**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**

**JAN 2017 TO DATE: PREMIER FOOD INDUSTRIES LIMITED**

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

**Designation**: **Quality Assurance and Systems Manager**

Responsible for the overall production of quality product in accordance to the statutory and regulatory requirements as well as provide technical support in the new product formulation and development. In-charge of health and safety

**Reporting to: The General Manager**

**Duties**

* Maintain certification Develop, organize and supervise applications of the comprehensive quality and food safety programs.
* Ensure compliance with all relevant legislation and company policy pertaining to Occupational Health, Workplace Safety, Product safety, Product quality and Environmental practices.
* Initiate schedule and implement audit program for the organization and suppliers.
* Develop and implement training needs programs.
* Coordinate Organizational Performance excellence scorecard and goal management
* Document, track, and report organizational performance excellence scorecard goals and metrics to senior-level management.
* Coordinate management review meetings to review organization performance in regards to quality and food safety management system
* Document, investigate and respond to customer complaints.
* Facilitate both internal and external audits
* Promote and enforce safety as a value by application of HSE systemswhich includes QRP, BOS and identification of safety abnormalities, LOTO and near miss.
* Manages staff in the quality department.

**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
* In Health and safety introduced BOS (Behaviour Observation System) and QRP (Quick Risk Prediction) that led to a reduction in TIR (Total Incidence Rate) by half from 8.0 to 4.0

**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**

I was responsible for the production of quality product in accordance to the statutory and regulatory requirements. In charge of health and safety

**Reporting to: The Managing Director**

**Duties**

* Established and managed a continuous improvement and monitoring programs for shop floor team, housekeeping and work flow
* Regularly reported on the status of the performance of the quality management system and other improvement efforts and their impact to the management
* Coordinated the quality management review meetings on ISO 9001:2008 system to review organizational performance
* Maintained a safe and healthy work environment
* Ensured consistent quality of products through continuous training, mentoring and enforcing good manufacturing standards procedure and practices
* Ensured quality assurance operational objectiveswere 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,
* Ensured adoption of progressive action plans for continuous improvement.
* Carried out customer complaints investigations as well as developed continual improvement plans from the customer feedback analysis.
* Ensured relevantlegal 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**

I was responsible for the production of quality product in accordance to the statutory and regulatory requirements. In charge of health and safety

**Reporting to the General Manager**

**Duties**

* Established, documented and developed food safety quality management system as per ISO22000:2005, ISO/TS 22002-1:2009 and Sure Global Fair (SGF)
* Coordinated all activities of the food safety quality system.
* Analyzed results of food safety quality system activities and reported to the management of its suitability and effectiveness in the management review for continual improvement.
* In-charge of both internal and external Food safety quality and environmental audit including supplier audits.
* Developed in house training program as per training need and ensured all staff were sensitized and understoodthefood safety quality management.
* Coordinated the activities of the quality assurance department including product testing, analyzed dataof the test results to establish control and achieve quality objectives.
* Ensuredpersonnel understood and adhere to the pre requisite programmes as per ISO/TS 22002-1:2009.
* Ensured economical staffing number was kept at all times depending on production needs
* Ensured production process parameters were adhered to achieve quality products
* Generated and posted daily, weekly and monthly production reports to the General Manager
* Ensured dispatch of product as per FIFO system and ensured100% traceability.
* Quality contact person to the customers. Evaluated the need of the customer in relation to the prescribed specification as well quantities to ensure customer satisfaction.
* Performed root cause analysis in the investigation of a problem to establish corrective action and eliminated reoccurrence of the same.

**Notable achievement**

* Developed from scratch and institutionalized food safety management system compliance for managing and sustaining organization’s 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 Product Limited manufacturer of edible oils, soap products and glycerin

**Designation: Quality Assurance Coordinator**

**Reported to the Quality Assurance Manager**

**Duties**

* Development and enhancement of the Technical training programs
* Implementation of lean and cost improvement program initiatives for the Plant.
* Product development by formulation of blending ratios for edible oils, fats and soaps.
* Maintained updated production plan in terms of material, economical staffing.
* Managed staffs to ensure production efficiency
* Works 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 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 to establish company specification in line with customer 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 programs like 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**

MillyGrain Millers Limited is aproducer 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 activitiesincluding product development by flour blending and formulation of improvers, test baking and product analysis.
* Established quality control objectives to ensure controlled machine operation and consistent high product quality.
* Provided timely, daily and periodic production report
* Handled customer’s 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**

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

**OTHER SKILLS**

Proficient in the application of Microsoft Windows Office packages

**HOBBIES**

* Doing research work.
* Singing
* Travelling.
* Swimming

**REFEREES**

**1. MR ADUM ATEGO**

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