performance & reducing cost.

### **NPD PROJECT MANAGEMENT:**

- Responsible for drafting & executing departmental objectives in line with business objectives & customer's requirement. Keeping monthly track & taking proper measures to meet the objectives.
- Handling Product development projects of Kenafric Industries' East Africa Region (Kenya, Uganda, Tanzania, Ethiopia, Congo etc.)
- Developing annual plan of Company's New product development Pipelines and New Ideas.
- Leader of project team for NPD & Quality.
- Working closely with business partners of Africa and Europe region for timely delivery of projects.
- Working in Close co-ordination with marketing & commercial team to understand market research findings, consumer requirement & competitor action and taking actions accordingly to fine tune company's product development activities.
- Working closely with key Ingredient House, Flavor house & different Raw material houses for identification & selection of key ingredients required for product development.
- Conceptualized company's stage gate activity plan and ensuring that each project is fulfilling requirements laid down under stage gate's product development system.
- Work closely with Sales & Marketing to fully understand product development requirements to build customer intimacy and leverage it also to identify new business opportunities.
- Oversee R&D activities and coordinate R&D trials with Production associated with the scale up of new products, as well as efficiency optimization of existing products and or technologies.
- Provide Technical support to Production, Engineering, QC/QA, Regulatory, Sales and Marketing associated with new products.
- Partnering with Supply Chain to determine costing for new products.

#### **QUALITY ASSURANCE/ CONTROL:**

- Leading company's **Quality Management System program, Continual Improvement Program & HACCP System** - in line with KEBs (Kenya)/TFDA (Tanzania)/ NFDA (Uganda)/CODEX Alimentarius.
- Working in close co-ordination with East African food authority like KEBs, TFDA, NFDA for product compliance, leading activity of annual certificate renewal



**Perfetti Van Melle India Pvt Ltd – Rudrapur (India)**

*is one of the largest manufacturers of Confectionery.*

**Manager – NPD & Quality**

**(1<sup>st</sup> Nov 2018 to Feb 2021)**

*(Reporting to P&T Lead leading a team of 11 personnel)*

## **NPD ( June 16- Feb 21)**

### **PROJECTS TYPE:**

- **Confectionery** – HBC/Lollipops, Toffees, Chewing Gums & Bubble Gums

### **Responsibilities:**

#### **PRODUCT INNOVATION & VALUE ENGINEERING:**

- Leading product innovation pipeline for gum and candies for India.
- Managing product innovation and providing Top Management team with product pipeline.
- Using Value Engineering techniques to improve product, process, system & practices and thus increasing project performance & reducing cost.

#### **NPD PROJECT MANAGEMENT:**

- Developing annual plan of Company's New product development Pipelines and New Ideas.
- Leader of project team for NPD, Quality & packaging.
- Working in Close co-ordination with marketing & commercial team to understand market research findings, consumer requirement & competitor action and taking actions accordingly to fine tune company's product development activities.
- Coordinate with Sales & Marketing to fully understand product development requirements to build customer intimacy and leverage it also to identify new business opportunities.
- Coordinate R&D trials with Production associated with the scale up of new products, as well as efficiency optimization of existing products and or technologies.
- Support Production, Engineering, QC/QA, Regulatory, Sales and Marketing associated with new products.

#### **PACKAGING:**

- Co-ordinating with various departments (Sales & Marketing, Engineering, Production) for development of artwork of printed packaging materials considering process capabilities, mandatory requirements, standard layouts, packing machine requirement etc.
- Identifying the Professional & cost-effective Business Associates (vendors), Negotiation based on quantity Projection & finalizing the commercial details for new product development. Approval of Proof / Mold / Prototype samples for final Production and to ensure timely delivery of Product.
- Undertaking different Value Engineering initiatives to save cost of Packaging Materials (thru better material, increase line speed /performance, new technology etc.)

#### **QUALITY ASSURANCE/ CONTROL & REGULATORY:**

- Implementation of quality management system & HACCP System in line with the FSSC 22K.

- Working in close co-ordination with India food authority like FSSAI for product compliance, leading activity of annual certificate renewal.

