



Job Advertisement

Quality Assurance Supervisor

Mission for Essential Drugs and Supplies (MEDS) is a faith-based health solutions provider founded by an ecumenical partnership of the Kenya Conference of Catholic Bishops (KCCB) and the Christian Health Association of Kenya (CHAK). The Organization's core mandate is to provide reliable and affordable Health Products and Technologies, Quality Assurance and Health Systems Strengthening Services. MEDS was established in 1986 and serves clients spread throughout Kenya, other regions in Africa and beyond.

The position will report to the Quality Assurance Manager and will be responsible for assuring the quality of trade and non-trade commodities, maintaining the quality management system, and conducting pharmacovigilance.

Key Responsibilities:

- i. Develop and implement quality assurance plans for products in the warehouse to regularly determine their quality status through analysis, evaluation and comparison with set specifications.
- ii. Supervise the inspection and release of inbound consignments and returns from clients by assessing their compliance with specifications to guarantee customer satisfaction.
- iii. Gather information for pharmacovigilance of MEDS products as required by the Pharmacy and Poisons Board to comply with regulatory obligations.
- iv. Supervise technical activities in the warehouse and laboratories in accordance with Good Distribution Practice (GDP) and Good Practice in Quality Control Laboratories (GPPQCL) to maintain high-quality standards.
- v. Review product inspection checklists and recommend the release of inspected returns from clients by verifying compliance with quality specifications and assessing the validity of quality-related complaints.
- vi. Investigate and resolve quality-related complaints by analysing issues and implementing corrective actions to improve customer satisfaction.
- vii. Manage product recalls by collaborating with regulators and suppliers to manage compliance and address safety concerns.
- viii. Update supplier performance records on quality-related issues to track and manage supplier quality effectively.
- ix. Conduct supplier inspections as part of the MEDS technical team to assess and prequalify suppliers for compliance with quality standards.
- x. Prequalify suppliers and products by performing on-site inspections and remote reviews of supplier information and product assessments to verify that they meet established criteria.
- xi. Investigate major quality complaints by evaluating products to identify and resolve issues, ensuring high levels of customer satisfaction.
- xii. Train new and existing staff on the requirements of the quality management system to promote adherence to quality standards and procedures.

Candidate Profile:

- i. Bachelor's degree in Pharmacy from a recognized institution and Registered with Pharmacy and Poisons Board
- ii. Training in Quality Management System from accredited bodies
- iii. At least 5 years of relevant experience with 3 of which should be in a supervisory role in Quality Management System (QMS), Good Distribution Practices (GDP) or Good Manufacturing Practices (GMP) facility

- iv. **Technical Competencies;** Knowledge of Good Storage & Distribution practices, Knowledge of Good Manufacturing Practices and Knowledge of ISO 9001:2015 Quality Management Systems.
- v. **Functional skills;** Supervisory skills, Communication skills, problem-solving skills, analytical skills, innovation skills, interpersonal skills, keen to detail and high level of integrity

If you fit the profile of this position, please submit your application including:
Detailed CV stating your current position, current or last gross salary and expected gross salary

To: hr@meds.or.ke

By: 28th February 2025

(only shortlisted candidates will be communicated to)