



To express interest in this assignment, email mireille.ngokion@crs.org

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

Summary Information	
Assignment Code	BJ209
Country	Benin
Country Project	Cashew subsector
Host Organization	Tolaro factory
Type of Volunteer Assistance	Business/Enterprise development (E)
Type of Value Chain Activity	Information and Input support services (S)
Assignment Title	Quality control and production management for Tolaro factory
Assignment preferred dates	June-July, 2019
Objectives of the assignment	<ul style="list-style-type: none"> • Audit the current production chain of the factory and the quality of the final products (cashew nuts) • Define the relevant weaknesses of the processing chain and make some recommendations to improve its efficiency • Define the quality control weaknesses and make some recommendations to improve the quality of the final products • Train the key staff on the 5S approach (sort, set in order, shine, standardize and sustain) to help to improve the performance of the factory
Desired volunteer skill/expertise	<ul style="list-style-type: none"> • Expert in food quality control • Practical experiences in food processing plant efficiency audit

	<ul style="list-style-type: none"> • Practical experiences in food processing management • Relevant experience in 5S approach for lean manufacturing factory • Experiences in raw cashew nuts processing plant is an asset
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A. BACKGROUND

Tolaro is an american plant and one of the most important factory of cashew nuts processing in Benin and one the most important stakeholder in the cashew subsector in the country. Tolaro is a cashew processing facility settled in Tourou at 15km of Parakou, the biggest city in the north. This plant has been operating in the country for seven years now. Then, Tolaro is a food processing plant that supplies eatable cashew nuts. This year, the factory intends to process 6,000 MT of Raw Cashew Nuts (RCN).

B. ISSUE DESCRIPTION

As stated above, Tolaro is a cashew processing plant that supplies eatable cashew products on the food market. But the plant is facing some losses along the production chain which is challenging the leaders. In addition, they are looking forward to improving the quality control of their final products as they intend to increase their production capacity this year. Then, they need and audit of their production chain as well as the quality control system of the plant in order to become more efficient in their activities.

C. OBJECTIVES OF THE ASSIGNMENT

The main objective of this assignment is to help to audit the Tolaro plant’s production chain and its quality control system. Especially, it intends to:

- Audit the current production chain of the factory and the quality of the final products (cashew nuts)
- Define the relevant weaknesses of the processing chain and make some recommendations to improve its efficiency
- Define the quality control weaknesses and make some recommendations to help to improve the quality of the final products
- Train the key staff on the 5S approach (sort, set in order, shine, standardize and sustain) to help to improve the performance of the factory

D. HOST CONTRIBUTION

For this assignment, Tolaro will mobilize the staff concerned by this activity and the feeding fees of the participants to the training sessions. In addition, they will provide conference room for the training sessions. Finally, they promise to take in charge the roundtrip commuting of the volunteer from his or her hotel in Parakou to Tourou where the plant is established every day as well as providing a translator.

E. ANTICIPATED RESULTS FROM THE ASSIGNMENT

With the volunteer technical assistance, all the production chain management and performance will be improved as well as the decision-making process. Mainly, it will help to reduce greatly the losses along the production chain. It will also help to set up a better and more efficient quality control system. So, the scaling up of the processing activities will be conducted successfully.

F. DELIVERABLES

The deliverables expected from this assignment are the following:

- Audit the current production chain of the factory and the quality of the final products,
- Define the quality control weaknesses and make some recommendations,
- Train the key staff on the 5S approach,
- Debrief with USAID and in country group after assignment
- Provide activity report

G. SCHEDULE OF VOLUNTEER ACTIVITIES IN COUNTRY (DRAFT)

Day	Activity
Day 1	Travel from home to US international airport
Day 2	Arrival at Benin Bishop Bernadin Gantin International Airport, picked up and check in at Livingstone Hotel
Day 3	At 9.00 am, the volunteer is greeted at the hotel by CRS staff and thereafter go to CRS office for introductions and orientations (briefings including host brief), logistics and expectations and anticipated outcomes. Any necessary hand-outs will be prepared at CRS offices and Travel to Parakou and check in Soleil d’Afrique Hotel
Day 4	CRS Benin F2F team introduces the volunteer to Tolaro plant staff. Together with F2F staff and Tolaro management team, the volunteer will review and finalize the work-plan. The action plan should include group presentations to be done after the assignment.
Day 5-6-7	Make an audit of the production chain and the quality control system as well as the quality of the final products

Days 8-9	Share the audit results and define the required recommendations to improve the whole production chain management and quality
Day 10	Report elaboration and training materials preparing
Day 11-12-13	Train and coach the key staff on the 5S approach
Day 14	Wrap up the meetings and debriefing with Tolaro responsible and CRS Benin F2F staff, actions plan and recommendations review and travel back to Cotonou
Day 15	Debriefing at CRS office with USAID Mission and CRS staff. Volunteer will finalize his/her reporting at CRS office and fill out all necessary M&E forms as well finalize advances and expenditures with finance and depart for USA
TBD	Outreach event in the US

H. DESIRABLE VOLUNTEERS SKILLS

As described above, the volunteer we are looking for this assignment must have relevant professional skills and practical experiences in quality control of food processing plant. In addition, he or she must be:

- Expert in food quality control
- Practical experiences food processing plant efficiency audit
- Practical experiences in food processing management
- Relevant experience in 5S approach for lean manufacturing factory
- Experiences in raw cashew nuts processing plant is an asset
- Be used to adult training
- Opened to sharing knowledge and it experiences

I. ACCOMMODATION AND OTHER IN-COUNTRY LOGISTICS

In Cotonou, the volunteer will stay at Livingstone Hotel, whereas in Parakou, the volunteer will stay at Soleil d’Afrique Hotel. In Benin, CRS will pay for hotel accommodation. In addition, a local network SIM card will be provided to the volunteer at his or her arrival in Cotonou. In Parakou, Tolaro will hire a local translator for the volunteer’s work and will contribute to the volunteer ‘commuting as well as mobilizing and supporting its staff for the training sessions. The Tolaro Executive Director and the Director of production will work closely with the volunteer, during the audit and the training sessions to ensure that key persons are trained and that the assignments goal well are achieved.

J. RECOMMENDED ASSIGNMENT PREPARATIONS

1. Training Materials

The volunteer should prepare materials for hand out which can be printed at CRS office in Benin before his arrival. Flip charts, markers, masking tapes can be obtained at Tolaro office in case the volunteer wishes to make some illustrations. If possible for the assignment, the volunteer could bring a laptop with him, but a spare computer can be obtained locally. For the presentations, Tolaro can provide a projector for PowerPoint presentations.

2. Working Environment

Parakou is in the North of Benin from about 450 km of Cotonou. But Tolaro is headquartered in Tourou at 15km from Parakou. Most of the sessions will take place at Tolaro office. In the field, the volunteer will work mainly with Tolaro leading staff. Both in Tourou and Parakou, the volunteer will meet both Muslims and Christians and the main languages are dendi, bariba and fon. People are open to collaborate with foreigners.

3. Recommended Reading

We strongly recommend that the volunteer becomes familiar to this SOW prior to arrival in the country as well as country information that will be provided. The volunteer can read some documents or reports on Cashew subsector in Benin. Anyway, some orientations will be given to him or her before his departure to the field.

4. Weather Appropriate Clothing

The weather appropriate clothing is light and not dark clothes. In the North of Benin, the weather is a bit hot and dry with some temperatures varying between 25 to 42 Celsius degree. It is also a sunny weather with some rains fall from May.

K. KEY CONTACTS

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