

THE MONTHLY DOSE



Driven By Quality

For us. By us.

Injeeeect..



MARCH 2026

VOLUME 89



Core Mandates:

Quality Assurance Services

Supply Chain for HPTs

Health Systems Strengthening

Inside This Issue:

- ◆ Beyond The Lecture Hall
- ◆ MEDS Welfare Transition
- ◆ On The Spot
- ◆ Echoes from the Archive

- ◆ Culture in Action
- ◆ HR Updates
- ◆ Conclusion

BEYOND THE LECTURE HALL

By Daniel Mumo

Reflections from students on industrial attachment



Strathmore
UNIVERSITY



The bridge between theory and practice is built through experience. As part of our partnership with Strathmore University, we recently hosted a group of students for their industrial attachment, giving them the opportunity to learn, contribute and grow within a real working environment. As they conclude this chapter, we invited a few of them to reflect on the lessons, discoveries and moments that defined their time with us.

BEYOND THE LECTURE HALL

By Daniel Mumo



1. Benjamin Mwando

(a.) From day one to now. How has the attachment experience been for you in one or two words. Why?

Progress and Improvement. Because every day was an opportunity to engage with others and to learn something new. I met amazing people, discovered new things, and gained valuable lessons that contributed to my growth as a person.

(b.) Which department /moment did you enjoy the most?

The time spent at the order processing desk with Miss Joan. She not only provided lessons about the work but also shared many life advice and lessons that I will always keep in my heart.

(c.) What's one golden nugget you're walking away with from this experience?

In life, we should motivate people, tell them how much we appreciate their work, and recognize their efforts. A positive attitude is key to achieving a better process flow.

BEYOND THE LECTURE HALL

By Daniel Mumo

d.) If a new student was coming for attachment at MEDS tomorrow.

What one piece of advice would you give them? Learn as much as you can and enjoy every second in this wonderful organization.

2. Faith Mueni

(a.) From day one to now. How has the attachment experience been for you in one or two words. Why?

Eye-opening and fulfilling. It gave me a real taste of how HR operates in a mission-driven organization like MEDS and it allowed me to apply what I've learned in class to real-life situations.

(b.) Which department /moment did you enjoy the most?

HR Department. I enjoyed the interview sessions and human interactions the most. Being part of the recruitment process was exciting because I got to see how HR shapes careers and supports people, while also understanding the importance of effective communication, empathy and professionalism in dealing with candidates and staff.

(c.) What's one golden nugget you're walking away with from this experience?

Improved interpersonal and communication skills. I have learned how to engage with employees and applicants confidently and professionally.

d.) If a new student was coming for attachment at MEDS tomorrow. What one piece of advice would you give them?

Be curious, proactive, and willing to learn. Observe closely, ask questions, and don't shy away from participating.



BEYOND THE LECTURE HALL

By Daniel Mumo

3. Dominic Ketukei

(a.) From day one to now. How has the attachment experience been for you in one or two words. Why?

Educative and engaging. I met different people in the different departments in the organization who were willing to teach me the day to day activities and even gave me an opportunity to handle the various tasks.

(b.) Which department /moment did you enjoy the most?

Inventory Control will always be special to me. It's where my journey began. The supportive environment across MEDS made the experience memorable, with a special shoutout to Joan at the Order Processing desk for making my attachment a success.

(c.) What's one golden nugget you're walking away with from this experience? open minded to learn everything new which is on offer since you might never know where luck is in life.

d.) If a new student was coming for attachment at MEDS tomorrow. What one piece of advice would you give them?

Give it your Best

4. Ruby Maina

(a.) From day one to now. How has the attachment experience been for you in one or two words. Why?



BEYOND THE LECTURE HALL

By Daniel Mumo

Eye-Opening experience. I have experienced business operations first-hand and was able to see the real-time application of the theories learnt in class

(b.) Which department /moment did you enjoy the most? The field-work experience whereby I got involved in doing spot-checks of commodities to ensure order, accuracy, correct quantities, batch numbers, among other important aspects.

(c.) What's one golden nugget you're walking away with from this experience? Robust work ethic. I have grown to operate in integrity, teamwork, accountability, among other key values.

