



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

This assignment can be either Local or Virtual. Either way, the remote support of an American volunteer is needed.

Local Assignment: Ethiopian or East African volunteer to be paired with virtual supporting American volunteer.

Virtual Assignment: An American volunteer conducts a series of calls/meetings

Potential volunteers from Ethiopia or East Africa should email haile.dolango@crs.org and lidia.retta@crs.org to express interest.

American volunteers wishing to support virtually should email maria.figueroa@crs.org

| Summary Information | |
|------------------------------------|---|
| Assignment code | ET239 |
| Country | Ethiopia |
| Country Project | Livestock |
| Host Organization | Almi Dairy Training Institute and Fresh Milk and Milk Products Processing |
| Assignment Title | Dairy Products Development |
| Assignment Preferred Dates | Flexible |
| Assignment Objectives | Provide technical assistance to host staff on product development focusing on pasteurised milk, cheese, yogurt and butter |
| Desired Volunteer' Skill/Expertise | Strong background in marketing and product development in the dairy sector, specifically in pasteurized milk, cheese, butter and yogurt |
| Type of Volunteer Assistance | Technology Transfer = T |
| Type of Value Chain Activity | Processing (P) |
| PERSUAP Classification | Type III |

A. BACKGROUND



Ethiopia has a large livestock population, a relatively favorable climate for improved, high yielding dairy cattle breeds and regions with less animal disease-stress that make the country to have a substantial potential for dairy development. Considering the potential, development interventions to the dairy sector will contribute to poverty alleviation in the country by increasing the income of smallholder dairy producers and creating employment and transforming the existing largely subsistent type of milk production to commercial level. (FAO, 2011)

In 2010, a total of 2,940 million liters of milk were produced from about 9.6 million cows at national level. During the same year, dairying created an estimated 588 000 full-time on-farm jobs. In view of such a large number of dairy cows and the important number of producers engaged in the dairy sector, the development efforts so far made have not brought a significant impact on the growth of the sector. In 2010, the average daily milk production was only 1.69 liters with average lactation length of about 180 days and mean annual milk yield per cow of 305 liters. The country is a net importer of dairy products with import values significantly exceeding export values. In five reference years, 2005–2009, export values increased from about 73 000 USD to 123 000 USD, while import values increased from about 5.6 million USD to 10.3 million USD during the same period. Although milk production generally tended to increase during the last two decades at national level, the per capita milk consumption has decreased from 26 liters per annum in 1980, to 22 liters in 1993, 19 liters in 2000 and 16 liters in 2009. (FAO, 2011).

Almi dairy training institute and Fresh milk and milk products processing is privately owned and fully automated dairy processing plant established in 2005 and has a daily output of 32,000 liter of various products. Their products include pasteurized milk, yoghurt, local cheese, provoloni cheese, cream and butter. And they also provide dairy machine plantation and maintenance service. Almi dairy training institute is a branch of the company established in 2018 that provides training on dairy science technology, beef cattle production and management, poultry production and management, bee keeping, animal nutrition and dairy machine technology.

B. ISSUE DESCRIPTION

During the last decade the dependency of Ethiopia on imports of milk and milk products has increased. To bridge the gap between supply and demand, dairy imports increased significantly. Imports reached a peak of 994,657 kg in 2008. Furthermore, the sales of imported milk powder are the highest in the Addis Ababa market. Rapidly increasing population with a growing rate of urbanization is resulting in a shift in demand for dairy products. Dairy product development can lead to increased income and employment opportunities for youth and women.

The key challenge of the host Almi product processing company is that they have limited dairy products. They are facing challenges to manufacture variety of products due to the staff's skill gap and material shortage and because of this they are becoming less competent in the market. Most of dairy companies in Ethiopia have similar products like pasteurized milk, plain yoghurt, cheese, cream and butter. So, selling



common and generic products are making the company less competitive in the market and their income did not show growth. the volunteer technical assistance is needed on reviewing the entire production process and product flow, on new product development from concept design to final product, recipe refining and developing standard operating procedures. The volunteer will review the process with staff and from observations of the current production processes and recipes work with the staff to identify solutions offer possible recommendations and to ensure that the product is of desired quality.

C. OBJECTIVES OF THE ASSIGNMENT

The objective of this assignment is to transfer knowledge and skills on dairy product development. The specific objectives of this volunteer assignment include:

- Design new product concepts
- Assist the host in modifying the existing products portfolio
- Advise the management team on new equipment, technology and material necessary for the new dairy products
- Observe the current production, marketing process and offer possible recommendations

D. HOST CONTRIBUTION

The host has committed to mobilize the staff to receive the volunteer's technical and practical assistance. The host will also avail key personnel to work closely with the volunteer, assisting her/him during training and practical sessions, ensuring translation to the local language and advising on the culture of the area. CRS will cover lodging costs against receipts and other related costs. In coordination with the host and the volunteer, CRS will also arrange and pay for transport services for daily use to and from the office

E. ANTICIPATED RESULTS FROM THE ASSIGNMENT

It is anticipated that this volunteer's technical support will contribute to new product designing and executing knowledge and skills of the host staff. The volunteer will transfer up-to-date knowledge and understanding of dairy product development approaches, techniques and tools.

