

NAME: MERCY AKINYI
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DATE OF BIRTH: 02ND DECEMBER 1974

SUMMARY PROFILE

- Over 15 years progressive work experience in quality control, quality assurance, food production, food safety and quality management system. Over 8years working in management level.
- Experienced in product development and formulation
- Expert in developing and implementation of Quality Management System, Food Safety management System and HSE management system. Successfully led companies to certification on ISO 9001:2008, ISO 22000, FSSC and SGF
- Expert in facilitating internal and external (including international) systems audits spearheading implementation of recommendation provided to enhance performance and contribution towards business strategy and growth.
- Ability to benchmark on quality system and processes in line with statutory and regulatory requirements to enhance efficiency and effectiveness.
- Ability to work with cross functional teams across the entire company identifying opportunity for improvement and growth including learning and highlighting training need for the employees.
- Ability to budget and effectively control costs making substantial contribution towards growth of business.
- Lead auditor and has worked as a technical expert for reputable firm such as SGS Kenya Limited in their audit process intended for certification of an organization in the line of fruit juice processing
- Has consulted for various organizations in the development of food safety management system from scratch and led to their certification.

WORK EXPERIENCE

SEP 2021 TO DATE: ZEELANDIA EAST AFRICA LIMITED

Manufacture of bakery ingredients, pan release agents and food equipment lubricants.

Designation: Quality, Research and Development Manager

Reporting to the Managing Director

Duties:

- Manages the quality control and research and development activities.
- Researches and analyze market trend both existing and new emerging trends and translates to new or improved product
- Manages and maintain the food safety system certification (FSSC) and Halal.
- Manages both internal and external audit pertaining to food safety management system, HSE and customer / supplier audits.
- Manages customer complaint through investigation, root cause analysis and developing continual improvement plans from the customer feedback analysis.
- Manages the HSE system.
- Customer technical contact person. Manages the demo activities for the customer and track as the outcome.
- Manages and maintains compliance with the relevant legislation and company policy pertaining to occupational health and workplace Safety, environmental safety and practices, product quality and safety
- Head the test baking department.
- Participate in the international network of the Zeelandia group of companies sharing best practices and exchange of business information. Work together with corporate Zeelandia department in the harmonization of the work process to align with all the operation companies in the Zeelandia group of companies.

JAN 2017 TO SEP 2021: PREMIER FOOD INDUSTRIES LIMITED

Manufacture of sauces, squashes, canned food products, fruit juices and drink.

Designation: Quality Assurance and Systems Manager

Reporting to: The General Manager

Duties:

- Managed and maintained Food Safety System Certification (FSSC) by the applications of comprehensive quality and food safety management system programmes.
- Coordinated the activity of research and development of new products
- Ensured compliance with all relevant legislation and company policy pertaining to occupational health and workplace Safety, environmental safety and practices, product quality and safety
- Developed and implemented training needs programs.
- Documented, tracked, and reported organizational performance excellence scorecard goals and metrics to senior-level management.
- Managed customer complaints/feedbacks and developed continual improvement plans from the customer feedback analysis.
- Customer technical contact person.
- Promoted and enforced safety as a value by application of HSE systems such as QRP, BOS, and identification of safety abnormalities, LOTO and near miss.
- Managed staff in the quality department.
- Budgeted and tracked cost for the quality department to ensure effective utilization and control

Notable achievement

- Developed and institutionalized food safety management system compliance for managing and sustaining organization's ISO 22000 certification
- Developed and delivered food safety management awareness and audit training, reducing organizational findings in external audit to one or fewer minor findings yearly
- Embedded Health, Safety and Environment principles and values in employees day to day activity at work by the introduction of BOS (Behavior Observation System) and QRP (Quick Risk Prediction) that led to notable reduction on TIR (Total Incidence Rate)

MAY 2016 TO DEC 2016: POLYFLEX INDUSTRIES LTD

Polyflex Industries Limited is a manufacturer of flexible packaging materials for food and non food industry

Designation: Quality Assurance and Systems Manager

Reporting to: The Managing Director

Duties:

- Established and managed a continuous improvement and monitoring programs for shop floor team and housekeeping to ensure a smooth work flow.
- Managed and maintained the quality management system certification ISO 9001:2008.
- Maintained a safe and healthy work environment through establishing a robust HSE system.
- Ensured consistent quality of products through continuous training, mentoring and enforcing good manufacturing standard procedures and practices.
- Ensured quality assurance operational objectives were achieved through formulation of a quality plan, monitoring and analysis of quality data, identifying and resolving process and customer related problems, preparing and implementing action plans.
- Managed customer complaints.
- Ensured relevant legal compliance.
- Supervised and monitored subordinate managers.
- Customer technical support.

Notable achievement

Led the organization to ISO 9001:2008 certification

OCTOBER 2009 TO APRIL 2016: ALLFRUIT EPZ LTD

Allfruit EPZ Limited is a producer of juice concentrate mainly for export market.

