**Joyce Njeri Githuku**

**BSc. Biochemistry, MSc. Human Nutrition & Metabolism**

**CURRICULUM VITAE**

I have 10+ years of collective local and international experience in FMCG industries regarding Quality, Regulatory, Food Safety Management Systems, Production and Research and Development. I am Lead Auditor certified in FSSC V5.1 (Bureau Veritas), Internal Auditor certified in FSSC V5.1 (SGS) and ISO 22000:2018 (Bureau Veritas) and HACCP Level 3 certified (SGS).

**Contacts**

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*Experience*

***Healthy U 2000 Limited (11th July 2022 – to date)***

**Position:** Quality Assurance Manager

**Reporting Structure:**  Factory Manager

**Responsible for:** Quality Assurance Officers, Quality Control Analysts and Housekeeping

**Responsibilities:**

* Determining, negotiating, and agreeing on in-house quality procedures, standards, and specifications.
* Setting customer service standards, handling and monitoring customer complaints received.
* Setting up requirements with suppliers for raw materials received and ensuring compliance.
* Ensuring that the manufacturing processes comply with HU and statutory and regulatory standards.
* Work with the logistics and imports team to ensure that the regulatory requirements are met, including adherence to PVoC and SOR requirements for exports of company goods.
* Working with the operations staff to establish standards, systems, and procedures.
* Working with the Research and Development Team to develop new products and monitoring the progress.
* Analyzing records of product returns to identify specific problems or trends over time.
* Training, motivating, coaching, and correcting employees to ensure standards are met.
* Acting as a catalyst for change and improvement in performance and quality of warehouse and shops.
* Recording, analyzing, and distributing statistical information to find areas for improvement.
* Supervising the QC and Housekeeping team roles and activities.
* Reviewing processes to ensure that they align with current trends.
* Prepare and update company quality documentation to achieve ISO 22000:2018 certification.
* Advising on HSE gaps and related issues and working closely with the HSE compliance officer and HSE committee to ensure that the company is meeting all safety regulatory requirements and ensure a safe workplace.

***Premier Foods Limited (1stth August 2021 – 30th June 2022)***

**Position:** Quality Assurance and Systems Leader

**Reporting Structure:**  Supply Chain and Operations Manager

**Responsible for:** Quality Technicians and Laboratory Analysts

**Responsibilities:**

**Business Processes**

* Review quality assurance policies and procedures, interpret and implement.
* Evaluate adequacy of quality assurance standards in all the production processes and eliminate non-conformances.
* Coordinate and support on-site audits conducted by external providers and evaluate audit findings and implement appropriate corrective/preventive actions (CAPAs).
* Undertake and organize with the food safety team monthly plant audits as per food safety standards and close gaps.
* Track regulatory certifications (KEBS, NEMA, KIPI, County Government, etc.) and their compliance.
* Assure ongoing compliance with quality and industry regulatory requirements.
* Escalate to top management any quality threats to the business.
* Act as a catalyst for change and improvement in performance and upholding quality standards.
* Conduct supplier evaluation and supplier audits and give standards on food safety application as well as guidance on food inspection and laboratory result interpretation.
* Guide implementation of protocols and tools relating to food technology issues to align with company policies, strategies and plans.
* Provide technical expertise in dealing with poor performance with suppliers.
* Collate and analyze data to give reports on companies Food Safety Management System (FSMS) that inform risk management and mitigation and contribute to the FSMS continual improvement initiatives.

**People Management**

* Conduct monthly review meetings with the production staff on quality performance, document and address gaps identified.
* Carry out quarterly performance reviews for the quality team using the IPS appraisal tool to monitor progress.
* Implement a training plan on process SOPs and work instructions for capacity strengthening.

**Strategy, Cost and Operational Efficiency**

* Plan, develop and implement strategies for quality management and development to meet company quality specifications and standards.
* Ensure quality compliance to internal quality control and regulatory food safety requirements.
* Actively participate in the development of the quality department budget and align to company strategy.
* Collect, analyze, and compile statistical quality data to identify areas for improvement in the quality system and recommend corrective/preventive actions.
* Verify market returns and their trends due to quality issues and take corrective actions to reduce or eliminate recurrence.
* Specify quality requirements of raw materials with during Request for Quotations and Express of Interest for suppliers, review, approve, carry out routine supplier audits and provide feedback to suppliers in case of exemptions.
* Provide technical expertise on food safety and quality issues and to monitor supplier performance.