If a new student was coming for attachment at MEDS tomorrow. What one piece of advice would you give them?

Be open-minded, ready to learn because MEDS offers great learning opportunities.



5. Kinjal

(a.) From day one to now. How has the attachment experience been for you in one or two words. Why?

Transformative and insightful. It helped me connect the supply chain theories and lessons to functionality. It built my confidence and practical skills

(b.) Which department /moment did you enjoy the most?

Order processing. I gained a clear understanding of the full workflow; from picking and packing through documentation to final dispatch.

BEYOND THE LECTURE HALL

By Daniel Mumo

(c.) What's one golden nugget you're walking away with from this experience? The power to Attention to detail. I learned that a slight mistake for instance in packing, can mess an entire order.

(d.) If a new student was coming for attachment at MEDS tomorrow. What one piece of advice would you give them? Open-minded and ready to learn. MEDS offers a lot for a proactive individual.

6. Elizabeth Dhuol

(a.) From day one to now. How has the attachment experience been for you in one or two words. Why?



Awesome. MEDS family is welcoming and ready to guide with so much love

(b.) Which department /moment did you enjoy the most?

Fieldwork. I enjoyed doing the spot checks of various products in the warehouse.

(c.) What's one golden nugget you're walking away with from this experience?

Attention to detail and the significance of teamwork in achieving common goals.

(d.) If a new student was coming for attachment at MEDS tomorrow. What one piece of advice would you give them?

Be open-minded and ready to learn. Ask as many questions as you can and help where you can.

BEYOND THE LECTURE HALL

By Daniel Mumo

7. Beverly Muthini



(a.) From day one to now. How has the attachment experience been for you in one or two words. Why?

Rapid Adaptation. Balancing supplier negotiations and the ever-increasing demands of clients taught me the need to adapt fast.

(b.) Which department /moment did you enjoy the most?

Procurement. I enjoyed the family I made there. Janet and Leah became my 'Guiding Light'

(c.) What's one golden nugget you're walking away with from this experience? Multi-tasking. I learnt that procurement is an art of juggling urgency, accuracy and accountability, all at once.

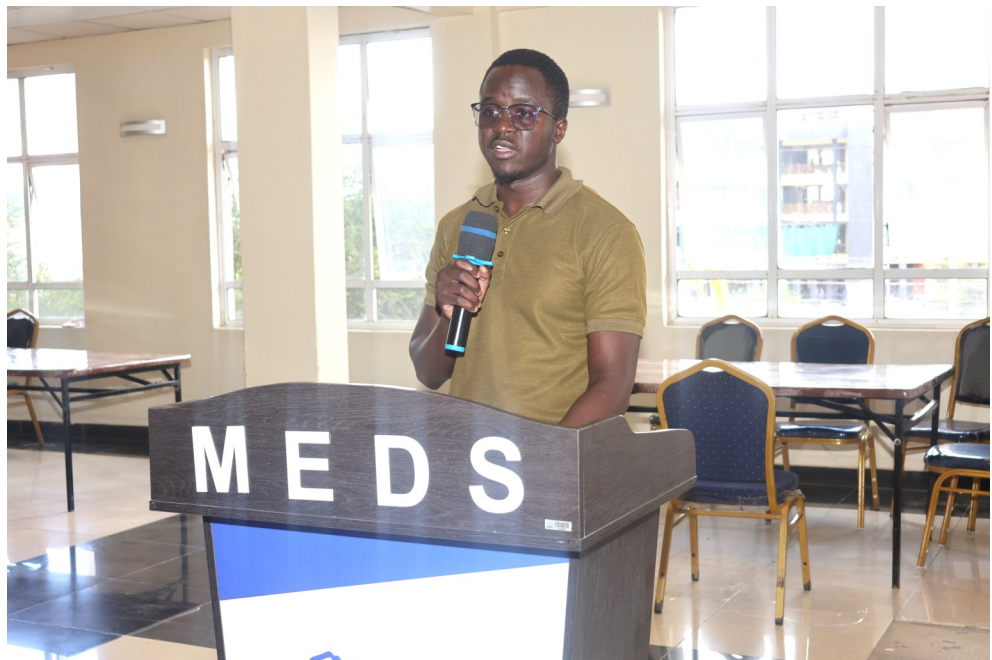
(d.) If a new student was coming for attachment at MEDS tomorrow. What one piece of advice would you give them? Proactiveness and Be ready to learn.

