



HAPPY RETIREMENT PAM!



Some people serve an organization while others become part of its heartbeat. For MEDS, Pamela Ouma has been faithful, joyful and selfless since 1993. Where were you in 1993?

Pamela is friendly in that warm and genuine way that makes you feel seen the moment you walk into a room. She is motherly without trying, generous without announcing it and always ready to help, guide, mentor or simply listen. Over the years, many of us learnt not just how MEDS works, but how MEDS should feel because of her.

THIS IS FOR OUR PAM

By Beryl Itindi

In her final years at MEDS, Pam served at the very center of it all, the CEO's office. What a space she made it! That office wasn't just about meetings, strategy or leadership decisions; it became a place of welcome, laughter, reassurance and... sugar boosts. When energy levels dipped, Pamela knew exactly what was needed. With a smile and a quiet nod, she ushered us in for candy therapy because sometimes productivity simply needs glucose. Doesn't it?

When there was a function in the CEO's office and 67 Hotel delivered those irresistible mouth-watering meals, Pamela ensured the joy was shared. She was fair, thoughtful, and inclusive calling different sections so no one felt left out. Extra food meant extra energy and extra energy meant better work. That was Pamela: always thinking of others, always making sure everyone felt considered.

Beyond the sweets and the meals, Pamela is one of MEDS longest-serving Staff, a living memory of our early days. She carried the stories, the lessons, the growth and the spirit of MEDS with quiet pride. Many of us learnt about the organization's roots through her and about kindness through her actions.

As Pamela steps into retirement, MEDS isn't just saying goodbye to an Executive Assistant. We are bidding farewell to a mentor, a mother, a friend, a constant and the woman who made the CEO's office feel like everyone's office.

Pamela, thank you for the years, the love, the guidance, the laughter, the snacks, the fairness and the heart you poured into MEDS. You made our days lighter, our work easier and our organization warmer. You will be deeply missed and our sugar levels may never quite recover.

ON THE SPOT WITH PAMELA OUMA

By Daniel Mumo

After years of service Ms. Pamela Ouma, steps into a well-earned retirement, but not without leaving behind a trail of wisdom, warmth, and unforgettable moments. In this candid sit-down, we explore their one-word journey, the secret to their motivation, the evolution they've witnessed, and the moments that still make them smile. From lessons that shaped a generation to hopes for the next, this conversation captures the heart of a career lived with purpose.



1. If you could describe your journey here in one word what would it be (and why)?

Transformative.

Because the journey has not just been about watching the organization evolve — it's been about evolving with it. Every phase has reshaped how challenges are approached, how systems are built, how partnerships are strengthened, and how impact is understood. It has been a journey that continually stretches capacity, perspective, and purpose.

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2. You've held down the fort for years! What's been your secret sauce for staying motivated and sharp?

The "secret sauce" is internal commitment. That internal pride keeps performance high even when external recognition is quiet.

"If I'm going to do it, I'm going to do it well."

3. From your front-row seat at the CEO's office, how have you seen the company evolve over time?

From a humble mission-oriented faith supply agency, MEDS has matured into a pillar of Kenya's pharmaceutical supply ecosystem.

It has grown not just in scale, but in sophistication, embracing quality assurance, digital systems, and broader health systems roles.

It has managed to keep its mission (affordable, quality medicines) while professionalizing, scaling, and partnering which is not always easy in the health sector.

We have come a long way, but our evolution is not just about being bigger. It's about being smarter, more trusted, more integrated and more deeply embedded in strengthening health systems across Kenya and beyond.

4. Every office has its fun moments. You got any lighthearted memories or behind-the-scenes stories you'll never forget?

i) *Escape with a delivery truck.*

This is about a staff member who was in trouble and was being looked for within the premises but could not be traced. We were all told to vacate building and guards combed all over but could not locate him. We later came to learn that the staff got into a delivery truck at dispatch area and escaped.

ii) **Nicknames**

Among us we have very interesting nicknames, but you rarely get to know about them:

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Man of Caliber - This one was very harsh and would even chase staff out of his office telling them "you are not of my caliber".

Kafifty - This name was given to someone who had been given a directive that orders on Sormas should always be below 50.

Teacher Wanjiku - This one was given this name because she applies too much lipstick

CNN - Know it all. He is always the bearer of hot news and in most cases would be the first one to ask - umesikia vile kumeenda?



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5. What's that one achievement that still makes you go, "Yep, I did that!"?

Anticipating needs proactively and building strong, trusting relationships with executive and colleagues.

6. As someone who's seen it all, what advice would you give the young guns just starting out here?

Focus on financial planning, build a strong social life outside of work, prioritize health and find new passions and goals to stay engaged.

7. Being a EA (Executive Assistant) isn't for the faint-hearted person. What's one thing people often get wrong about the role?

