From: Lucy Wanja Mwariri

Tel 0721806627

Email: [mwaririL@gmail.com](mailto:mwaririL@gmail.com), [Lucy.mwariri@nampak.com](mailto:Lucy.mwariri@nampak.com)

To: The Chief Organizer,

3rd Management Representative and Auditors Conference

National Quality Institute

Date: 18th October 2022.

Dear Sir/Madam:

**RE: SPEAKER/ PRESENTER PROPOSAL**

**TOPIC - PROCESS-BASED APPROACH TO AUDITING**

Greetings: I am a detail-oriented Quality and Food Safety experienced specialist and I would be interested in participating in the upcoming Management Representative and Auditors conference in role of speaker/Presenter. Having been trained as an integrated management systems internal auditor, Lead Auditor, and attended several System workshops, I believe I have what it takes to present the topic. I am NQI active member – Certificate number KEBS/NQI/M/PER/477.

I am currently working at Nampak (K) Ltd, a Food Packaging Manufacturing Company located in Thika – Kenya as a management systems coordinator/Compliance officer. The company being the first to be QMS certified in Kenya by KEBs in 1994 Certificate 001, it has an outstanding record of ongoing effort to improve products, services, and its processes to maintain the certification.

Nampak Being a Food Packaging Manufacturing Company, the combination of QMS and Food Safety Standards helps the organization to ensure that customers receive not only high-grade quality products and services but also safe packaging as far as food safety is concerned.

You agree with me, to maintain these standards for such a long time, an ongoing effort to improve products, services, or processes must have been in place and well monitored. One of the tools that has contributed the maintenance of this record certification is the independent, unbiased assessment of organization operations by internal auditors, group auditors, customers and certification bodies. This is through **Process-Based Approach to Auditing**, the topic that I intend to share with my fellow Management Representative and Auditors attending the conference.

Having worked in the organization for 15 years, 5 years under customer service and 10 years under Quality Department, I believe there is a lot to share as far as the subject topic is concerned. In my current role as Management Systems Coordinator, I have been spearheading the certification and standard upgrading processes, which starts with evaluation of company’s internal controls through **Process-Based Approach to Auditing.**

Being the lead guide, I have also been able to learn from third party certification auditors who are the experts in the process-based approach to auditing. This has been like an exchange program whereby both auditors and auditee learn from each other, agree to disagree and at the end come up with improvement opportunities to help the organization maintain quality product and services.

The process approach is important to ISO and other standards as it places an overall focus on all processes as required by the respective standards, local and international regulation as well as customer and other stakeholders requirements. This approach aims to iron out any inefficiencies, making it easier for any organization to work on continual improvement. It also serves as a tool to identify day to day challenges, weaknesses and opportunities to improve the connections between policy, requirements, performance, objectives and targets, which will ultimately contribute to an organization's overall success

**Process-Based Approach to Auditing** helps organization to achieve to high standard, keeps stakeholders satisfied, builds trusting relationships and lasting support for the company's decisions, making it easier to develop long-term strategies and work as a team with the organization's employees, investors and customers.

A quality audit determines the suitability of the quality program to the business and to the ISO 9001 standard. This comes with a detailed report of the findings, which may include positives and negative highlighted during audit. Analysis of the cause of the non-conformity must be done, correction, corrective action implemented to prevent re-occurrence of the issues found. To complete the audit, the auditor must review the objective evidence of the actions taken.

Together with other quality team members, we have helped the Nampak Kenya Limited record improved efficiency, decreased cost, increased profit, improved cost recovery, controlled risks and developed policies and procedures for sustainability. This has come as a result of monitoring of adequacy of internal controls through Process-Based Approach to auditing. In addition, this has ensured compliance with policies, local and international regulations as well as group requirements.

The primary goal of this write-up is to prove the ability to share **Process-Based Approach to Auditing** knowledge and experience with the team present during the upcoming conference. I believe this will be an opportunity to learn from other speakers on this topic and other requirement as far as quality is concerned.

I am looking forward for positive response from the approving committee. Should you require further information or any clarification, please do not hesitate to contact me.

Kind regards.

Lucy Wanja Mwariri

18.10.2022