



## 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: Patrick Shandonay
- b) Host Organization: Nyangorora Banana Processors (NBP)
- c) Assignment: KE27 - Nyangorora business plan development
- d) Dates of Assignment: 03-March-15 to 18-March-15
- e) Number of days worked – 14 days

#### 1.2.1 Objective 1 in your SOW - Access the Nyangorora Banana Processors Current Business Plan and provide training on the key components of a Business Plan

- a) Progress with the objective - Completed
- b) Expected impacts/results – The reviewing of the key parts of a business plan shall help the team in understanding the key parts of their operation as well. This shall help the NBP in their desire to seek outside funding and capital.
- c) Recommendations – The business plan needs to be revised on a regular basis (at least yearly). Based on local research, I suggest purchasing the book *Business Plan Writing* by a local author, John Chikati. It will help the NBP in the future in the event that they need help recalling certain information on key elements of the document.

#### 1.2.2 Objective 2 in your SOW - Develop new Business Plan with the Nyangorora Banana Processors

- a) Progress with the objective - Completed
- b) Expected impacts/results - While the business plan will help the NBP to search for potential funding opportunities, the business plan also highlights the areas that are key to financial and business success.
- c) Recommendations – Now that the NBP has a greater understanding of the key parts of their process, additional work is needed to fully identify critical success factors in the factory and the metrics necessary to measure and monitor them.

#### 1.2.3 Objective 3 in your SOW – Generate 5 Year Plan

- a) Progress with the objective - Completed
- b) Expected impacts/results – The NBP (through the strategic planning exercise that was carried out) have themselves identified the keys to their success for the next five years.
- c) Recommendations – As a part of the strategic planning session, a number of action items were identified for each of the goals. While there were actions developed to meet the goals, there needs to be a diligent and disciplined approach to closing out the various action items. To close out the action items, the person that shall be responsible for the task needs to develop their own action plan based on their knowledge of the activity. A regular review of the actions and their progress needs to be done.



1.2.4 Objective 4 in your SOW - Develop actions that underpin the activities of the first year of the 5 Year Plan

- a) Progress with the objective - Completed
- b) Expected impacts/results – A number of activities were identified to insure that the goals of the 5 Year Plan can be met. Completing the activities shall help the NBP to continue to grow and improve their operations.
- c) Recommendations – A master list of all activities under each of the key areas needs to be constructed. A person at the NBP needs to maintain the list and make sure that the actions are being addressed in a timely manner.

1.3 Action Plan

Recommendation	Specific Action	Responsible person	By when
1. Staffing Adjustments	Using the books set-up by Eric Ombasa, have Wyclife Amos begin performing and documenting the cost accounting information on each production run	Askah	April 2015
2. Headcount Increases	A (supply chain) person needs to be identified or hired by the NBP to connect with the sales person(s) to schedule the material purchases, to schedule the builds and to make sure the shipments are made on time	Askah / Wyclife	December 2015
3. Outside Funding	Reach out to the list of potential funders that has been generated to look into grants or loans to provide working capital.	Jared / Askah	Begin immediately but complete by 2017 (Due Diligence by granting agencies require minimum of 12 – 18 months)
4. Enterprise Resource Planning (ERP) System	Source and evaluate a basic, cloud based, inexpensive ERP	CRS – Gabriel M. / Martin W. (Future Project)	September 2015



	system for use in the factory.		
--	--------------------------------	--	--

1.4 Number of people Assisted

- a) Through formal training - 9
- b) Through direct technical assistance (Do not double count) - 1
- c) Out of these above, number of host staffs - 9
- d) Training/assistance by field

Category	Total	Males	Females
Members/ owners	2	1	1
Employees	4	3	1
Clients/ Suppliers	3	3	NA
Family Members	1	NA	1
<b>Total</b>	<b>10</b>	<b>7</b>	<b>3</b>

1.5 Gender

- a) What gender roles did you recognize in your host community? Did these roles play a part in your assignment? How? – A majority of the management as well as the direct labor are women. Although I may not be privy to all the workings of the team, there seems to be no issues with a lack of respect or lack of responsibilities in regards to gender at the Nyangorora Banana Processors. In terms of my assignment, I worked with both the men and the women in the organization as needed to collect and generate the necessary information. Therefore, gender did not play a significant role in the project in either a positive or negative way.
- b) How might CRS or the host organization improve opportunities for the women in this host or host community? Because of the way in which the Nyangorora Banana Processors operate in regards to gender, I think more can be done to leverage this. For example, because there are a number of young women working in the operation as well as in management, there may be grants or sources of funding that can be obtained to help support and foster this kind of behavior. Also, it would serve as a great “public relations” and “marketing tool” to emphasize how the role of women is viewed and utilized throughout the organization.

1.6 Future volunteer recommendations

Like many (if not all) SMEs, the Nyangorora Banana Processors are on a very predictable trajectory (i.e. generate a product, find markets for the product, ramp production to meet the demand, increase market penetration and continue to increase production). Therefore, I feel that based on the fact that they have a very good product that they will need future help in the area of operations while they continue to learn more about sales and pricing and marketing strategy.

1.7 Value of volunteer contribution in \$

- a. Hours volunteer spent preparing for assignment – Approximately 40 hrs



- b. Estimated value of all material contributions volunteer contributed to host during assignment – Approximately USD 60

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

- a) Meals – CRS Provided
- b) Transportation – Nyangorora Banana Processors to report
- c) Lodging – CRS Provided
- d) Translation - NA
- e) Other (Specify) - NA

1.9 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.

Based on my work with the Nyangorora Banana Processors, I do not believe that they are lacking a significant amount of business knowledge. While they can certainly benefit from being taught some basic frameworks and tools to strategically plan and run their operations, I feel that they need to learn the skills and disciplines necessary to truly run a manufacturing process and an entire operation

2.0 Recommendations for CRS:

I think that going forward, CRS should consider creating a Farmer to Farmer alumni group. I believe that both the program managers as well as the volunteers would greatly benefit from putting together a Google Group or some way to help the volunteers share the information they have generated as well as best practices and resource requirements. For example, for this project, it was very clear that the Nyangorora Banana Processors need some sort of ERP (Enterprise Resource Planning) system for their factory. If that requirement is shared on some sort of platform, past and present volunteers may be able to leverage their particular networks to provide assistance or potentially in-kind donations or support.