Many people mistakenly believe EAs are simply "glorified secretaries" who perform basic administrative tasks like typing, filing, and taking calls. The truth is that it's a strategic, high-pressure, emotional, and deeply operational work all in one basket.

8. So, what's next for you. Early morning coffees with no meetings, or a new adventure calling?

After years of schedules, crisis-managing and being the steady hand behind the scenes, I'm looking forward to a season of slow mornings. The kind where coffee actually stays hot and the only "meeting" is with the sunrise.

But I also know myself: I'm not built for sitting still forever. Once I've enjoyed that breathing space, I will explore the passion I have always postponed due to busy office schedule. Retirement, to me, isn't an ending its a re-set. A chance to choose what fills my days, intentionally and joyfully.

9. Before you sign off, what life nugget would you like to leave the team with?

Work will always be busy, but the people you work with are what make it meaningful. Be kind and patient., Lift each other up. Celebrate the small wins. Never underestimate the power of a well-timed laugh in the middle of chaos.

Give your best but remember to save enough of yourself for the life waiting outside these walls.

10. Fav Music and Food? Rhumba and tilapia.

TEAMWORK, THE DRIVING FORCE OF MEDS

By Daniel Mumo

A look into the Supply Chain Section

In every thriving workplace, teamwork isn't just a value, It's the engine that keeps everything moving. It sharpens our efficiency, strengthens our systems and fuels the resilience needed in a fast-paced supply chain environment. As the proverb says, 'Umoja ni nguvu, utengano ni udhaifu' together we go further, stronger, and smarter. And in the spirit of 'Kidole kimoja hakivunji chawa,' every link in the chain depends on the others to deliver. At MEDS, our greatest strength lies in how seamlessly those links connect. From receiving to dispatch, our people move in sync, ensuring that every process flows with precision and purpose. Teamwork isn't just a core value; it's the rhythm that keeps our operations alive and efficient. To every colleague who shows up, collaborates, and delivers, your unity fuels our success and keeps the chain moving strong. Together, we drive MEDS forward.



Mr. Derick, a Receiving Assistant wheeling a just-offloaded consignment

TEAMWORK, THE DRIVING FORCE OF MEDS

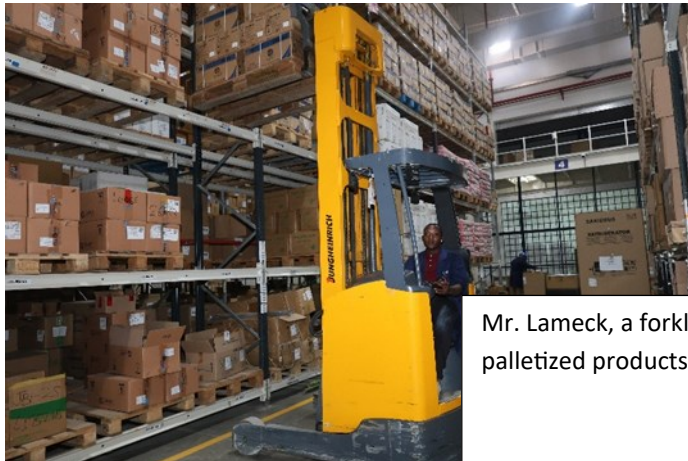
By Daniel Mumo



Mr. Dennis, A Quality Assurance Officer, inspecting the products before they get in the warehouse.



Labelling of the palletized products at the OPST (Operation and Staging Area)



Mr. Lameck, a forklift driver, putting the palletized products in their respective bins



Mr. Mutuku, a picker, picking the products as per the picking order for a specific facility.

TEAMWORK, THE DRIVING FORCE OF MEDS

By Daniel Mumo



Our packers packing the picked products for our clients.



Ms. Josephine, verifying all the documentation for the various products before they head to dispatch.



Our Dispatch team, loading the products to a vehicle to go to our clients.

CAUGHT UNAWARES

By Daniel Mumo

Some people bend rules, Others bend reality. This month, we caught one of our very own performing a leg twist so impressive and unconsciously, it left us wondering whether MEDS secretly hired a gymnast, a yoga master, or someone whose bones come with extra joints. The pose looks almost impossible yet there she was, calm, composed and completely unbothered. Now the big question is... can you guess which staff member pulled off this gravity-defying twist? Drop your guesses and let's see who knows their colleagues best!



Talent ni mingi huku nje bana.. before you guess who the person is, jaribu tu ueke miguu hio design na ujue ikikwama sisi hatuko!

Hint: She's 40, under 40.....

Email us the response and maybe a photo from your trial

SPORTS ARENA

By Daniel Mumo



The cue racks were buzzing and the room filled with finals-day tension, as Peter and Kevin stepped up to the table for a showdown worthy of a highlight reel. Chalks were flying, cues tapping and everyone holding their breath with every risky shot. Peter and Kevin brought the heat, trading slick banks and cheeky snookers like true masters of the art.

