

VOLUNTEER REPORT FORMAT

To be submitted to CRS at the end of volunteer assignment and shared with the Host

1.1 Assignment information

- a) Volunteer Name: N'Bouke Eko
- b) State of Origin: Vermont
- c) Host Organization: KPTC: Kilacha Production and Training Center
- d) Assignment: Property Valuation
- e) Dates of Assignment: 11/17-12/1
- f) Number of days worked: 15 days

1.2.1 Objective 1 in your SOW

a) **Progress with the objective: Assess current KPTC property inventory lists**

(1) KPTC designated staff especially in accounting and I have together continued on the work which was previously completed – data collection. Only this time around, I instructed and trained KPTC staff concerning various techniques of property valuation and the proper way of depreciating assets. KPTC uses QuickBooks 2014 which, according to many sources, does not support automatic depreciation unless set up manually.

b) **Expected impacts/results:** During the course of this training KPTC staff have shown lots of interest in learning these techniques to be able to (1) generate a complete year ending financial statement and (2) to be ready for an upcoming audit later this year and for future needs.

c) **Recommendations:** In addition to the previous recommendations regarding keeping inventory up-to-date, I also urge management to use the tools discussed in the next objective below to easily conduct property valuation manually when needed.

1.2.2 Objective 2 in your SOW

a) **Progress with the objective: Property Valuation Training Cont.**

At this point (1) all KPTC assets - current and fixed assets - have been valued and depreciated effectively using Tanzania Revenue Authority rate and practice note as a guidance. (2) As result, all assets have been summarized to ease the next step which is the Balance Sheet. (3) An ending year Balance Sheet was created to show total worth (owner equity) of KPTC.

b) **Expected impacts/results:** The volunteer has developed a calculator which could be used hence forth to generated depreciation automatically to enhance property valuation process. Each of the KPTC accounting team members are now comfortable and well-instructed to independently conduct property valuation.

c) **Recommendations:** The volunteer suggested that KPTC now starting recording its assets/ or properties (used and/or new) directly either using the previous tracking system, but preferably QuickBooks (up to this point KPTC does not record its assets using QuickBooks which is a challenge). We currently working with the previous volunteer (Mike) to help in this process.

1.2.3 Objective 3 in your SOW

a) Progress with the objective: Property Valuation and QuickBooks

KPTC's objectives with respect to property valuation is to (1) prepare for an upcoming audit, (2) ensure internal inventory control and (3) integrate its property record into QuickBooks in order to generate a complete financial statement whenever needed. To accomplish these objectives, a different format has been adopted that enables KPTC to import excel sheet into QuickBooks. We have used KPTC administration assets to demonstrated how this can be achieved.

b) Expected impacts/results: The second phase of this assignment as mentioned above has been completed. KPTC is now equipped to conduct property valuation and/or to successfully track its property inventory using the appropriate tools. The following results were achieved: (1) facilitated data collection and record-keeping (2) summarized and categorized all assets (3) reconciled inventory information into a balance sheet.

c) Recommendations: I suggested that KPTC continue to use QuickBooks to record its assets and advised that, for safe keeping, it is advisable to back up the QuickBooks files before proceeding and periodically thereafter, or to simply use an excel file with separate excel sheets to track the system previously developed and the depreciation calculator provided.

More Recommendations:

- **Marketing Manager/ or Field Agent:** I had the opportunity to look at the KPTC organigram and to read some of the jobs descriptions/responsibilities of various positions especially at the business management and operational levels. I believe that KPTC needs a Marketing and/or Field Agent. The followings are the reason why, my remarks and recommendations. (1) I found that the organigram is not complete or well balanced. To my knowledge KPTC is lacking a Marketing sector thus a Marketing Manager perhaps and/or a field agent(s) for that matter. The KPTC receptionist is now acting as a Marketing Specialist in addition to fulfilling the roles and responsibilities of a receptionist. (2) For the most part, KPTC relies on current customers in case of overstock instead of reaching out to new customers. (3) Since KPTC is the only provider for the area, it is in its interest to extend its operations now when possible and to establish a strong foothold in the region before any competition arise (as is inevitable).

