



To express interest in this assignment, please email [mireille.ngokion@crs.org](mailto:mireille.ngokion@crs.org)

**Farmer to Farmer Rwanda  
Volunteer Assignment Scope of Work**

Notice for potential volunteers:  
Some assignment details are subject to change.

Summary Information	
Assignment Code	RW204
Country	Rwanda
Country Project	Maize
Host Organization	GATSIBO AGRO-PROCESSING PLANT Ltd (GAP)
Type of Volunteer Assistance	Business/Enterprise Development(E)
Type of Value Chain Activity	Processing (including primary and final product transformation, storage, transportation) = P
Assignment Title	Technical assistance on Product processing (Maize) and quality management
Assignment preferred dates	April, 2019
Objectives of the assignment	To provide technical assistance to improve product quality and board and staff capacities for GATSIBO AGRO-PROCESSING PLANT Ltd (GAP).
Desired volunteer skill/expertise	<p>To address this need, the volunteer for this assignment should have degree in one of the following fields: Food Science, Processing/manufacturing, Quality control and management, a related field.</p> <ul style="list-style-type: none"><li>• Good understanding of good processing practices in the food sector.</li><li>• Health &amp; Food Safety Procedures and inspection materials.</li><li>• He/ she must have good communications skills.</li><li>• He/she must have at least 5-year experience working in the food processing sector.</li><li>• Must be willing to work under physically-demanding environments.</li></ul>

**A. Background**

Gatsibo Agro-processing Ltd (GAP) is located in Gatsibo District in Rugarama Sector, Eastern Province. The processing plant was built by the district but passed it on the business community in the district to manage it. GAP has two shareholders like Gatsibo Agro-Processing Cooperative and Gatsibo Investment Group Ltd. The main purpose of establishing GAP is to produce maize flour of high quality which will be consumed in Gatsibo District and beyond.

**Expectations from the factory**

1. Consumers will get quality maize flour.



2. Farmers organized into cooperatives will be able to get improved inputs on time
3. Farmers will sell maize produce to the factory and will increase income
4. Farmers will be shareholders
5. Shareholders will benefit from the dividends and other facilitations
6. Jobs will be created mainly for the youth.

#### **Maize production, Market analysis and sales:**

Farmers in Gatsibo and surrounding districts produce a lot of maize. Gatsibo itself as a district has 14 sectors, with the total population of 433,020 people and maize, is one of the main food crops produced and happens to be the main food crop for majority of the people in this district and the communities around. Total quantities of maize consumed in Gatsibo per year is around 9,70 tonnes per year. Before the establishment of GAP, many households /farmers bought their maize flour from Uganda and Kigali and it was expensive. Gatsibo district has several maize flour retailers and buyers. GAP plans to engage these retailers and distribute out to customers. GAP plans to reach out to the different selling points and distributors. The annual gross sales for the last quarter was \$52,388.18 while its net income was \$3,513

#### **Issue Description:**

GAP is a new maize processing plant that started its operations last year (2018). It's generally very new and still setting up and in need of technical assistance around processing, quality management, certification, business management, staff training and setting up its human resources among others. Even if GAP is new, there are some operations going on. It has already produced some maize flour and is available on the market. One of the major constraints highlighted during the discussions is that, the staff lack processing and quality management skills, their product is not certified. As such, GAP wants to equip its staff with the right skills on quality management to ensure they have a clear understanding of the quality requirements for a processing plant. In addition, the current maize products are not certified. Therefore, GAP wants to work to improve on its processing processes and environments in order to meet certifications. If not addressed the above challenges will affect GAP production efficiencies and profitability. For this Agro-processing plant to be successful, they must place great emphasis on the establishment and maintenance of quality control policies of their firm and that of government. GAP wishes to seek F2F volunteer's technical assistance to improve processing, product quality and staff capacities.

