



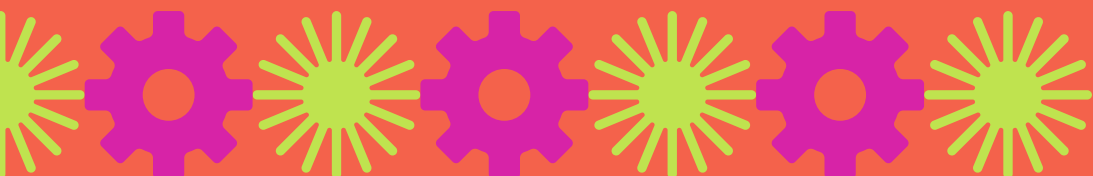
Millers
for
Nutrition



Case Study

Training Government Inspectors

Wilmar Tanzania's mill-floor
training for national food
fortification inspectors



Summary

Wilmar Tanzania hosted approximately 20 newly recruited food fortification inspectors from the Tanzania Bureau of Standards (TBS), walking them through the full edible oil refining and fortification process. By demonstrating the technical challenges of fortification at scale and showing critical control points where quality can break down, Wilmar gave the inspectors the hands-on knowledge they need to carry out more effective and informed inspections. The training strengthened Wilmar's relationship with the government, positioned the company as a leader in food fortification, and motivated staff across the organisation.

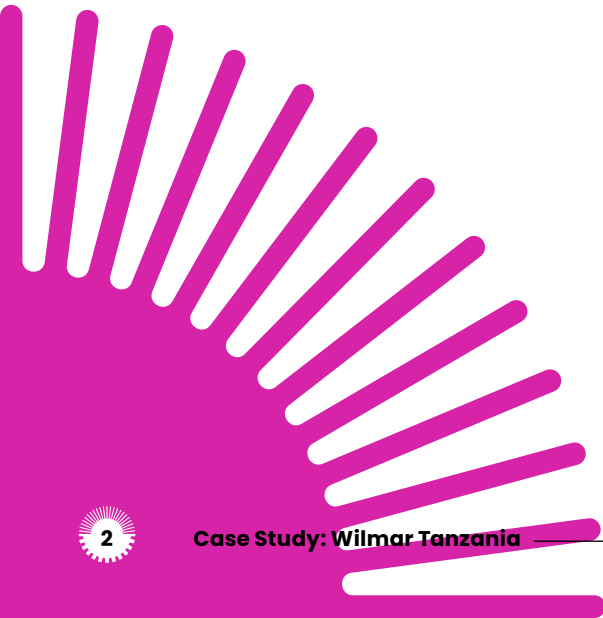




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Context: A new cohort of inspectors

“Food fortification is most effective when it is approached as a shared responsibility.”

Sifa Lucas Mkanda
Quality Manager, Wilmar Tanzania

Tanzania mandated fortification of edible oil with vitamins and minerals – including folate, vitamin B12, iron, and zinc – in 2013. The regulation initially applied to large, industrial mills and was extended to all small and medium-sized mills in 2024. Compliance is overseen by the Tanzania Bureau of Standards (TBS), whose inspectors are responsible for verifying that mills are meeting the required standards.

Wilmar Tanzania is one of the country’s leading edible oil processors, operating under the Korie brand. The company has been an active partner of the Millers for Nutrition Coalition and has a longstanding relationship with TBS, including participation in the development of national fortification standards.

In 2025, TBS recruited a new cohort of food fortification inspectors – professionals with technical backgrounds, newly brought into the inspectorate. To prepare them for fieldwork, TBS needed a practical training environment: a real milling facility where inspectors could see fortification in action, understand the process from the inside, and learn what to look for during inspections. TBS approached Wilmar, given the company’s track record and its openness to collaboration with government. Wilmar agreed.