Special Appreciation to MS. Joan Ounda. Clearly the students loved her more. To her guidance was never just about the job. It was about shaping lives. She became a mentor, guiding the interns not just in the workplace, but in life. God bless you mum

MEDS WELFARE TRANSITION

By Daniel Mumo

Every chapter leaves its imprint. The outgoing Welfare Committee ushered in meaningful progress. Firstly, the transition to an online banking system, including the use of Real-Time Gross Settlement (RTGS,) that reduced costs, minimized delays and brought greater convenience to members accessing welfare loans. They established the first fixed deposit account, securing **Ksh 3 million** to safeguard and grow members' funds responsibly. In the moments that matter most, they ensured consistency; timely processing of birthdays, childbirth support, retirement benefits and long-service recognition, turning policy into genuine care.



Mr. Bruce Waringa, the A/g Chair, sharing a progress report of the exiting committee.

The growth also revealed the gaps. With fewer hands at the table, the weight grew heavier, yet the commitment never wavered. Service endured. Voices rose, on catering, on capacity, on the strain of a growing mandate and the friction within EzzyBooks. Solutions are underway, steps toward strengthening systems, including ICT support, to ensure the work not only continues, but improves.

MEDS WELFARE TRANSITION

By Daniel Mumo



The A/g Chair, presenting the new Welfare Committee

The baton passes on a stronger footing. Member contributions have been reviewed and adjusted from **Ksh. 1,000 to Ksh. 1,500**, reinforcing the pool of shared support. In the same spirit of growth, the loan limit has been increased **from Ksh. 300,000 to Ksh. 500,000**, expanding access and deepening impact for members. These adjustments were not just on paper but signals of trust in the system built, and confidence in the chapter ahead. We wish the incoming team strength for the journey ahead. May their leadership be steady, their vision clear, and their service deeply felt across every member they serve.

NB!!!

Tuangalie masuala ya POOL pia watu wangu, Members wamemiss tournament jo. Hii repair jo tumengoja sana.

ON THE SPOT

By Daniel Mumo

On the Spot brings together two Quality Assurance Officers who joined the organization at the same time. Two journeys that began side by side and have since grown within the rhythm of precision and purpose. Through their reflections, we get a glimpse of both discipline and personality. Moments shaped by learning and teamwork, as well as the lighter side of who they are beyond work; their interests, favorite films and everyday joys. Different voices, one role, united by a commitment to quality.

1. BELINDA NYAGA.

1. Joining the USAID department sounds big. What did that mean to you on day one?

Honestly, on day one it felt equal parts exciting and slightly intimidating; like being handed the keys to something really important and thinking, "Okay... let's not mess this up."

But beyond that, it means being part of work that has real impact on public health. Knowing that what we do supports access to safe, quality medicines made the role feel bigger than just a job title.

2. How does your role connect to the bigger picture of health impact and global standards? In QA, sometimes the work can look very process-driven documents...



ON THE SPOT: BELINDA NYAGA

By Daniel Mumo

“Compliance works best when quality becomes part of everyday habits, not just something you focus on during audits.”

...checks, validations but behind all that structure is patient safety.

By helping maintain quality standards through storage, transport, and compliance, I'm contributing to making sure health products reach people safely and effectively

3. What's one thing people don't see about QA in your department that matters a lot?

A big part of QA is spotting risks early before they become actual problems. Quietly preventing issues is not always visible, but it matters a lot.

4. Walk us through your typical workday. What keeps you on your toes?

A typical day involves reviewing documentation, monitoring compliance activities, following up on quality issues, supporting assessments, and making sure processes align with required standards.

What keeps me on my toes is that QA can change quickly. One minute you're comfortably reviewing records, the next minute there's an urgent deviation, temperature concern, or compliance follow-up that suddenly becomes today's main character.

5. What's been your proudest moment so far? Seeing quality systems I contributed to actually support smooth operations; whether during assessments, documentation reviews, or ensuring standards are maintained under pressure. Knowing that strong systems help protect product quality is genuinely rewarding.