**Customer Service**

* Ensure that verification of the quality standards set have been met across supply chain.
* Investigate food safety and quality incidences, non-conformances, and customer complaints by carrying out root cause analysis and closing on corrective/preventive actions (CAPAs) that will reduce or eliminate recurrence.
* Plan and monitor testing and inspection of materials and products to ensure finished product quality and approval for market release.
* Devise sampling procedures for recording and reporting quality data.
* Carry out audits on the production distribution channels and establish standards for compliance

***Premier Foods Limited (20th August 2018 – 31st January 2019)***

***(1st February 2020 – 1st August 2021)***

**Position:** Quality Assurance Systems Coordinator

**Reporting Structure:**  Quality Assurance and Systems Leader

**Responsibilities:**

* Implementation of product specifications.
* Introduce, monitor, and update food safety policy, environment, health, and safety policy as well as quality procedures.
* Ensure regulatory compliance to governance bodies; KEBS, County Government, NEMA and DOHSS.
* Ensure raw material, online product and final product analysis are done as scheduled.
* Ensure external analysis schedules are implemented as well as regulatory compliance schedules.
* Ensure pest control, housekeeping and sanitation programs in place are implemented.
* Monitor performance of quality control systems to ensure effectiveness and efficiency in the Pep plant, Juice plant and Mango puree plant.
* Analyze quality control test results and communicate to all relevant stakeholders, organizational departments, outside vendors or contractors.
* Produce reports regarding nonconformance of products or processes, daily production quality, root cause analyses, or quality trends.
* Ensure review and update of standard operating procedures or quality assurance manuals.
* Supervise, host, and conduct internal and external audits and implement improvement actions identified.
* Liaise with the relevant departments to achieve legislative compliance to meet company objectives and mitigate risk.
* Development and implementation of training based on skills analysis.

***Premier Foods Limited (1st February 2019 – 31st January 2020)***

**Position:** Value Stream Leader- Sauces and Canned Products

**Reporting Structure:**  Operations Leader

**Responsible for:** Production team leaders, production clerks and shop floor staff

**Responsibilities:**

* Achieve output productivity as per established target on each line to deliver sales demand on Sauces and Canned Products.
* Execute tasks according to leader standard work and ensure the team members follow SOPs.
* Ensure management of Autonomous and Preventive Maintenance (AM and PM) of plant/production equipment.
* Ensure correct daily inventory both raw material and finished goods.
* Achieve Global Efficiency (GE) and Overall Equipment Effectiveness (OEE) as per glide path.
* Achieve energy savings for sustainability.
* Reduce defects and yield losses to less than 2% to reduce production cost.
* Achieve 99% customer fulfillment rate (CFR) and drive zero customer complaints.
* Drive execution of total manufacturing excellence (TPM) and lean manufacturing principles and methodologies.
* Manage performance through Daily Management Systems.
* Review abnormality management board and follow up on closure of abnormalities on daily basis.
* Track daily incidences and execution of HSE pillar methodologies.
* Participate in Root Cause Analysis (RCAs) through leadership and ensure closure of actions through the why-why analysis.
* Build team capability through staff training and team development and build performance team

***Diageo Plc - East African Breweries Limited (8th December 2017 – 17th August 2018)***

**Position:** Quality Analyst

**Reporting Structure:**  Quality Assurance Manager

**Responsibilities:**

* Adherence to all company safety regulations including operating equipment in adherence to the safety guidelines to ensure all safety requirements for self and those working around the machines are met.
* Ensure accurate processes and conduct continuous validation of measuring systems through equipment calibration.
* Preparation and certification of reagents for use by operator and third-party chemical providers.
* Carry out laboratory measurements as per the sampling schedule and in accordance with the SOPs and ensure 100% results reliability.
* Develop and sustain SPC (statistical process control) for quality analysis.
* Train operators on online meters’ calibration and accuracy check.
* Develop and participate in inter-lab ring scheme program to guarantee lab accuracy and certification.
* To monitor process critical control points and data generation.
* Recording, processing and reporting of in process quality data and raising actions for improvement.
* Leading/participating in RCPs and 5whys for quality related failures.
* Managing hygiene of the laboratories in accordance with the food safety standard by ensuring cleaning schedule is adhered to and CI activities are carried out to eliminate sources of contamination.
* Participate in ISO and food safety audit preparations.
* Champion hygiene and 5S activities in the process to ensure high level awareness in the entire team.
* Ensure Implementation of Food safety, Quality, Environment and Safety Management Systems according to FSSC 22000, ISO 9001, ISO14001 and BS 18001 requirements, respectively.

