

# MUSAU, JACKSON MUEMA

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# CURRICULUM VITAE

## MUSAU, JACKSON MUEMA RESUME

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**CAREER PROFILE:** A qualified and seasoned professional in quality assurance, lead auditor (ISO 9001, ISO 14001), lead assessor (ISO 17021), lead expert (environmental impact assessment/environmental audit) and a trainer with ability to drive implementation of management systems and risk management framework.

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**P/INFORMATION:**

1. Date of Birth - 22<sup>nd</sup> November 1970.
2. ID Number - 10924496
3. KRA PIN - A002622364S
4. Citizenship - Kenyan
5. Country - Kenya
6. Marital Status - Married
7. Languages - kikamba, Kiswahili and English.

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**STRENGTHS:**

1. 10 years' experience in senior management.
2. Effective presentation and organization skills.
3. Ability to develop board reports.
4. Ability to interact with clientele and get the best out of them.
5. Good verbal and written communication skills.
6. Good at managing team dynamics.
7. Ability to build rapport with staff and get the best out of them.
8. Good project management skills.

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**T/PROFICIENCY:**

1. Management systems auditing (Quality, environmental, healthy, safety)
2. M analytical skills.
3. Government performance contracting skills.
3. Assessor (ISO 17021) of conformity standards and testing.
4. Operations management skills.
5. Proficiency in Microsoft office and Q-pulse (Mgt system automation)
6. Impact assessment skills (environment, health, safety & social).
7. Risk identification and mitigation measures.

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**P/MEMBERSHIP:**

1. Member, National Quality Institute (NQI)
2. Assessor, Kenya Accreditation service (KENAS)
3. Member, Environment Institute of Kenya (Under NEMA)

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**P/EXPERIENCE:** September 2009 - Present (Kenya Literature Bureau)  
**Manager, Quality Assurance** reporting to Managing Director

1. Maintenance of Risk Management framework
2. Maintenance of Quality Management System.
3. Development of Budget proposals.
4. Auditing of outsourced services e.g. suppliers, contracted works etc.
5. Coordination and carrying out of Internal & External Surveillance Audits.
6. Development and review of Standard operating Procedures.
7. Coordination of/Conducting General Staff & Internal Auditors' training.
8. Development of corrective action plans to close non-conformities.

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9. Maintenance of QMS documentation and proper record keeping.
10. Coordination of QMS management review activities.
11. Carry out data analysis.
12. Present QMS reports to senior management committee meetings on monthly basis.
13. Development and implementation of EOHS (Environmental & Occupational Health & Safety) Policy.
14. Coordinate Internal & External Environmental & Occupational Health & Safety Audit submission of reports to NEMA & DOSHS.
15. Carry out monitoring and evaluation of Performance contracts entered into between the Government of Kenya and Kenya literature Bureau as an autonomous government agency.
16. Participates in Budget Development and review.
17. Monitoring and evaluation of KLB's contractual jobs which include, books from external printers, artisans' work, purchase & installations of machines and other general supplies.
18. Coordination of Internal and External Equipment calibration (External Calibration done by KEBS).
19. Analysis of printing raw materials e.g. Ink, Printing Paper and other Chemicals.
20. Handling customer complaints.
21. Data collection and analysis of Equipment Quality Performance, Equipment Performance Efficiency and Equipment availability, resulting to calculation of Overall Equipment Effectiveness.