6. How do you handle the responsibility that comes with maintaining high-level compliance? I handle it by staying consistent, being attentive to details and not cutting corners, even when things are busy. Compliance works best when quality becomes part of everyday habits, not just something you focus on during audits.

7. What do you believe the organization expects from you, and how are you rising to it?

I believe the organization expects reliability, accountability...

ON THE SPOT: BELINDA NYAGA

By Daniel Mumo

...and a strong commitment to quality. I'm rising to that by being thorough in my work, staying proactive when I notice risks, collaborating well with teams, and continuously learning to be at par with latest quality practices.

8. How has working with different teams shaped your experience so far?

Collaborating across departments has helped me understand operational challenges better, communicate more effectively and find practical solutions that support compliance without losing sight of workflow realities. It has made me better at balancing standards with teamwork.

9. Off work, what's your favorite music genre and song?

Off work, I like what my friends jokingly call "rich people music" music like jazz, private school amapiano, smooth soulful sounds, the kind of music that makes you feel like you should be sipping something expensive while discussing investment opportunities. Right now, I enjoy genres like jazz and amapiano because they help me relax and switch off after a structured workday. One of my favorite songs is *Songbird by Kenny G*.

10. Favorite Weekend Hobby?

Playing Chess



ON THE SPOT: VANESSA ODEK

By Daniel Mumo



1. How was your first week stepping into the QA department? It was generally okay. My colleagues in the department were welcoming and they made me feel at home. At first, it was a bit challenging yet also exciting as I learned new things about my role, expectations and responsibilities. Over time I adapted.

2. Walk us through your typical workday. What keeps you on your toes?

My day begins with me sorting out documentation and paperwork from the previous day. As the day progresses, I will inspect incoming products if they meet MEDS standards, evaluate new products, handle customer complaints, and reply to emails amongst many other duties. What keeps me on toes are the goals I have personally set for myself to accomplish each day. These goals help me to stay focused throughout the day.

3. What's one small thing people overlook that QA never ignores?

Most people overlook the small details, but QA sees the small details.. For instance, minute details like warps and wefts, mesh size of Gauze rolls are vital.

4. What's been the most unexpected lesson these past few months?

The most unexpected lesson for me has been realizing how getting the small details right every single day has such great impact. I now understand...

ON THE SPOT

By Daniel Mumo

...how much work goes into ensuring patients get quality health products and technologies.

5. What can MEDS expect from you? MEDS can expect consistency, integrity, commitment to quality and continuous improvement. I aim to be a dependable team player who contributes to MEDS excellence.

6. How would you describe the culture in your department? I would say quality driven. There is a strong emphasis on accountability and attention to detail, and compliance with set standards.

7. What's been the toughest part of settling in and how did you push through? Having been in a hospital set up previously, the toughest part of settling in has been adapting to the pace and complexity of processes here, which are quite different from what I was accustomed to while also ensuring that I understand the standards and expectations. It has been a valuable experience.

8. What's one thing you've enjoyed most about the people or culture here? I love how everyone is welcoming and approachable.

9. Outside work, what keeps you inspired, recharged, or just smiling?

Outside work, a good book, a good movie and some good music keep me recharged.

10. Favorite Movie? The blacklist.. Mimi ni Loyal design ya Dembe na Raymond



ECHOES FROM THE ARCHIVE

By Daniel Mumo

In the 2nd TBT series, We throw it back to a moment that chose preservation over chance. The launch of our cold room, where every degree became a promise, and every



stored vial, a quiet act of care. Our partners from Novo Nordisk were our chief guests for the occasion.

Choir ikafungua siku na ngoma mbili-tatu

*Wahesh wakaingia
State of The Art ku-
cheki zabe kiasi vile
tunarun vitu.*



*Dr. Stephen Kigera aki-
wapigisha katour hapo
Lab, "Hapo ndo sisi
hueka samples jo, tu-
nakuaga top-notch hii
sector ya quality"*

ECHOES FROM THE ARCHIVE

By Daniel Mumo



*Kuingia Warehouse wali-
karibishwa na Miondoko.
Ukicheki Maureen, Sheila na
Joan hapo nyuma ya Shi-
vachi, unakua inspired mwili
itakam tu, jipee time.*