***Kenchic Limited, Chicken Processing Plant (5th June 2015 – 4th December 2017)***

**Position:** Quality Assurance Supervisor-Water Treatment Dept.

**Reporting Structure:** Factory Manager

**Responsible for**: Water treatment technicians

**Responsibilities**

* Overseeing and monitoring the water and effluent treatment processes.
* Monitoring product standards and implementing quality control programs.
* Ensure compliance to prescribed QMS, GMP and 5S processes, FSSC, FSA and QSA standards, KEBS, NEMA and any other regulatory bodies.
* Development of in-house sampling and treatment schedule and analysis for the water and effluent treatment plants.
* Development of a sampling schedule for chemical, microbial and NEMA effluent external analysis for water and effluent treatment plants.
* Identify, develop and implement microbiological process controls and monitoring program.
* Ensuring that the process is cost effective through budgeting and planned execution.
* Ensuring that a Water Efficiency Management Program is drawn, set up, monitored, and adhered to by the factory processes.
* Coordinate set up and implement SOP’s and work instructions for all water operations.
* Supervising, monitoring, and tracking competencies of direct reports and provide leadership and development as required to achieve the objectives.
* Responsible for identifying, establishing, training, and implementing all appropriate procedures and practices necessary to comply with FSSC ISO 22000 and star requirements and also governing regulations.

***Orbit Chemicals Industries Limited: L’Oréal Division (12th August 2013 – 18th May 2015)***

**Position:** Senior Quality Control Analyst

**Reporting Structure:** Technical and Quality Control Manager

**Responsibilities:**

* Creating Standard Operating Procedures (SOP’s) to be used in the department.
* Initiating Audit Systems to implement Good Manufacturing Practices (GMP’s) and ensuring that Safety and Quality standards are achieved using ISO 22716.
* Chemical and physical analysis and microbiological assays of raw water, finished products, packaging and raw materials brought to Kenya.
* Management of process documentation covering receipt of raw and packaging materials, production, packing and release of finished product and maintaining documents
* Directing, inspecting, and approving cleaning of the production area, bulk storage area and packing lines.
* Preparing and ensuring reagents’ uniformity through standardization and ensuring equipment uniformity through maintenance and calibration.

***Mackle Petfoods/ InterTradeIreland FUSION Project (9thFebruary2012–28thJune 2012)***

**Position:** Graduate Trainee Research and Development Officer/

New Product Development Officer

**Reporting Structure:** Technical Manager

**Responsibilities:**

* Creating SOP’s to be used in the receiving of raw and pack material, laboratory trials, initial and continuous, packing and distribution of finished product.
* Preparing laboratory scale samples from new concepts and sourcing of new ingredients from existing or new suppliers.
* Planning and conducting sensory/consumption and distribution trials.
* Carrying out the tasks outlined in the original work-plan developed by the company and academic partnership.
* Enabling the transfer of technology, knowledge and skills between academia and industry.
* Management of monthly technical meetings with the core project team (Graduate, Company Supervisor and Academic Supervisor from InterTradeIreland).
* Training staff on new technology and building capability.

**Orbit Chemicals Industries Limited *(5th October 2009 – 22nd September 2010)***

**Position:** Quality Control Analyst

**Reporting Structure:** Quality Control Manager

**Responsibilities:**

* Chemical and physical analysis and microbiological assays of company finished products, raw water, packaging and raw materials brought to the company.
* Preparing and compiling of documents required during production, analysis, packing and release of finished product.
* Ordering equipment and chemicals used in the laboratory and carrying out packaging development.
* Directing, inspecting, and approving cleaning of the production area, bulk storage area and packing lines.
* Preparing and ensuring reagents’ uniformity through standardization and ensuring equipment uniformity through maintenance and calibration.