After a thrilling back-and-forth that kept the crowd glued to the table, Peter finally sank the winning shot and claimed the crown. Our HR Manager, Madam Elizabeth stepped in with shiny medals for both finalists sealing the moment with laughter, high-fives and well-deserved bragging rights.



MEDS MEN POOL TABLE LEAGUE

CHAMPIONS' BOARD

SEASON	YEAR	CHAMPION	RUNNER-UP
1	Oct-19	Dr. Jonathan Kiliko	Charles Mutisya
2	Dec-19	Maxwell Apollo	George Munyi
3	Apr-20	Nelson Mandela	Timothy Kipchumba
4	Sep-21	Bruce Waringa	Charles Mutisya
5	Dec-21	Charles Mutisya	Nelson Mandela
6	May-22	Gilbert Korir	Charles Mutisya
7	Dec-22	Ken Mwiti	Charles Mutisya
8	Jun-23	Maxwell Apollo	Bruce Waringa
9	Nov-23	Gilbert Korir	Peter Juma
10	Jun-24	Charles Mutisya	Stephen Mule
11	Dec-24	Peter Juma	Charles Mutisya
12	Jun-25	Charles Mutisya	Jacktone Ouma
13	Nov-25	Peter Juma	Kevin Musyoki

CUSTOMER SERVICE TRAINING

By Beryl Itindi

Customer service isn't just about answering calls or responding to emails. It's about how people feel after interacting with you. A smile, a kind word, active listening and a genuine willingness to help can turn an ordinary interaction into a memorable one. In any organization, effective customer service builds trust, strengthens relationships and keeps people coming back; not because they have to, but because they want to.

For MEDS, great customer service means more than satisfaction; it means confidence in our systems, trust in our people and stronger partnerships across the health sector. When we serve well, we reflect our values, protect our reputation and ensure that quality delivery goes hand in hand with quality experience.

Now to our freshly trained customer service champions who were blessed to undergo the training in November, the ball is in your court! What will you do better, differently or faster from today? Will you turn patience into practice, empathy into action and complaints into compliments? Most importantly, will you share the magic with your colleagues



COUNT IT RIGHT, DELIVER IT RIGHT!

By Beryl Itindi



Why Stock Taking Is Everyone's Business

Stock taking is one of the quiet heroes of any organization. Behind every timely delivery, every fulfilled order and every satisfied customer is a team that knows exactly what is on the shelves, what is moving and what needs attention.

At MEDS, stock taking is more than counting boxes in a warehouse. It is about accuracy, accountability, and assurance. Every item counted represents trust from our partners, our customers and the communities we serve. When we know what we have, where it is and its condition, we reduce losses, avoid stock-outs and ensure medicines and supplies reach the right place at the right time.

It also keeps our systems honest. Stock taking helps us spot gaps, correct errors and improve planning. It strengthens decision-making, supports forecasting and helps us maintain the high standards of quality MEDS is known for. In simple terms: good stock taking today means fewer surprises tomorrow.

Anyone who has taken part in stock taking knows it's not a one-person show. It takes sharp eyes, patience, coordination and a bit of muscle. Long hours in the warehouse, careful checking, double-checking and yes; counting the same item again just to be sure. It's not glamorous, but it's powerful work.

Those numbers on the sheets translate into lives supported, systems strengthened, and service delivered. Because when we count right, we deliver right.

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GUESS WHO THIS IS

By Beryl Itindi



Could you guess who this is?

Hints:

- ◆ He is a Staff at MEDS
- ◆ He works in the Finance and Investments Department
- ◆ He is an introvert
- ◆ He smiles a lot

CORRECT ANSWER TO LAST MONTH'S QUIZ

The person in the photo on the left is Peter Juma.

Our winner for the quiz is Doreen Nkatha.

We have a special gift hamper for Doreen!! Next could be you!



CONCLUSION

By Beryl Itindi

You've officially come to the end of this month's Dose. A small pause button in the middle of busy MEDS schedules filled with stories, smiles and a little bit of fun.

Now we hand the mic over to you. What landed well this month? What made you laugh, nod in agreement or stop scrolling for a second longer than usual? Did anything surprise you, teach you something new or spark a conversation at your desk?

We're curious to know:

Which story or photo stood out most?

What would you like us to bring into the next Dose?

Your thoughts fuel this space so don't hold back. Share the good, the funny, the bold ideas, and yes; even the wild suggestions. This Dose grows better because you're part of it.

As we close this edition and head into the Christmas break, we wish you a joy-filled Merry Christmas and a bright, peaceful and successful New Year. Please take care and come back safe and sound. Thank you for showing up, supporting one another and making MEDS the vibrant community it is.

We'll see you in the New Year, rested, recharged and ready for the next Dose of fun.

