The Journey of Quality Improvement - Tunu Agriproducts and Consultancy Ltd

By: Kibunje Mageme-Quality Champion
Date: 19/03/2021
1. Enterprise Background (1/2)-How It Started

- Established Product: Coconut oil
- Diversified to Spice product
- Applied for MARKUP Quality Component
- Quality Improvement Support
- The future is exciting
1. Enterprise Background (2/2)-Before MARKUP Quality Support

2019

- No developed documents: Standard Operating Procedures (SOPs), Forms, Policy, Work Instructions (WI)
- No formal documents
- Dirt and disorganized warehouse
- No segregation/demarcation
- Raw materials
  - Poor quality
  - No supplier records
  - No quality control
2. MARKUP Quality Support-Start of the Support

1. Diagnosis
2. Subprojects
3. Execution
2. MARKUP Quality Support (1/3) - Diagnosis

February 2020

Quality Maturity Assessment

QMSA results

- Level of work documentation
- Training of employees
- Cleanliness and organization of the environment
- Work environment - infrastructure
- Storage of raw materials/inputs
- Storage of final products
- Personal Protective Equipment (head, foot, maintenance)
- Requirements of process inputs
- Quality check of raw materials
- Quality requirements for final products
- Data collection of quality parameters for...
- Customer feedback

0%
Quality Practice has **not** been defined

50%
Quality Practice has **partly** defined and **partly** implemented
2. MARKUP Quality Support (2/3)-Subproject planning

**Work standardization**
- Create/facilitate establishment of Standard operating procedures (SOPs)

**Quality requirements and data collection**
- Create quality documents (e.g. policy, process flow, forms, manual etc.)
The Journey of Quality Improvement

2. MARKUP Quality Support (3/3) - Execution

Document Preparation

SOPs, Form, WI etc.

Initial stages – no document developed, COVID-19 interruption
The Journey of Quality Improvement

3. Improvement (1/4) - Documents

Before

After
3. Improvement (2/4)-Raw materials Store

Before

After
3. Improvement (3/4)-Finished Products Store

Before
3. Improvement (4/4) - Quality System Maturity

Quality System Maturity Comparison between Feb 2020 and Nov 2020

- **0%**
  - Quality Practice has **not** been defined

- **50%**
  - Quality Practice has been **partly** defined and **partly** implemented

- **100%**
  - Quality Practice has been **defined** and **implemented**
4. Success story (1/4)-Achievements

- Standardized operations, No fungal contamination
- Participated **SADC Quality Award**

- In 2019 about 60% of sampled product **FAILED**,
- In 2020, **100%** of products TBS tested **PASSED**
4. Success story (2/4) - Achievements

- Sent samples to Oman, **positive feedback** received
- For first time, got a **potential customer** from **The Netherlands**
- Staff: Hired Food scientist (i.e. business is growing)
- Selected to participate **ISO 22000 certification** project
- Plans to set an internal laboratory
Reduction of losses in the production of some spices

**Loss % in production of Cardamon**
- Before Feb 2021: 13.3%
- After Feb 2021: 6.9%
- **40% reduction**
- Average = 7.8%
- Average = 4.7%

**Loss % in production of Unga Lishe**
- Before Feb 2021: 9.6%
- After Feb 2021: 0.3%
- **96% reduction**
- Average = 7.8%
- Average = 0.3%

**Loss % in production of Pumkin Seed**
- Before Feb 2021: 40.0%
- After Feb 2021: 2.6%
- **78% reduction**
- Average = 7.8%
- Average = 4.7%

**Loss % in production of Pilau Masala**
- Before Feb 2021: 20.0%
- After Feb 2021: 2.3%
- **84% reduction**
- Average = 7.8%
- Average = 4.7%
4. Success story (4/4)-The Challenges Experienced

The Challenges

- Product Testing Lab
- Quality information access
- Packaging
- Production Machine
- Drying equipment

The Journey of Quality Improvement
Asante Sana