**Quality Assurance & Quality Control (Apr-2010 – May 2016)**

- Was responsible for drafting & executing departmental objectives in line with business objectives & Customer's requirement. Keeping monthly track & taking proper measure to meet the objectives.
- Lead plant Food safety team for Implementation & sustenance of FSSC 22000:2013 as per ISO 22000 & TS 22002-1.
- Developed quality assurance plans by conducting hazard analyses; identifying critical control points and preventive measures; establishing critical limits, monitoring procedures, corrective actions, and verification procedures; monitoring inventories.
- Maintained and improved product quality by completing product, company, system, compliance, and surveillance audits; investigating customer complaints; preparing corrective & preventive action plan.
- Prepared quality documentation and reports by collecting, analysing and summarizing information and trends including failed processes, stability studies, recalls, corrective actions, and re- validations.
- Coordinated on day to day operational issues among various business teams and support business teams / corporate food safety team in resolving customer concerns, food safety & quality incidents, including root cause analysis and taking apt corrective actions.
- Risk assessment, standardization of safe food processes and ensuring conformance to company standards, as well as regulatory compliance, including licenses; food recall; food imports; FSSAI Food Product Approvals.
- Planned corrective measures to minimize customer complaints and coordinates their implementation with production, engineering & material provision department.
- Developed yearly food safety training modules and conducting food safety trainings of associates at various levels in organization, in association with HR team. Ensuring that all food handlers are being covered.
- Developed yearly schedule & conducting internal audit, process audit, system audit and product audit as per audit plan/schedule. (i.e. GMP, GHP, GWP, Depot audit, PRP audits, CQA Food Safety & Quality assessment audit as per CII guideline.
- Raw Material & Packaging material Supplier/ Vendor Assessment & Development.
- Assured an effective management of laboratories within the plant.
- Lead a team of 7 technologists who were responsible for analyzing incoming raw/ packaging material, semi-finished and finished goods, taking corrective action in case of deviation.
- Provided technical support to different plant's department, with reference to GMP, GHP & GWP.
- Linking with External laboratory i.e. FSSAI & NABL accredited lab for final product testing as well as ensuring that calibration of lab instrument is being done on periodic basis. Conducted purchasing related negotiations along with Central Purchasing team & assuring that lab instruments are all available and properly working.
- Met quality assurance financial objectives by estimating requirements; preparing an annual budget (CAPEX); scheduling expenditures; analyzing variances; initiating corrective actions.
- Worked in close co-ordination with Group Quality & Group R & D team for implementation of good system & practices across the plant.



## **ITC Ltd. Snacks Food Division Haridwar (India )**

### **QA Officer**

**(1<sup>st</sup> Jan 2007 to 30<sup>th</sup> March 2010)**

*(Reported to Manager Quality )*

- Responsible for an entire range of activities related to quality control and supervision of products
- Supervising a shift of 8 online quality chemists
- Adhering to the various quality measures and functioning as an instrumental member for implementation of quality assurance methods
- Prepare all monthly Quality Report and YTD
- Conduct monthly internal audits to improve the Hygiene status of the factory (Prerequisite, GHK, PH and Pest Management)
- Reply to all Market Complaints after the root cause analysis.
- Monthly analysis and scoring of own market samples & its comparison with the competitor's product
- Proficient in the verification of recipes on the floor for improved product quality and utilization of raw material
- Regular vendor interactions and audits for the consistent quality of incoming raw material
- Engaged in different SGA (small group activity) projects for product improvement and to increase the efficiency of raw material and packaging material.

### **ACCOMPLISHMENT**

- Successfully Developed & launched New products under Brand Name Center fresh & Center fruit in Chewing and Bubble gum category.
- Successfully developed and launched a completely break through innovation under brand name Sparkiez for India and well as Bangladesh & Srilanka.
- Successfully develop toffees under brand name Alpenliebe Juicyfills enriched with Vitamin C for Indian market.
- Supported **PERFETTI VAN MELLE SRILANKA & BANGLADESH as an technological expert in Gum.**
- Cost Saving of More than 1 Million USD thru value engineering and Cross functional team projects.

### **EDUCATION**

- **Post Graduation in Organic Chemistry** from Kamoun University Nainital, Uttarakhand , in 2005

### **TRAINING & SEMINARS**

- Internal Auditor on HACCP, ISO 9001:2000, ISO 22000:2005, FSSC 22000:2010.
- **Lead Auditor Course from SGS India for FSSC 22000:2013.**
- Attended Assessor training program on CII Food Safety Award 2016, Conducted By CII.
- Internal auditor course on **EMS 14001 & OHSAS 18001 from SGS India.**

## TRAINING & SEMINARS

- ADAPTABLE – Willing to take on new roles & also willing to accept the unexpected.
- FLEXIBILITY – Self Confident to contribute individually and as a team member. Can lead the team & can work alone as and when required.
- DEDICATION – Always willing to walk an extra mile to achieve excellence.
- STRONG INTREPERSONAL & COMMUNCATION SKILLS – Ability to communicate effectively at any level of organization and proven ability to foster effective relationship with other departments & key partners.
- LEADERSHIP AND MANAGEMENT SKILLS: I am a goal driven leader who maintains a productive climate and confidently motivates, mobilizes and coaches team members to consistently deliver and supersede targets.
- TIME MANAGEMENT: Ability to prioritize work and manage time effectively.

## PERSONAL DETAILS

- **Date of Birth:** 20th July 1982
- **Languages:** English & Hindi
- **Computer Skills:** MS Office (Word, Excel, Power point, Outlook), SAP.
- **Nationality:** Indian
- **Passport No.:** M9130607
- **Permanent Address:** Purana Khera, Near Primary School ,Rudrapur, Uttarakhand, India.
- **Present Location:** Rudrapur (India)
- **Driving License:** Valid India Driving License.

## REFERENCE

- **Mr. Lokesh Ponia**  
P & T Lead

**Perfetti Van Melle India Pvt Ltd**

**Mob:** - +91 8171000904

**E-Mail :** [lokesh.ponia@in.pvmgrp.com](mailto:lokesh.ponia@in.pvmgrp.com)



