

## DIRECTORATE OF QUALITY ASSURANCE AND STANDARDS



**Name of Staff:** Ms. Gladys Wanja Wanjohi

**Designation/Rank:** Secretary

**Laikipia University:** Directorate of Quality Assurance & Standards

**Email:** gwanjohi@laikipia.ac.ke

### **Educational Background:**

- Bachelor of commerce (Human Resource Option), Laikipia University (Currently pursuing).
- Higher Diploma in Secretarial Studies.
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### **Brief Auto-biography of the Faculty/Staff**

- Gladys has a passion in ensuring customer's satisfaction.
- A champion in performance contracting.
- Team player.
- Promoter of use of ICT for improvement of service delivery.

### **Research Interest**

- Organisation Behaviour.
- Performance Management.
- Innovation