*Jackie, Josephine and
Ruth. Another inspiration,
mwili itakam tu. Edith
amefocus kwa guest am-
jenge tools walaunch
zabe.*



*Mhesh kukaribia, Edith aka-
changamka, akapass tools.*

*Mhesh akafanya kweli.
The cold room was of-
ficially launched.*



ECHOES FROM THE ARCHIVE

By Daniel Mumo



*Mr Manyuru amebambika,
kidogo tu hivi tuone
'molars', " Tuingie Kiasi
msikizie temperatures jo"*

*Wahesh wakaingia ndani
kiasi.*



*Choir ikachang-
amka tena, after
zabe imelaunchiwa*



*Mariana anafunza Mhesh
Miondoko ya MEDS. MJ
zimenice mbaya, anatoa
mondoko ya home.*

CULTURE IN ACTION

By Daniel Mumo

Culture is not written, it is lived. In the packing area, it shows up in the smallest details; **Christine Yoya and Philes Kwamboka** set the pace with neat, orderly tables, where every item has its place and every process reflects discipline, care, and pride in execution. It is this quiet commitment to order that ensures consistency and reliability in what we deliver. Beyond the workspace, the same culture expands into service and compassion, where a group of employees stepped out to support an orphanage, cooking, sharing meals and spending time with the children. Together, these moments reflect a culture that is structured in practice and human in spirit.



*Neatness that reflects discipline.
Pride in every detail*



*Beyond work; serving, sharing,
and showing up for others.*



THE HR UPDATES

By Joyce Khamasi

Staff Entries:

Alex Okero Sagwe – ICT Assistant
Doris Mukami Njiru – Internal Audit Assistant
Faith Akinyi Gloria Babu _ Internal Audit Assistant
Grace Nafula Nyongesa – Client Relations Assistant
Evalyne Mutheu Nthusi – Client Relations Assistant
Lilian Bonareri Nyang'au – Quality Assurance Assistant - Kisumu
Kelvin Mutunga Kyumbu – Client Relations Assistant
Meshack Mwongela Mbungu – Procurement Assistant
Peter Kirimi Mutugi – Monitoring and Evaluation Officer
Eric Otieno Ouma – Field Officer
Stanley Ochieng Muchemi – Field Officer

Promotions:

Patrick Musee Saau – ICT Officer – Database Administration – Head Quarters
Adamson Simiyu Wesusa – Inventory Control Officer - Kisumu
Harold Agweri Khazalwa – Client Relations Officer - Kisumu
Esther Lamet Leipah – Executive Assistant

Staff Exits:

Nelson Mandela
Kelvin Omondi Otuga
Shelly Nafula Wafula
Eric Ngamau
Evans Kevelenge Kibanda - Retired

THE HUMAN RESOURCE UPDATES

By Joyce Khamasi

Birthdays:

Evans Kibanda
Alex Sagwe
Beatrice Wangui Mwangi
Elizabeth Mbiri
Teresiah Kabui
Mildred Ouma
Hedwick Shivachi
Seth Nyambok
Agnes Echenje
Jackline Muthiani
Rose Adeny
Nelly Wangechi
Peter Sakwa
Abraham Sakit
Jacqueline Marumaki
Teresia Kinyanjui

New Borns:

Baby Elianna Chebet Tonui, Daughter to Charles Kiprotich Tonui
Baby Sofia Margaret Muga, daughter to Emmaculate Wahanda
Baby Dominic Ogendo Chesuman, son to Joshua Chesuman Wamalwa
Baby Jesse Njeru Njeru, son to Josephine Murwanjama

Training:

None

CONCLUSION

By Daniel Mumo

As we turn the final page of this March edition, this is just a gentle pause between heartbeats. To everyone who poured a piece of themselves into these pages; your voices, your stories, your spark, thank you for making this space come alive. Now we place the pen in your hands. What moment made you pause, reflect, or laugh a little louder? As the saying goes, *wisdom is like fire, people take it from others.*

Share your insights via dmumo@meds.or.ke or bitindi@meds.or.ke

As we begin to shape what comes next, we'd love to hear from you. What would you like to see featured in the next publication? Share your thoughts and insights via our emails and let your voice echo into the next chapter.