This individual when hired should come up with the list of each customer's location and establish their purchasing history to be able to track down KPTC keys customers (at least) in case a particular customer is absent for a period of time, and should able to access their needs and offer advice to then report back to KPTC. Furthermore, his/her job description sample was provided to the administration. It is advisable that the individual selected should be put on commission as a source of motivation at first then placed on reasonable remuneration scale that may include both commission and salaried elements of the remuneration.

- **Market Expansion and Technical Support:** Poultry being the main source of income for KPTC, I advised that the eventually hired Field or Marketing Manager be held accountable

for newly added clients/customers after certain period of time. She/he must be subject to evaluation since this individual plays a pivotal role in the expansion of KPTC in the region. She/he must track KPTC customers (if not all) especially those customers who are involved in commercial endeavors (rearing and so forth). The goal is to keep customers up-to-date about KPTC current activities, assist with extensive support, and mainly to promote end-to-end customer service (maintain a good relationship).

- **Marketing:** In addition to the above points, KPTC might consider creating its own commercial brochure (if not yet already developed) to visually expose its activities and support for the community in the future – **Social responsibility** (inclusive). This brochure or whichever ways or channels KPTC selects to convey its message can be easily support by the Field Agent or the marketing team.
- **T-hangar (minor detail):** The next observation maybe viewed as a value added, but I would suggest that KPTC construct a T-hangar accommodate with metal tables for durability (4 or 5), so customers can be oriented to settled and reorganized their products before hitting the road. KPTC already has a small built-in T-hangar, but still most of the customers after procuring their goods require place, time and space to reorganize their goods.

1.3 Recommended future volunteer assignment: I intended to recommend a poultry expert /specialist to standardize KPTC farm, but my second assignment with KPTC coincided with a visit from a volunteer from Netherlands sent by PUM who is a retired expert in poultry farming and breeding processes. As for now I think someone with a marketing background could support KPTC, especially by assisting the new Field/or Marketing Manager with marketing and strategic planning to improve access to local market, and to share marketing information, knowledge and techniques.

1.4 Action Plan

Recommendations	Specific Action	Responsible person	By when
1. Hire a Marketing Manager or Field Agent	To market KPCT product in the region and to access local market	Mr. Hubert (Production Manager)	1-6 months
2. Customer Service: Brochure and other way for advertisement	Ads KPTC business activities	Mr. Hubert (production Manager)	1-6 months

3. Social Responsibility initiatives	To promote KPTC good works to the community (strategically)	Sister Juliana	1-6 months
4. T-hanger	To promote and enhance customer service	General Manager	2018
5. Technical support and market expansion	Offer after sale service to customers	General Manager	2018

1.5 Number of people Assisted

- a) Through formal training (Classroom setup): 4
- b) Through direct hands on practical assistance (Do not double count): 7
- c) Out of these above, number of host staffs: 4
- d) Training/assistance by field: 0

Category	Total	Males	Females
Members/ Owners	1	1	
Employees	4	2	2
Clients/ Suppliers	1	1	0
Family Members	4	4	0
Total	10	8	2

1.6 Gender

- a) What gender roles did you recognize in your host community? Did these roles play a part in your assignment? How? N/A
- b) How might CRS or the host organization improve opportunities for the women in this host or host community? N/A - The majority of KPTC staff are women.

1.6 Value of volunteer contribution in \$

- a. Hours volunteer spent preparing for assignment: 100 hours
- b. Estimated value of all material contributions volunteer contributed to host during assignment: N/A

1.7 Value of hosts' contribution in \$ (Please consult the host as well)

- a) Meals
- b) Transportation
- c) Lodging
- d) Translation

e) Other (Specify)

1.8 Host Profile Data:

Did you obtain any data that supplements or corrects the data in the existing host information as detailed in the SOW? Please list it. No

1.9 Recommendations for CRS:

CRS might consider introducing an experimental farm to promote best farming practices in Eastern Africa in farming in general to break the cycle between traditional and modern farming approaches. I also recommend that CRS follow-up with inventory review yearly.