Wilmar Refinery in Dumai

Objective: building inspectors' practical understanding



Effective food fortification inspection requires more than regulatory knowledge. An inspector who has never seen a dosing feeder, a premix storage room, or a quality control laboratory cannot easily distinguish between a genuine compliance failure and a normal variation in an industrial process. TBS recognised this gap and designed the mill visit specifically to fill it.

By hosting the training, Wilmar aimed to:

- Give inspectors direct, practical experience of the full milling and fortification process – from raw material intake to finished product verification.
- Explain the technical challenges involved in consistent fortification at industrial scale, including premix quality, dosing accuracy, and the points in the process where problems are most likely to arise.
- Help inspectors understand what good practice looks like in a real mill, so that they can recognise it – and identify deviations from it – during their own inspections.
- Strengthen the working relationship between Wilmar and TBS, building a foundation of mutual understanding and trust that benefits both the company and the broader fortification system.

Approach: a guided tour of the production line



The training took the form of a structured mill visit. Approximately 20 TBS inspectors attended. Given the size of the group, participants were divided into smaller groups and taken through the facility in rotation, allowing everyone to see each stage of the process clearly and to ask questions in a manageable setting.

The tour began with an overview of Wilmar's certifications and quality management framework – establishing the standards the company is committed to meeting and the



systems it has put in place to meet them. From there, the groups moved through the fortification process, with Wilmar staff explaining each stage.

At the fortification station, inspectors were shown how premix is handled, stored, and introduced into refined oil stream; how the dosing system is set up, monitored, and calibrated; and – critically – where things can go wrong. Wilmar staff were explicit about the vulnerabilities in the process: the points at which dosing accuracy can be affected, the conditions under which premix potency can deteriorate, and the checks that are in place to detect and correct deviations before they reach the finished product. The tour concluded in Wilmar’s quality control laboratory, where the company tests flour samples using the iCheck Chroma system to verify micronutrient levels. Inspectors were able to see how samples are taken, how testing is conducted, and how results are documented and used to inform continuous improvement. This hands-on exposure to the testing process gave inspectors an understanding of what reliable in-house quality control looks like in practice.

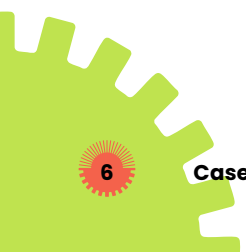


Edible Oil Production Line co
Wilmar

Results: value for inspectors, company, and sector



The inspectors left the training with something that classroom instruction cannot easily provide: a concrete idea of how fortification works in an industrial setting. Their feedback after the visit confirmed that they felt better equipped – with both the knowledge and the contextual understanding – to carry out effective inspections. Having



“The industry owns the program. It is part of our value addition.”

Sifa Lucas Mkanda
Quality Analyst, Wilmar Tanzania

seen the process from the inside, they now know what to check and how to look to understand whether the process is solid and reliable.

For Wilmar, the benefits were equally tangible. The training reinforced the company’s relationship with TBS – building on an already productive working relationship and demonstrating, in the most direct way possible, that Wilmar has nothing to hide and welcomes informed scrutiny. Being seen as a training partner rather than simply a regulated entity changes the character of the relationship: inspectors who have been welcomed into a mill are more likely to approach future interactions with understanding than with suspicion.

The training also had an effect inside the company. Multiple Wilmar staff members were involved in planning and running the visit – explaining their work, demonstrating their processes, and answering questions from a technically informed audience. The experience generated genuine pride: being recognised as a reference point for government training is a meaningful signal of leadership, and staff at every level felt the weight of that recognition.

Sifa Lucas Mkanda’s advice to other millers reflects the spirit behind the initiative: “Food fortification is most effective when it is approached as a shared responsibility. When we share our expertise with others, we strengthen the health of the whole nation.” Inviting government inspectors into the mill is not an act of generosity – it is an investment in a better-functioning fortification system, one in which regulators and industry understand each other well enough to address problems quickly and effectively when they arise.



Korie Products

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