**Other Duties**

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| 1. Chairman | - | Aids control Unit (ACU)                  |
| 2. Chairman | - | Environment Sustainability Committee     |
| 3. Chairman | - | KLB's Inspection & Acceptance Committee  |
| 4. Chairman | - | Occupational safety and Health Committee |
| 5. Member   | - | Anti-corruption Committee                |

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**ACHIEVEMENT:** Successfully guided Kenya Literature Bureau to ISO 9001:2015 certification  
Currently implementing ISO 27001:2013 ISMS

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**P/EXPERIENCE:** January 2007 - 2009 (NAS Airport Services)  
**Microbiologist** reporting to Manager, Quality Assurance

1. Auditing outsourced services e.g. suppliers and contracted works.
2. Maintenance of [ISO 17025](#) for Laboratory management system. Certification done by SANAS.
3. Implementation and maintenance of **HACCP** and [ISO 22000](#) (Food safety Management systems) in NAS processing systems.
4. Development and Implementation of **Environment & Occupational Health/Safety**.
5. Training processing staff on **HACCP** and food safety management systems.
6. Carrying out Environmental monitoring of the equipment, surfaces and processing units.
7. Compiling quality and food safety reports after processing.
8. Developing and implementing standard operating procedures in processing.
9. Development and implementation of key performance indicators (KPIS) and conducting performance appraisals.
10. Developing statistical process control trends.
11. Stock taking and cost analysis.
12. Coordinating Equipment Calibration, Qualification and performance measurement
13. Taking appropriate enforcement actions.

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14. Analysis of raw materials, water and bulk foods samples and airline food samples.
15. Handling airline customer complaints in processing.
16. Ensuring a comprehensive Pest program in NAS facility.
17. Maintaining material safety data sheets for the pesticides used in NAS facility.
18. Maintaining records for the application of all pesticides and contact periodic reviews for pest control program adequacy and efficiency.
19. Updating bait map and ensuring they are tamper resistant, labeled, and secured in place 50 to 100 feet intervals around NAS facility's perimeter.
20. Ensuring electric flying insect control units are appropriately placed and Uv bulbs changed after every 8500 hours.

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**ACHIEVEMENT:** Successfully guided NAS Airport Services in one (1) ISO re-certification (ISO 17025 laboratory management system)

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**P/EXPERIENCE:** JULY 2001 - 2006 (Colgate Palmolive East Africa)  
**Microbiologist** reporting to Manager, Quality Assurance

1. Carrying out internal Quality & Environmental and Occupational Health/Safety audits.
2. Coordinating cleaning & sanitization (C&S) together with hazard analysis and critical control point monitoring (HACCP) in production.
3. Coordinating Environmental monitoring in the Organization.
4. Ensuring Environmental, Occupational Health & Safety in the Quality department.
5. Train / coach production employees, laboratory personnel and interns and administer Quality exams based Good manufacturing practices, Biosafety and Environmental & occupational Health/Safety issues.
6. Coordinating with outside laboratories e.g. KEMRI in Microbial identification in water, raw materials & finished products in case of major contamination.
7. Designing, developing and reviewing of standard operation procedures (SOPS) for processing Dept.
8. Doing monthly production stocktaking.
9. Carrying out statistical reporting of micro-susceptibility index rating after microbiological analysis of process water.
10. Developing Monthly Quality reports e.g. Technical flash report etc.
11. Carrying out statistical reporting of micro-susceptibility index rating after analysis of raw materials.
12. Carrying out statistical reporting of micro-susceptibility index rating after microbiological analysis of cleaning and sanitization in processing dept.
13. Carrying out statistical reporting of micro-susceptibility index rating after microbiological analysis of finished products.
14. Maintaining data (MRT/APET data) received from analysis of local & imported products in Colgate-Palmolive international technology research centre (Africa and Middle East division) based in Mumbai, India.
15. Gauging Quality performance using Quality Control charts mentioned above and instituting corrective measures.
16. Ensuring stocks are maintained at the required levels.
17. Coordinating with our suppliers to ensure timely deliveries are done of supplies.
18. Carrying out Budgeting for and Purchasing of lab supplies.
19. Coordinating analysis of raw materials, water, compressed air & Finished products by following standard operating procedures given.
20. Coordinating implementation and reviewing of quality standards in Colgate-Palmolive (EA) Ltd.
21. Involved in research and development of new formulations and reformulation of the existing products (i.e product development group member) before approval by

Colgate-Palmolive international technology research centre (Africa and Middle East division) based in Mumbai, India.