1.10 Press Release:

FOR IMMEDIATE RELEASE

VOLUNTEER CONTACT: N'Bouke
Supply Chain Specialist
802 565 0299
email: n.eko@outlook.com

CRS CONTACT:
Susan G. Walters
Senior Communications Manager
susan.walters@crs.org
443-955-7103



Randolph Supply Chain Manager Works with Counterparts in Uganda

Farmer-to-Farmer program promotes economic growth and agricultural development in East Africa

Randolph, VT, November 17, 2017, N'Bouke Eko a supply chain specialist and volunteer from **Randolph, VT**, travelled to Tanzania for two weeks to share his technical skills and expertise with local farmers. Property valuation management is part of Catholic Relief Services' Farmer-to-Farmer program that promotes economic growth, enhanced nutrition through access to healthy food, and agricultural development in East Africa.

"Coming to Tanzania was a great experience for me. I am thrilled to be able to assist the host with their Property Valuation and other immediate needs while sharing our values and culture though hard work, exchanging ideas and practices!" said N'Bouke.

Farmer-to-Farmer matches the technical expertise of U.S. farmers and professionals in agribusinesses, farming cooperatives, and universities with farmers in developing countries to assist them in improving agricultural productivity, accessing new markets, and increasing their incomes. Farmer-to-Farmer is funded by the U.S Agency for International Development (USAID).

In a world where 80% of food is produced by farmers working on small farms or fisheries, the movement to share proven farming and business skills can improve the quality and quantity of the world's food supply. For communities in the developing world who often struggle to produce enough food, this can improve access to a reliable source of food and better nutrition. For the farmers, it can strengthen their path to prosperity.

The main goal and objective of N'Bouke Eko 's assignment was to train KPTC staff to develop, maintain and to manage KPTC property valuation. During his assignment, N'Bouke worked closely with 4 KPTC staff in conducting property valuation of all current and fixed KPTC assets. The end goal is to complete KPTC's financial records for auditing purposes and to enable the Training Center to attract donors. N'Bouke's recommendations aimed at keeping accurate records and property values while preparing KPTC for audit, and assisting KPTC to solve specific challenges related to property valuation and QuickBooks integration. Most of N'Bouke's time was spent in the Western Region of Tanzania working directly with KPTC.



N'Bouke Eko's volunteer assignment with Farmer-to-Farmer is one of nearly 500 assignments that focus on improving approaches to local agriculture practices, expanding production of quality food crops and nutrition in Ethiopia, Tanzania, Kenya and Uganda. The program, funded by the U.S. government has been running for nearly 30 years.

CRS is partnering with five U.S. institutions to tap into the rich diversity of the U.S. agriculture community: The National Catholic Rural Life Conference, Foods Resource Bank, National Association of Agricultural Educators, American Agri-Women, and the University of Illinois' College of Agricultural, Consumer and Environmental Sciences.

The volunteers travel to East Africa for anywhere from one to six weeks.

"We are certain that this program will be beneficial not just to the farmers in East Africa but also to the volunteers from America," said Bruce White, CRS' director for the program. "It's going to make the world a little bit smaller and a whole lot better for everyone involved."

For more information, visit farmertofarmer.crs.org

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Catholic Relief Services is the official international humanitarian agency of the Catholic community in the United States. The agency alleviates suffering and provides assistance to people in need in more than 100 countries, without regard to race, religion or nationality. CRS' relief and development work is accomplished through programs of emergency response, HIV, health, agriculture, education, microfinance and peace building. For more information, visit www.crs.org or www.crsespanol.org and follow Catholic Relief Services on social media: [Facebook](#), Twitter at [@CatholicRelief](#), [@CRSnews](#) and [@CRSnoticias](#), [Instagram](#), [Pinterest](#) and [YouTube](#).