

KENYA PHARMACEUTICAL ASSOCIATION



Pharmaceutical Excellence

📍 Kenya Pharmaceutical Association (KPA).
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Our Ref: KPA/NEC/SoS/QMFN/SoPs/C_Adv/02

Date: 02/08/2026

RE-ADVERTISEMENT

RE: EXPRESSION OF INTEREST (EOI)

CONSULTANCY SERVICES FOR THE REVIEW OF THE PHARMACEUTICAL TECHNOLOGISTS' SCHEME OF SERVICE, DEVELOPMENT OF A QUALITY MANAGEMENT FRAMEWORK MANUAL AND STANDARD OPERATING PROCEDURES (SOPs)

1. Background

The Kenya Pharmaceutical Association (KPA) is the national professional association representing over 14,000 Pharmaceutical Technologists in Kenya and is committed to advancing professional excellence, promoting quality pharmaceutical services, strengthening health systems, and safeguarding the welfare of its members.

As part of its strategic agenda, KPA seeks to engage a highly qualified Consultant to provide technical leadership in reviewing the Pharmaceutical Technologists' Scheme of Service and developing a comprehensive Quality Management Framework Manual together with standardized Standard Operating Procedures (SOPs) for pharmacy practice.

The current Scheme of Service for Pharmaceutical Technologists was developed in **2016** but was only implemented in **2025**, representing a delay of nearly ten years. During this period, the health sector has undergone significant reforms in public sector human resource management, professional regulation, service delivery models, competency requirements, and career progression frameworks. Comparable mid-level healthcare cadres, including Clinical Officers, Nurses, Medical Laboratory Officers, Public Health Officers, Nutritionists and other allied health professionals, have had their career progression structures reviewed and enhanced, resulting in more favourable entry grades, structured promotional pathways, recognition of specialization, and expanded opportunities for leadership and management.

The current Scheme of Service therefore no longer adequately reflects the evolving scope of pharmaceutical practice, emerging technologies, expanded professional responsibilities, competency-based practice, higher qualifications such as Higher National Diplomas (HND), or contemporary Public Service Commission (PSC) Human Resource policies and Career Progression Guidelines. It also fails to sufficiently address disparities in implementation across county governments, creating inequities in career advancement and remuneration for Pharmaceutical Technologists.

In parallel, KPA is developing a comprehensive Quality Management Framework Manual and standardized Standard Operating Procedures (SOPs) to establish uniform quality systems, strengthen patient safety, improve operational efficiency, promote regulatory compliance, and support continuous quality improvement across pharmaceutical practice settings.

Accordingly, KPA invites Expressions of Interest from suitably qualified individual consultants or consulting firms with demonstrated expertise in public sector human resource management, Scheme of Service development, organizational development, quality management systems, pharmaceutical policy, and health systems strengthening.

2. Objectives of the Consultancy

The Consultant shall provide technical expertise to:

- Review and develop a modern competency-based Scheme of Service for Pharmaceutical Technologists.
- Harmonize the Scheme of Service with current Public Service Commission Human Resource Policies, Career Progression Guidelines, Ministry of Health Human Resource policies, County Public Service Board practices and relevant legislation.
- Benchmark against comparable health professional cadres.

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- Develop a comprehensive Quality Management Framework Manual.
- Develop standardized Standard Operating Procedures (SOPs) for pharmacy practice.
- Facilitate stakeholder consultations and validation meetings.
- Produce implementation-ready documents for adoption by KPA and submission to relevant Government agencies.