#### **B. Objectives of the Assignment**

The overall objective of this F2F volunteer scope of work is to build capacity of the GATSIBO AGRO-PROCESSING PLANT Ltd (GAP) staff on processing and quality management practices. Specific objectives include;

- Conduct training on quality management practices,
- Create a process – flow chart for GAP.
- Prepare and submit a detailed report on the completed assignment, giving recommendations to be implemented. A final copy of the report should be given to GAP Ltd Board and Staff and F2F Project team.
- Conduct a half-day training on the completed assignment

#### **C. Host Contribution**

GAP Ltd contribution to this assignment will include the following;

- Identify board members and Staff to attend the training related to quality control and another person.
- Identify a translator to work with the volunteer (if possible)



- Commit to implement all the recommendations provided by the volunteers after the completion of the assignments.
- Provide training logistics related to transport and meals if required by the participants.

#### D. Anticipated results from the Assignment

After the training, the following outcomes are anticipated:

- Maize flour (product) quality is improved;
- The management, and staff trained have a good understanding of quality management practices.
- Quality controls are measures are introduced.
- GAP is prepared to start preparing for certification processes.
- A final report detailing major achievements recommendations, and future assignments.

#### E. Schedule of Volunteer Activities in Country (Draft)

Day	Planned Activity
Day 1	Arrival in country, pick up and check – in at the Hotel (Hill view or any other assigned hotel).
Day 2	Meet the CRS Country Representative (CR), Head of Programs (HoP) and USAID for introductions (Morning)  Meet with the CRS Operations Manager for Security briefing (Afternoon)
Day 3	Leave for Gatsibo District to meet with the host GAP Ltd Management, and staff and perhaps the District authority, for introduction and briefing.  Check in the hotel (To be determined ahead of time before volunteer arrival).
Day 4	Assessment of the existing quality control if any and inspection of materials and equipment's of the factory.  Develop detailed Work Plan covering all activities required to effectively implement this scope of work.
Day 5-16	Start training.
Day 17-18	Prepare a report on the assignment, describing achievements, participants, challenges if any, recommendations and next assignments if any.
Day 19	Organize and conduct a meeting with GAP Ltd to share a report and recommendations.
Day 20	Conduct a debrief session on the completed assignment with CRS Country team and perhaps USAID mission.  Fill out all necessary M&E forms and submit to F2F Program Director as well finalize advances and expenditures with finance
Day 21	Departure for USA

*This is a draft schedule, a final itinerary will be discussed and agreed by volunteer upon arrival*

#### F. Desirable Volunteers Skills



- As described above, to address this need, the volunteer for this assignment should have degree in one of the following fields: quality control and management, quality assurance, manufacturing management or a related field.
- Familiar with adult training approaches.

**Additional requirements, a volunteer must:**

- Be proactive, results-oriented and service-oriented;
- Have very good interpersonal skills, relationship management skills and the ability to work closely with local partners and community members;
- Be physical fit and must be passionate about working with developing communities.

**G. Accommodation, Weather and in -Country Logistics**

Volunteer transportation to Rwanda, accommodation and meals will be taken care of by the CRS F2F Program. Additionally, a local telephone (handset and SIM card) As well as internet will be provided upon arrival in Rwanda. Rwanda has very good weather patterns. Temperatures vary from 19 to 30 C degrees. It's mostly warm during the day and cold at night. Appropriate dressing is recommended for the volunteer.

**H. Recommended assignment preparations**

- **Training Materials:**  
The volunteer should prepare training materials for hand out which can be printed at CRS office in Rwanda. Regarding Flip charts, markers, and a projector if needed, can be obtained at CRS Rwanda office.
- **Working Environment**  
The training will be conducted at the training venue provided by GAP Ltd (Gatsibo Agro-processing plant) whose office is in Gatsibo District, Rugarama sector, Bugarama Cell, Eastern province of Rwanda. The volunteer will work closely with GAP Ltd Board of members, and employees and in country F2F Field team as well.
- **Recommended Reading**  
Rwanda F2F program recommends that the volunteer takes his or her time to read to read about the maize value chain sub sector in Rwanda and processing and quality requirements for a maize miller.

**I. Key Contacts**

CRS Baltimore	Country Director
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Host Organization:	
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