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PERSONAL INFORMATION

RESEARCH INTERESTS	Quality Management; High performing work systems; Work standardization; Work Simplification; Work defects prevention.
AREAS OF SPECIALIZATION	Quality Management and Operations Management
CONFERENCE PRESENTATIONS AND RESEARCH PAPERS	Okwiri and Pokhariyal (2008, unpublished). Emerging theories on decision making: application in judicial services. Paper presented at the 4th Operations Research Society of East Africa Conference held in Nairobi from 23rd to 24th October 2008. Published proceedings, pp 130 – 136. Okwiri 2010. The Relationship Between ISO 9001 certification status and Operational Performance of Government Agencies in Kenya. A PhD Thesis, University of Nairobi.

EDUCATION

2006 – 2010 School of Business, University of Nairobi.	Doctor of Philosophy in Business Administration - Operations Management specialization.
2002 – 2004 Portsmouth Business School, University of Portsmouth, UK.	MSc Strategic Quality Management,
2000 – 2001 Newport University, USA.	Master of Business Administration (TQM concentration).
1977 – 1979 Defense College of Aeronautical Engineering, RAF Cosford, UK	Flight Systems Certificate.
1977 Armed Forces Training College, Lanet.	Basic Military Training.

WORK EXPERIENCE

23/04/2008 – Current University of Nairobi	Lecturer: Teaching quality management and operations management courses at undergraduate and masters degree levels. Also teaching PhD operations management course since January 2011.
2000 – 2008 Symphony	Head / Business Manager, Technical Services Division: Control and management of Technical Services operations
1998 – 1999 CAL Kenya Limited	Engineering Support Manager: Management of field service logistics, negotiation and drawing up of contracts, implementation of service information system.
1995 – 1998 CAL Kenya Limited	Branch Manager, Western Kenya: Control and management of sales and field service operations..
Other roles held before 1995	Kenya Airforce Flight Systems Technician; Senior Test Engineer with an electronic equipment manufacturing firm; Computer systems field engineer.

OTHER SKILLS

- Database Design and Development using ORACLE.
- Quality Systems Audit.
- Process definition and analysis.
- Trained Predictive Index Analyst.

REFERENCES: