



# THE MONTHLY DOSE

Injeeeect.....



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## The New Crew



## ABOUT THE NEW DOSE

By Beryl Itindi

Hello MEDS Family!

Welcome to a refreshed, re-imagined, and re-energized edition of **The Monthly Dose**, your very own space to unwind, smile, reconnect, and celebrate the people who make MEDS what it is.

This month marks a new chapter as we (yes, the two happy faces on the cover) take up the exciting responsibility of curating and sharing the stories, laughter, colour, and everyday magic within our MEDS community.

### ***Why the change?***

Because work can be intense. Deadlines can be demanding and life can get busy. So will all need a breather at work to calm our nerves as we share knowledge. Even in the busiest days, there are moments of joy, humour, kindness, and connection worth pausing for and **that is what the Monthly Dose is here to celebrate.**

Think of this as your **coffee-break companion** ☕

A newsletter that reminds us that beyond titles and departments, we are **human beings** who laugh, grow, learn, support one another, and sometimes even take hilarious baby photos that we never expected to resurface (you'll see what we mean in "Guess Who?" ).

Expect:

- ◆ Light and fun stories
- ◆ Colourful visuals
- ◆ Wellness tips to breathe and recharge
- ◆ Celebrations of small and big wins
- ◆ And of course... laughter. Lots of it.

This is **your** Dose and we want you to be part of it. Share your stories, fun memories, office wins, baby photos, life wins, and shout-outs. Let's fill this space with the warmth that makes MEDS feel like family.

So sit back, relax, and enjoy this month's Dose.

## DID YOU KNOW MEDS WILL BE TURNING 40 SOON?

By Beryl Itindi

### MEDS is Almost 40 and Still Looking Fabulous

Can you believe it? MEDS is just one year shy of turning the big 40! Yes, come 2026, MEDS will officially be celebrating *four decades* of delivering quality healthcare solutions, reliable supply chains, and countless memories that have shaped who we are today.

Now, before we dive into nostalgia and start digging up those ancient photos of MEDS from the 80s , let's take a moment to talk about *turning 40*.

As someone once said, **"life begins at 40"** and we're determined to make sure MEDS' life begins with a bang! It will definitely be a New Dawn, A new beginning. Those from the Rift Valley call it Taunet Nelel. At least We've taught you something new! Or do you want to lie to us that you knew what Taunet Nelel means?

Photos below are part of what MEDS looks like as a toddler.



## ABOUT THE NEW DOSE

By Beryl Itindi

If *you* are also turning 40 next year, please call a Process Improvement meeting with yourself immediately. Below should be your Agenda:

- Review your goals.
- Revisit your dreams.

Ask yourself: *"What have I achieved so far... and can I still buy that dream car, build a house, start a business, get married, or finally go sky-diving; all in the next one month?"*

By the way, just so you know, you only have a month to go to transition to the 40<sup>th</sup> year. One month! Is that enough to hit all those milestones you had planned to hit at 40 or you can explain?

Don't worry, you're not alone. MEDS is doing the same checklist!

We're looking back at our journey since **1986**, ticking off milestones, marveling at our humble beginnings and planning what kind of life we want to live after 40.

Will we get a new warehouse? Open another branch? Start manufacturing medicines and medical supplies? Or simply keep serving Kenya and beyond with the same passion that got us here?

We want to hear from *you!*

What kind of life do **you** think MEDS should begin at 40?

Send us your ideas, big, small and hilarious. Let's dream together about the next chapter of this amazing journey.



And while you're at it, enjoy the *throwback photos* we've sprinkled in this issue. A glimpse of where we've come from, and a reminder that even at 40, MEDS still looks *fresh* and ***Driven By Quality!***

← Do you recognize him?

## CUSTOMER SERVICE WEEK THAT WAS

By Beryl Itindi

When MEDS Danced for Service!

*Because good service begins with happy people!*

If you passed by MEDS during **Customer Service Week**, you might have thought you'd walked straight into a concert, a street carnival or at least a dance reality show! If you missed the dancing, relaaaaax, we plan more of such moments. We are gearing towards Taunet Nelel, remember? We had dancers and mascots; there was laughter echoing through the offices of both **Nairobi and Kisumu branches** and yes, there was actual singing and a few questionable dance moves that deserve awards of their own. I am sure some of us had to visit the Clinic for a few muscle relaxers here and there because of how you shook what your Mama gave you!

But behind all that colour and excitement was a deeper message:  
**Customer Service starts right here, with us.**

At MEDS, we believe that our very first customers are the amazing people who keep this place running, Our Staff. When you feel appreciated, energized and valued, it naturally overflows into how we pass it on to our external clients.