22. Coordinating Equipment Calibration, Qualification and performance measurement.
23. Carrying out microbial identification in case of micro-contamination.
24. Coordinating Media growth promotion and Qualification.
25. Carrying out positive releases of finished products to warehouse for sale.
26. Ensuring 5-S practices (housekeeping procedures) are working in the lab.
27. Involved in Quality improvement teams.

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**ACHIEVEMENT:** 1. Coordinating construction of new microbiology laboratory.  
2. Coordinating construction of new water treatment with Ozonator for disinfection.

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**P/EXPERIENCE:** May 1999 - June 2001 (Smithkline Beecham currently Glaxosmithkline)  
**Microbiologist/Quality Analyst** reporting to Manager, Quality Assurance

1. Maintenance of ISO 9001: 2000 - Quality Management systems.
2. Carrying out microbial analysis of drugs.
3. Carrying out Quality trainings (cGMP) among GSK employees.
4. Carrying out challenge tests i.e. preservative and antimicrobial effectiveness tests on products and detergents/disinfectants respectively.
5. Carry out Environmental monitoring.
6. Carrying out internal Quality & Environmental and Occupational Health/Safety audits.
7. Ensuring Occupational Health & Safety in the Quality dept
8. Coordination of internal quality Assurance audits.
9. Chemical analysis of water.
10. Analysis of raw materials, process water& finished products.
11. Determination of B.O.D & C.O.D levels in effluents.
12. Writing and reviewing of standard operating procedures.
13. Carrying out methods validations as well as environment and machine qualifications.
14. Carrying out validations of reference cultures for quality analysis.
15. Carrying out microbiological report writing.
16. Carrying out root cause analysis in cases of microbiological failures.
17. Train/coach micro-lab interns.
18. Supervise and participate in housekeeping in micro-lab.
19. Responsible for proactively requisitioning of lab items to ensure continuity of micro-lab operations with minimal interruptions i.e. maintain proper stock levels of lab equipment, reagents, and glassware to avoid stock outs.

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**ACHIEVEMENT:** Participated in ISO 9001:2000 certification.

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**P/EXPERIENCE:** May 1996 - April 1999 (Kenya Polytechnic currently Technical University of Kenya)  
**Lecturer (Microbiology/Biology)** reporting to Head, Applied Sciences Department.

1. Teaching General Microbiology/Biology.
2. Coordinating Microbiology/Biology Practicals.
3. Supervision of Students' projects (both Applied Biology, Diploma and higher national diploma students).

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**ACHIEVEMENT:** Developed and introduced curriculum for diploma and certificate, Industrial Microbiology.

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**EDUCATION:**

Year 2001 - 2006 (University of Nairobi)	Nairobi Kenya
Master of Business Administration, Operations management	
Year 1998 - 1999 (Kenya University)	Nairobi Kenya
Postgraduate Diploma in Education	
Year 1990 - 1995 (Jomo Kenyatta University of Agri & Tech)	Kiambu Kenya
Bachelor of Science, Biological Sciences (Second Class Honours Upper division)	
Year 2011 (Africa Nazarene University)	Kajiado Kenya
Certificate in Environmental Impact Assessment/Environmental Audit.	
Year 1985 - 1989 (Ngelani Agricultural High School)	Machakos Kenya
Kenya Certificate of Secondary Education	
Mean Grade: B -	