***Education Background***

Feb. 2012 – Sept. 2012 Post Graduate Diploma – Management Practice

UCD Michael Smurfit Business School

University College Dublin, Republic of Ireland.

2010 – 2011 Master of Science – Human Nutrition and Metabolism

University of Aberdeen, United Kingdom.

Project and Thesis title – Convenience foods: Consumption, Composition and Oxidative Susceptibility (Rancimat Method)

2005 – 2008 Bachelor of Science – Biochemistry

Major- Nutrition

University of Nairobi, Kenya.

***Professional Qualifications***

May 2022 - HACCP Level 3, Integrated Management Systems, and Internal Auditing Skills by SGS Kenya

Apr 2022 - FSSC 22000 V5.1 Food Safety Management Systems: Internal Auditor by SGS Kenya

Nov 2021 - FSSC 22000 V5.1 Food Safety Management Systems: Lead Auditor by Bureau Veritas

Nov 2020 - ISO 22000:2018 Food Safety Management Systems: Internal Auditor by Bureau Veritas

Aug 2019 - New Managers Leadership Program trained at Strathmore Business School.

Oct 2017 - ISO 9001:2015 Quality Management System Implementation trained by Maier Consulting Limited.

May 2017 - Occupational Safety and Health (OSH) 2007 by the Institute of Safety, Health and Environmental Management (IOSHEM) Africa Limited

April 2014 - QM SAP R/3 trained at Orbit Chemicals Industries Limited.

March 2012 - Control of Substances Harmful to Health (COSHH) trained by

Ecolab at Mackle Petfoods, United Kingdom.

April 2012 - Level 3 Hazard Analysis and Critical Control Points (HACCP) for

Food Manufacturing Industry trained in Loughery Campus, Northern Ireland, United Kingdom. Training is accredited by Chartered Institute of Environmental Health (CIEH).

June 2012 - CIEH Level 2 Awards in Food Safety at Mackle Petfoods

June 2012 - Training in Manual Handling and Fire Safety at Mackle Petfoods

June 2012 - Training in Pest Control by Rodentkil at Mackle Petfoods

April 2005 - Computer packages at Strathmore University, Kenya.

The course included: MS Word, Excel, PowerPoint

**ACHIEVEMENTS THUS FAR**

1. Successful registration of new trademarks and industrial designs and renewal of the same with Kenya Industrial Property Institute (KIPI).
2. Successful registration of our company products with the Food and Drug Administration (FDA) through Registrar Corp for products going to USA and Canada.
3. Successful implementation of the initial company kosher certification by Kosher Check (Canada) and SGS (Kenya).
4. Implementation of ISO 22000:2018 and FSSC 22000 V5.1 standards in the factory.
5. Appointed Food Safety Team Leader with a multi-disciplinary Food Safety Team.
6. Successful audits of ISO 22000:2018, FSSC 22000 V5.1, Halal, Kosher, Sure Global Fair (SGF) and customer audits.
7. Keeping regulatory affairs up to date with Kenya Bureau of Standards (KEBS).
8. ISO 22000:2018 and FSSC 22000 V5.1 internal auditor certified courtesy of Bureau Veritas and SGS respectively.
9. HACCP auditor certified courtesy of SGS.
10. FSSC 22000 V5.1 Lead Auditor certified courtesy of Bureau Veritas.
11. HACCP Level 3 and Food Safety Level 2 courtesy of Chartered Institute of Environmental Health.
12. Successful implementation of various European, American, Canadian and Australian customer requirements.

**INSTRUMENTATION**

* FT-IR Spectrum Two Spectrometer
* UV-Vis Spectrometer
* Kinematic Viscometer
* Agilent HPLC system
* Rancimat™
* Aqualytic COD Digester and Photometer
* CarboQC Carbon dioxide analyzer
* Anton Par Alcolyzer

**HOBBIES**

* Learning new concepts and applying them.
* Community work activities.
* Travelling.
* Trying new cuisines and gourmet dishes.

**REFEREES**

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|  | **Vijaya Kumar**  Head of Manufacturing,  Healthy U 2000 Limited  P.O. Box 41476184-00606, Nairobi, Kenya  [vkumar@healthy-u2000.com](mailto:vkumar@healthy-u2000.com)  Phone +254 795830033 |
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