## MEDS CELEBRATES CUSTOMER SERVICE WEEK

By Beryl Itindi

We remember the smiles we saw being thrown all over that week. Those were wonderful smiles that would easily form a smile train that would deliver us to the land of milk and honey. Or don't you want to see the promised land? Don't you want to see Canaan? Anyway, a happy team equals happy customers. Simple math! Most of us who took Communications as a course are afraid of Mathematics. That's why we stick to 'Simple Math'. Yes, like a happy team equals to happy customers.....that's the simple Math we are referring to. Math without numbers. 😂

So to everyone who joined the fun; those who danced like no one was watching and those who danced even though everyone was watching, those who laughed, sang, and celebrated our clients with contagious joy, Asanteni sana!

You made the 2024 Customer Service Week one of a kind, full of spirit, colour and unforgettable moments. You reminded us that work doesn't have to be all seriousness; sometimes, a good laugh and a little rhythm can serve just as much as a perfect order process.

And here's the best part, next year, we're turning it up a notch! Get your dancing shoes ready for bigger mascots, louder music, maybe even a dance-off championship. We're looking at you, Finance Team. Start practicing your moves because at MEDS, great service begins with great people and our people know how to dance!



# CUSTOMER SERVICE WEEK IN PHOTOS!

By Beryl Itindi



# THE CORE OF MEDS

By Daniel Mumo

**Tagline:** Driven by Quality — Defined by Excellence

## **Introduction**

Quality isn't just a standard we meet; it's a promise we live by. It's the fine line between what's expected and what's delivered (Kenya Bureau of Standards 2024)

At MEDS, that line defines our reputation. Every product, every service, every solution we provide is guided by one goal: to meet and exceed customer expectations. True quality isn't about ticking boxes; it's about inspiring confidence in every delivery and earning trust with every experience. With customer focus as a core value, MEDS has established robust systems, clear protocols, and specialized teams that ensure every medical supply and piece of equipment meets the highest standards of safety, reliability, and performance.

Because for us, excellence isn't optional, it's who we are.



Ms. Lilian from the Quality Assurance Team inspecting a consignment

# THE CORE OF MEDS

By Daniel Mumo

## 1. Inception to Inspection

When we receive products from our suppliers, a Quality Assurance (QA) team adjacent to the receiving bay inspects the products to ensure they meet some key conditions before being accepted into the warehouse.

The QA team helps in:

Physical inspection-verifying the batch numbers, the documentation (Certificate of Analysis or Conformity), the carton standards (3 ply and above), product packaging, the strengths etc.

Secondly if the standards are at par with MEDS COA. They also check if the manufacturer and supplier are pre-qualified via the tender documents.

After that they can accept stocks to the warehouse, and if one key criterion is missing, for instance non-compliance to the MEDS COA the product is quarantined.

## 2. The Lab



## THE CORE OF MEDS

By Daniel Mumo

Another key section at MEDS, divided into 3 sections.

Physio-chemical -responsible for evaluating physical and chemical properties of pharmaceutical products. They check the identity, purity, potency and overall quality of the pharmaceutical products. Some key testing techniques used are Assay Testing, Dissolution, Impurity testing, PH among others.

Microbiology lab ensures microbiological safety and sterility of products through tests like bacterial endotoxins, microbial limits and Challenge tests.

Medical Devices for instance gloves-verify the safety, quality and performance of products through physical, mechanical and functional tests and the packaging and labelling.



Microbiology Lab

## ON THE SPOT— EDNA MAKENA

1. **What inspired you to join MEDS?** Desire to be part of an organization that truly impacts healthcare by improving access to quality, affordable products and serving communities in need.
2. **What does a typical day in your role look like?** checking my email for pending tasks, updates, review tender websites, the day's newspapers and the company's group emails to identify new tender opportunities and then schedule my day on how to handle the tasks I find as well as any other duties assigned
3. **How do you like to unwind after a busy day?** I love some quiet time while scrolling on TikTok and social media to get some "tea".
4. **What book/podcast/movie has inspired you recently?** Short travel/documentaries, precisely Dave Mani (YouTube). Their passion for exploring the world inspires me.
5. **Go-to-comfort food?** Pilau. Also, as a certified sweet tooth, cakes, chocolates and biscuits.
6. **6. If you could have dinner with a famous person, who would it be?** Drew Binsky due to large travel portfolio. I'd enjoy his stories and lessons.
7. **One skill you are currently working on?** Working on being more social and connecting with people.
8. **How was your onboarding experience?** Smooth, educative and welcoming.
9. **What can MEDS expect from you?** Dedication, reliability and strong commitment to delivering quality work.