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**TRAINING & SEMINARS:**

1. **5 Days ISO 9001:2015 Lead Audit** Course, Nairobi Kenya.
2. **5 days ISO 14001:2004 Lead Audit** Course, Nairobi Kenya.
3. **5 days ISO 17021 Assessor** Course, Nairobi Kenya.
4. First aid course by St. John's Ambulance, Nairobi Kenya
5. **Quality management: Implementation of ISO 9001: 2000** Nairobi Kenya
6. On shelf quality rating workshop conducted by Victoria Galloway, at Colgate-Palmolive, Nairobi, Kenya.
7. CPR & First aid training course by Avenue Rescue services, Nairobi Kenya.
8. Control Point Monitoring (HACCP)/Micro -tool kit training programme conducted by Joan Duckenfield/Dr. Manek , At Colgate-Palmolive, Boksburg, South Africa.
9. Environment Occupational Health & Safety Audit skills & Techniques training workshop conducted by Maureen Johnston & Robert Spina at Colgate-Palmolive plant, Nairobi, Kenya.
10. Environment Occupational Health & Safety Rapid plant assessment/Audit training conducted by Ron Bowling , at Colgate-Palmolive Nairobi, Kenya.
11. 102 Plant safety training conducted by Robert Spina at Colgate-Palmolive Nairobi, Kenya.
12. Delivering quality excellence Conducted by Mr. Mustapha Yajid, Technical Director, Colgate-Palmolive, Africa-Middle East Division. Venue, Nairobi.
13. On shelf Quality rating/Auditing (new Colgate protocol) Conducted by Mr. Paul Mwambazi, Technical Manager Colgate-Palmolive, Zambia.
14. Cleaning & Sanitization techniques, Control point monitoring (HACCP), raw materials and product analysis, writing audit reports, micro-tool kit trainings conducted by Akshay Bhansali, Technical Manager, Microbiology, at Colgate technology centre, Mumbai , India.
15. TPM Model (i.e.) Overall equipment effectiveness model training conducted by Akshay Bhansali, Technical Manager, Microbiology, at Colgate technology centre, Mumbai , India.
16. Water system validation training and cleaning & sanitization index rating training conducted by William Holmes, Winston shek, and Atul Godbole (All from Piscataway Colgate Technology centre) at Hilton hotel, Alexandria, Egypt.

17. ISO 14001:2004 Awareness training, by SGS, Nairobi Kenya
18. ISO 14001:2004 Internal audit course, by SGS, Nairobi Kenya
19. ISO 9001: 2008 Internal Auditor course, Nairobi Kenya
20. Occupational Health & Safety Committee Training
21. Supervisory skills training conducted by SmithKline Beecham Human resources.
22. Facilitation skills, Problem solving and R.I.S.E course by Ward Dutton partnership, United Kingdom. R.I.S.E means R-Recognition, I-investigation, S-solution, E- evaluation.
23. Performance appraisal by management decision information consultants, Nairobi.
24. Team building and business workshop by Total quality training consultants, Nairobi, Kenya.
25. Coaching and feedback training program conducted by Charles Zidonga, at Colgate-Palmolive Nairobi, Kenya.
26. Valuing Colgate people training program conducted by Charles Zidonga at Colgate-Palmolive Nairobi, Kenya.
27. Growing our business - Growing our people' a performance coaching program done by Frits Dirks, Fairview Hotel Nairobi.
28. 5 ways to cONeCt by Fritts , Nairobi Kenya.
29. Team building workshop, Nairobi Kenya.
30. Performance Contracting Course, Nairobi Kenya.
31. Corporate Governance Training, Kenya Institute of Management, Nairobi Kenya.
32. Inventory Management and PPD Act 2005 and Regulations 2006, Kenya Institute of Supplies Management.

#### AWARDS:

1. Awarded best employee in Managing Director's Office in 2012
2. Awarded certificate of recognition in carrying assessments in accordance to the requirements of KENAS for the period July 2015 - June 2016.

#### OTHER INTERESTS:

1. Secretary, Kangundo Education Initiative Forum.
2. Member, Tala Township Primary School Board of Management, Matungulu Sub-County.
3. Member, Syanthi Secondary School Board of Management, Matungulu Sub-County.
4. Member, Matetani Secondary School Board of Management, Kangundo Sub-County.

#### REFERENCES:

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