Designation: Quality Assurance In charge / Food Safety Team Leader

Reporting to the General Manager

Duties:

- Established, documented and developed food safety management system as per ISO22000:2005, ISO/TS 22002-1:2009 and Sure Global Fair (SGF) from scratch.
- Managed and coordinated activities in the quality assurance department.
- Analyzed results of the food safety management system activities and reported to the management of its suitability and effectiveness in the management review for continual improvement.
- Managed both internal and external audit pertaining to food safety management system, HSE, customer / supplier audits.
- Developed in house training program as per training need and ensured all staff were sensitized and understood the food safety management system.
- Ensured economical staffing number was kept at all times depending on production needs.
- Generated and posted daily, weekly and monthly production reports to the General Manager
- Ensured dispatch of product as per FIFO system and ensured 100% traceability.
- Customer technical contact person. Evaluated the need of the customer in relation to the prescribed specification as well as the quantities to ensure customer satisfaction.
- Managed customer complaints.

Notable achievement

- Developed from scratch and institutionalized food safety management system that led to organization FSSC and SGF certification.
- Led Allfruit EPZ Limited listed as a major supplier to international market through supplier quality audit compliance and maintained the customers since inception of the organization.

NOV 2008 – OCT 2009: PWANI OIL PRODUCT

Pwani oil Manufacture edible oils, soap products and glycerin.

Designation: Quality Assurance Coordinator

Reported to the Quality Assurance Manager

Duties:

- Developed and enhanced the technical training programs.
- Implemented lean and cost improvement program initiatives for the Plant.
- Coordinated product development by formulation of blending ratios for edible oils, fats and soaps.
- Maintained updated production plan in terms of material, economical staffing.
- Managed the quality assurance staffs.
- Worked closely with the Engineering Department to ensure machine availability.
- Coordinated laboratory operations and ensured activities were carried out as per the established safety standard operating procedures to ensure consistent quality.
- Analyzed the results of test parameters for optimization of operating parameters to ensure efficiency in the process and quality of the product.
- Benchmarked on the process and quality parameters with the national standards and customer specification to establish company specification to realize consistent high quality product.
- Established quality control objectives to resolve production problems, maximize product reliability, and minimize cost.
- Budgeted for the laboratory requirement and controlled their utilization.

Notable achievement

- Successfully overhauled the Problem Solving ideologies by training colleagues on problem solving techniques such as why-why analysis, fishbone and to concentrate on the process and not just the production.
- Successfully developed the chemical laboratory.

- Established and implemented the safety standard operating procedures.

JUNE 2000 – MAR 2008: MILLY GRAIN MILLERS LTD

Milly Grain Millers Limited is a producer of maize meal flour and wheat flour (includes baker's flour, home baking flour and whole meal wheat flour).

Designation: Quality Control in charge

Reported to Chief Miller

Duties:

- Coordinated laboratory and product development activities by flour blending and formulation of improvers, test baking and product analysis.
- Established quality control objectives to ensure controlled machine operation and consistency in high product quality.
- Provided timely, daily and periodic production report.
- Handled customer complaints.
- Involved in procurement of grains through grading and ascertaining quality of the grain.
- Conducted sub – contract analysis for reputable firms such as SGS and Polucon.

Notable achievement

- Formulated improvers for baking flour to obtain baker's flour of high quality.

ACADEMIC BACKGROUND

Bachelor of Science in Food Technology and Quality Assurance, Technical University of Kenya, First class Honors, 2014

Higher National Diploma in Food Technology, KNEC, Mombasa Polytechnic University College 2006

Diploma in Food Technology, KNEC, Mombasa Polytechnic, 1995

SEMINAR / TRAININGS / PARTICIPATION

No	Date	Seminar / Course	Organizer / Trainers
1	26 th February 2010	ISO 22000:2005 food safety management system awareness course	Bureau Veritas
2	10 th – 11 th March 2011	Food safety management system (ISO 22000:2005) internal auditor training	Bureau Veritas
3	12 th – 15 th April 2011	Occupational Safety and Health Committees Training	Industrial and Scientific Support Services
4	13 th – 14 th February 2012	Food safety systems certification awareness training ISO 22002-1:2009 (PAS 220)	Bureau Veritas
5	5 th – 6 th June 2012	Food safety management systems certification FSSC 22000:2011 and internal auditor course	Bureau Veritas
6	14 th September 2012	Root cause analysis training	SGS Kenya limited
7	6 th December 2014	Statistical packages for Social Scientist training	Verax Consultant Limited
8	17 th -21 st August 2015	FSSC Lead auditor course	SGS Kenya Limited
9	01 st – 02 nd February 2018	FSSC version 4.1 training	Bureau Veritas
10	29 th November 2018	Participation in plastic bags/plastic bottles take back scheme and Extended user responsibility learning session	Kenya Association of Manufacturers
11	07 th – 11 th January 2019	Participation in the regional harmonization on EAC standard for processed horticultural products	Arusha – AICC

12	02 nd – 05 th November 2020	Leadership training	Premier Food Industries Limited
13	17 th – 20 th November 2020	ISO 22000:2018 Food Safety Management System awareness, internal auditor and risk assessment training courses	Bureau Veritas
14	23 rd – 26 th November 2021	FSSC version 5.1 awareness and internal auditors and its requirements training	Bureau Veritas
15	November 2021	First Aid Refresher training	Medswift

OTHER SKILLS

Proficient in the application of Microsoft Windows Office packages

HOBBIES

- Doing research work.
 - Singing
 - Travelling.
 - Swimming
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REFEREES

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