- New or improved dairy products developed and marketed
- Staffs knowledge and skills improved on area product development

F. ASSIGNMENT DELIVERABLES

The major anticipated outputs of this assignment include, but not limited to:

- Training lists with people trained
- Volunteer end of assignment report with recommendations to the host organization, action plan and recommendations to CRS
- Conduct a final debriefing (PowerPoint presentation) with the host organization (plus key stakeholders) and CRS/USAID
- Conduct outreach events upon return to the US



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G. SCHEDULE OF VOLUNTEER ACTIVITIES IN ETHIOPIA

| Day | Activity |
|----------|--|
| Day 1 | Arrival in Addis at Bole Airport. The volunteer will be met by CRS’s client hotel Eliana Hotel (https://www.booking.com/hotel/et/eliana. ; Phone: +25111126 2600).The volunteer will locate the hotel kiosk and use pre-arranged shuttle |
| Day 2 | Rest Day (Sunday) |
| Day 3 | <ul style="list-style-type: none"> Take hotel shuttle to come to CRS office (CRS working days are Monday to Friday from 8:00AM to 5:00 PM East Africa Time) Welcoming by CRS, and briefing meeting on security, general orientation, MEAL (attendance sheet, reporting and PPT templates), and logistic. |
| Day 4 | <ul style="list-style-type: none"> S/he will be introduced to the host General orientation with the host, first-hand briefing on the main objectives and modality of the assignment and adjustment of the agenda for the coming days (work planning session). Discuss anticipated outcomes and work plan Conduct further assessment of skills and knowledge gaps with training participants Based on information gathered and gaps identified, enrich the prepared training materials incorporating hands-on practices. Develop 10 days (2 weeks training) curriculum covering key knowledge and skills Gaps |
| Day 5-19 | Train participants on among other topics |
| Day 20 | Briefing / exit meeting with the host in the presence of CRS staff |
| Day 21 | <ul style="list-style-type: none"> Debriefing with CRS staff and/or USAID Mission Finalize reimbursement expenditures and liquidations (if any) with finance. Submit volunteer reports, training attendance sheet, assignment report, PPT presentation and any reference materials to CRS F2F team. Depart for USA |
| TBD | Outreach event when back in the USA |

H. DESIRABLE VOLUNTEER SKILLS

The volunteer will have the following skills, qualifications and competencies:

- Advanced degree in marketing, business and related fields
- Advanced knowledge and skills of market demand analysis
- Extensive practical and experience on dairy products development
- Experience in milk processing and handling training materials development.
- Experience and skill in adult teaching, good facilitation skills
- Good communicator and interpersonal skills
- Willingness and flexibility to train and technically assist staff whenever required
- Respect for the cultural and religious norms of the rural people.



I. ACCOMMODATION AND ANOTHER IN-COUNTRY LOGISTICS

- Before travelling to the assignment place, the volunteer will stay in Addis Ababa at one of the CRS’s client hotels, Eliana Hotel (<https://www.booking.com/hotel/et/eliana>; Phone: +25111126 2600 that will be booked and confirmed before the volunteer arrival date. The hotel will have rooms that include services such as airport pickup and drop-off, breakfast, wireless internet etc.
- The hotel or CRS will arrange a vehicle for short travel from the hotel to CRS and vice versa while in Addis Ababa.
- All required materials will be prepared ahead of time and provided to the volunteer. CRS Ethiopia will provide the volunteer with a laptop computer (if s/he needs), local internet dongle and mobile phone with a charged local SIM-card. Any other required logistics and facilities can also be requested by the volunteer during her/his stay in Addis Ababa.
- CRS will provide a vehicle and accompany the volunteer to the place of assignment.
- During the assignment period, the volunteer will stay at Lewi Hotel, Awassa
- CRS Ethiopia will arrange hotel accommodations and cover the lodging bills against receipts.
- CRS HQ will provide the volunteer with a per-diem advance to cater meals and incidentals.
- CRS Ethiopia will also reimburse the volunteer with laundry costs against receipts.
- For more information, please refer to country information that will be provided.

J. RECOMMENDED ASSIGNMENT PREPARATIONS

- Although CRS F2F has developed such hinting SOW, the volunteer can fine-tune through her/his professional qualifications to successfully carry out this assignment.
- Prior to the assignment, the volunteer is advised to prepare necessary training and demonstration aids and written handouts. Softcopies of the handouts and any other paper materials can be printed for immediate use at the CRS office in Addis Ababa on request by the volunteer.
- If the volunteer requires simple training aids like flip charts, markers or tape s/he should make the request and collect from the CRS office in Addis Ababa prior to the assignment.
- Translation of handouts to the local language can be done in the locality of the assignment, if required.
- Depending on the meeting places and availability of electric power and LCD projector, the volunteer may use a laptop and projector for power point presentations.

K. KEY CONTACTS

| CRS Baltimore | CRS East Africa Regional Office |
|---|---------------------------------|
| <p>Maria Figueroa Recruitment Manager EA Farmer to Farmer Program 228 W. Lexington Street Baltimore, MD 21201; 410-951-7366 Email: maria.figueroa@crs.org</p> | |



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| CRS Ethiopia: | |
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| <p>Lidia Retta, Project Officer, CRS Ethiopia Office, P. O. Box 6592 Addis Ababa, Ethiopia Phone +251-11-278-8800, Mobile: +251-912-091962 Email: lidia.retta@crs.org</p> | |
| <p>Haile Dolango, F2F Program Manager CRS Ethiopia Office, P. O. Box 6592; Addis Ababa, Ethiopia Phone: +251-112-788800, Mobile: +251-912-665684 Email: haile.dolango@crs.org</p> | |
| Host Organization | |
| <p>Asmamaw Tafesse Almi Fresh Milk and Milk products processing, Owner and Manager Tel: +251 916824232 Email: almifresh2016@gmail.com Awassa, Ethiopia</p> | <p>Desalegn Mamo Almi Fresh Milk and Milk products processing, Coordinator Tel: +251-902797979/0916036630 Email: desalegnm41@gmail.com Awassa, Ethiopia</p> |