3. Scope of Work

A. Review of the Scheme of Service

The Consultant shall:

- Review the existing 2016 Scheme of Service and identify gaps requiring revision.
 - Undertake a comprehensive situational analysis of the current career progression framework for Pharmaceutical Technologists.
 - Benchmark with Career Progression Guidelines and Schemes of Service applicable to comparable healthcare cadres.
 - Review relevant policies issued by:
 - Public Service Commission (PSC)
 - Ministry of Health
 - Salaries and Remuneration Commission (SRC)
 - County Public Service Boards
 - Council of Governors
 - Pharmacy and Poisons Board
 - Review constitutional, labour and public service legal frameworks affecting career progression.
 - Review common cadre promotion policies.
 - Develop competency-based career progression pathways.
 - Develop revised job descriptions.
 - Recommend appropriate entry levels for Diploma and HND and other health related qualifications.
 - Review promotional criteria.
 - Provide recommendations on recognition of Higher National Diploma qualifications.
 - Recommend recognition of specialization and advanced competencies.
 - Recommend leadership and management career progression pathways.
 - Develop implementation and advocacy strategy.
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B. Development of Quality Management Framework Manual and SOPs

The Consultant shall develop a comprehensive Quality Management Framework Manual together with standardized SOPs covering, but not limited to, the following:

No.	SOP / Quality Document
1	Receipt of Pharmaceutical Products
2	Quality Policy and Quality Objectives
3	Dispensing Process
4	Document and Record Control
5	Change Control
6	Self-Inspection / Internal Audit
7	Complaints Handling
8	Computerized System Validation (CSV)
9	Product Recall and Mock Recall
10	Handling, Storage, Dispensing and Record Management of Controlled Medicines
11	Returns Management
12	Management of Substandard and Falsified Products (SFPs)
13	Management of Outsourced Storage and Distribution Services
14	Quality Risk Management (QRM)
15	Cleaning and Housekeeping
16	Pest Control Management
17	Temperature and Humidity Mapping
18	Storage and Handling of Medicinal Products
19	Stock Control and Inventory Management
20	Deviation and Incident Management

The Consultant may recommend additional SOPs where considered necessary to align the Quality Management Framework with Good Pharmacy Practice (GPP), Good Distribution Practices (GDP), Good Storage Practices (GSP), Pharmacy and Poisons Board requirements, Ministry of Health policies, ISO 9001 Quality Management principles, and international best practices.

4. Qualifications

The ideal Consultant should possess:

- A Master's degree or higher in Human Resource Management, Public Administration, Public Policy, Organizational Development, Pharmacy, Health Systems Management, Law, or a related discipline.
- At least ten (10) years' experience undertaking similar assignments.
- Demonstrated experience in development or review of:
 - Schemes of Service
 - Career Progression Guidelines
 - Human Resource Policies
 - Organizational Structures
 - Job Evaluation Frameworks
 - Competency Frameworks

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- Extensive knowledge of:
 - Public Service Commission HR Policies and Procedures
 - Public Service Commission Career Progression Guidelines
 - Ministry of Health HR Policies
 - County Public Service Boards
 - Salaries and Remuneration Commission (SRC) frameworks
 - Public Service Human Resource Management
 - Labour Laws
 - Constitutional provisions on public service
- Demonstrated experience developing:
 - Quality Management Systems
 - ISO Quality Manuals
 - Standard Operating Procedures
 - Quality Assurance Frameworks
 - Pharmaceutical Practice Guidelines
- Excellent stakeholder engagement, facilitation, analytical, and technical writing skills.

HOW TO APPLY

Interested candidates who meet the above requirements are invited to submit their applications, by **21st August 2026** to recruitments@kpa.or.ke copy to kpanationaloffice@gmail.com (Subject: “**Expression of Interest - Consultancy Services**”)

Provide the following;

- Letter of interest and confirmation of availability
- Curriculum vitae
- Copies of valid supporting documents

Only shortlisted firms will be invited to present themselves for interview at a date to be communicated.

Application Deadline: 21.08.2026

For and on behalf of the National Executive Council
Kenya Pharmaceutical Association (KPA)

Yours Sincerely,

Eric Gichane
Hon. Secretary General
Kenya Pharmaceutical Association

Chitechi Amboka
Hon. President
Kenya Pharmaceutical Association