## GENTLE REMINDER ON WEDNESDAY PRAYER SESSIONS

By Beryl Itindi



Every Wednesday at 2:00 pm, something special happens at MEDS. No, not free snacks (we wish), not surprise visitors and definitely not an early weekend... but something even better,

Our weekly prayer fellowship.

As a Christian organization, these midweek prayer sessions help shape us into who we are. They remind us that beyond emails, deadlines, meetings, and the occasional "please come for a minute" message, we are held together by something bigger; faith, fellowship and a shared purpose.

Lately, though, we've noticed something interesting. Let's call it ***The Mystery of the Missing Congregation***. Some Staff have been quietly 'evaporating' on Wednesday afternoons. Maybe hiding behind their screens, maybe deep in work or maybe hoping we won't notice (spoiler alert, we noticed).

Kindly consider this your super-soft, super-friendly, zero-stress reminder; We need you present during the prayer sessions. Not because it's compulsory (even though... it is). Not because anyone wants trouble (which is totally avoidable!). But because it's one of the few moments where we pause, breathe, connect, and remember why we do what we do. Plus, let's be honest, there's something refreshing about stepping away from the hustle, hearing a word of encouragement, singing a little, praying together, and gathering strength to finish the week strong. So next Wednesday at 2 pm, don't sneak away.....we are watching yah!!

**WE ARE WATCHING YOU**



## SPORTS ARENA

By Daniel Mumo

The semi-finals of our indoor pool tournament had us all shaking the table, the chalk dust flying, and the spectators holding their breath!

After a volley of sharp breaks, clean cuts, and a few "wait... how did he sink *that?*" moments, **Peter** and **Kevin** shot their way into the finals with each sinking their last ball with the kind of swagger normally reserved for international tournaments.

**Ken** and **Kipkoech** put up a fierce fight thus delivering powerful breaks but the angles weren't on their side this round. Still, their gameplay kept their fellows in the canteen glued right to the last shot.

With the bragging rights on the line, all eyes now shift to the **Grand Finale** where only the calmest hands, sharpest eyes, and smoothest stroke will take home the crown.

Who will claim the ultimate glory? Stay tuned... the final showdown promises fireworks!



Kipkoech and Ken  
battling for position

3

Kevin Musyoki and  
Peter Juma to  
battle at the finals



## FIRE MARSHALS TRAINING

By Beryl Itindi



If you saw a group of MEDS Staff marching around with some kind of imported confidence, handling extinguishers like pros and looking like Van Damme or Jackie Chan, I hope it didn't get you wondering what was up! Anyway, Hollywood wasn't filming. It was a Fire Marshals Training.

As part of our commitment to safety, a team of staff underwent essential Fire Marshal training to ensure that in the unlikely event of an emergency, we have calm, trained heroes who know exactly what to do. Let's face it, in case of a fire, the last thing we need is people sprinting in every direction while exercising their God given powerful lungs like it's a comedy sketch while the rest of us stand there wondering whether to grab our bags, our lunch, or each other.

Our newly trained fire marshals learned: How to detect and respond to fire hazards, how to guide safe evacuations, how to use extinguishers correctly and how to stay calm while the rest of us panic using our internal organs because we don't want the world to know that we are panicking.

With this training, we expect our fire marshals to rise to the occasion, not run and hide, and definitely not leave the rest of us confused and jumpy like fish that has just been pulled out of water and is struggling to breath. A big thank you to everyone who took part in the training and again, thank you for your willingness to learn and keep MEDS safe, prepared, and ready for anything.

You are our first line of defense... and possibly our first line of survival! Ni nyinyi tunategemea by the way, musituangushe!! Endeeleni kusmile saa za training.

## OUR FIRE MARSHAL AT HIS BEST

By Beryl Itindi



**Trainer:** I need you to put your hand here and hold it tight because water will come with a powerful force. Is that something you can do?

**Kevin:** Mambo madooogo haya!

A few moments later.....



**Waaaaiiiiiiii!**

Zimeni hiyo kitu!

## FIRST AID TRAINING

By Beryl Itindi



As part of strengthening workplace safety, some staff received hands-on training on the essential art of saving lives or at least preventing that colleague who always trips over pallets from making a bad situation worse.

During the training, our newly minted first-aiders learned:

- ☺ How to respond calmly during emergencies (even when the rest of us are flapping hands like broken fans)
- ☺ Basic CPR, because apparently Googling “how to save someone” is *not* an approved method
- ☺ How to bandage wounds without turning someone into a mummy
- ☺ How to spot and manage common medical emergencies in the workplace

Some people discovered that CPR is not as easy as it looks in the movies. No, you cannot ‘just blow air and hope for the best.’ It requires skill. We also discovered that chest compressions are a workout.

Jokes aside, First Aid knowledge is powerful.

These trained staff members are now our official Office Lifesavers, ready to step in with confidence, clarity and skill when situations get ‘out of hand’.

So next time you choke on your chapati mayai, sprain your ankle while rocking those sharp heels or faint after reading your marks on appraisal, you know exactly whom to run to.

A huge thank you to everyone who took part in this life-saving training.

Your readiness to learn makes MEDS safer, stronger and a whole lot more prepared.

## MOMENTS DURING THE TRAINING.....

By Beryl Itindi



Mko sure huyu hajavunjika ya ukweli? Karibu tuite ambulance! We definitely have talents at MEDS. This one can be a good actor. The supposed 'doctor' behind him seems to be enjoying his patient's pain. Ama namna gani?



Dear bystanders, if you find a First Aider at work, please stop asking for their number at that particular point. This one is being distracted by bystanders. Let's just pray for his patient because wuuueeehhhh.....

## GUESS WHO THIS IS

By Beryl Itindi

Can you guess who this colleague is? You stand a chance to win a Trip for two to Dubai for a weekend with full-board accommodation; actually, it will be all inclusive.

Okay.....just kidding. The reward is surprise, a lovely surprise for that matter. The first person to guess will receive it in broad daylight because hatupendi vitu za chini ya maji kama submarine.



**Clue:** He is a man

## ANNOUNCEMENTS

By Beryl Itindi

### Staff Exit



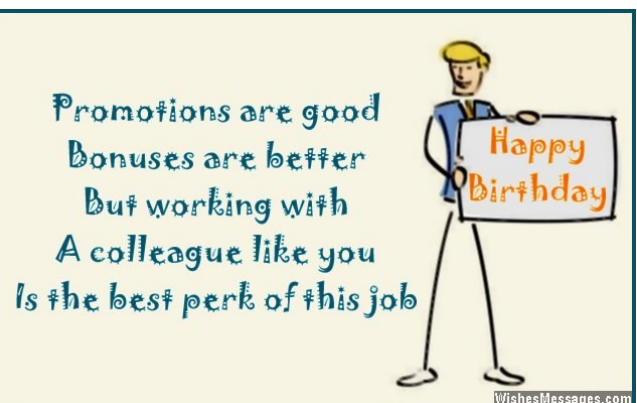
Peter Mwangi  
Procurement Manager



Imelda Anyim  
Field Officer

### Birthdays

- ◆ Patrick Mwaura Njoroge
- ◆ John Baptisa Mugendi
- ◆ Stephen Thiong'o Kigera
- ◆ Josephat Ndungu Kabui
- ◆ Peter Juma Otieno
- ◆ Beryl Bethsebe Itindi
- ◆ Catherine Nelima
- ◆ Silvia Edna Awuor
- ◆ Winnie Jepkemoi Keitany
- ◆ Fredrick Otieno Akello
- ◆ Duncan Amenity
- ◆ Harold Khazalwa Agweri
- ◆ Job Juma Munabo
- ◆ Ashyngton Munene Njagi
- ◆ Dickens Ojwang Okoth
- ◆ Derick Juma Apeli
- ◆ Marvin Odiany Ochola
- ◆ Polycap Ofula
- ◆ Nelly Langat



## CONCLUSION

By Beryl Itindi

Shout a big Hurrrraaaaaay!! You've reached the end of this month's New & Improved Monthly Dose. Our little corner of joy, colour and laughter in the middle of busy days. Its now your turn to talk to us. We want to know what you think:

Is the new Dose fun?

Did it make you smile (even a little)?

Did you learn something new or interesting?

Are we on the right track or should we add more photos and drama?

Whatever your thoughts are; big, small, honest or hilarious, please find it in your keyboard to share it with us. This Dose is for you and your feedback will help us make it even better, brighter and bolder next month.

Here we go.....

What did you enjoy the most?

What would you love to see next time?

What do you think about the New Crew dealing with the Dose?

Did you try to guess who was who in the throwback photo?

Drop us your comments, suggestions, jokes, ideas or even appreciation letters to the editors. Let's keep making the Monthly Dose a space

