



## Global Practicum Opportunity Form

Learn more about Emory's Global Field Experience, a fund that students can apply for to cover travel costs [here](#). More information on hosting a student is [here](#).

Please e-mail this completed form **as soon as possible (ideally before Oct 31<sup>st</sup>)** and send it back to Dr. Matthew Freeman ([matthew.freeman@emory.edu](mailto:matthew.freeman@emory.edu)) & Dr. Joanne McGriff: ([joanne.a.mcgriff@emory.edu](mailto:joanne.a.mcgriff@emory.edu))

1. Contact (person who will review applications)
  - a. Name of organization: Sanergy
  - b. Contact Name: Lindsay Stradley & Titus Kuria
  - c. Contact Email: [lindsay@saner.gy](mailto:lindsay@saner.gy) & [titus.kuria@saner.gy](mailto:titus.kuria@saner.gy)
  - d. Contact Phone: +254-788-484-300
  
2. Project description
  - a. Project Name: Scaling cost effectively and maintaining highest quality of service
  - b. Project Description:

In Nairobi's slums, few residents have consistent access to safe sanitation, and most use unimproved pit latrines or bags inside their homes. Over seven years, Sanergy has built a network of more than 2,000 Fresh Life Toilets, providing access to safe, hygienic sanitation for 70,000 residents of Nairobi's slums. From these toilets, we safely and professionally remove, treat, and convert 20 tons of waste each day into high-value agricultural inputs.

We are proud of what we have achieved, but tons of waste remain in the community, and many people remain unserved. To capture more waste and serve more people, Sanergy's Fresh Life Initiative team has embarked on an aggressive strategy to increase the number of toilets by 2x year on year. With this aggressive scale up, we want to ensure that we are measuring all that needs to be measured, and maintaining high quality standards. We have just recently concluded an internal re-alignment of roles among our customer-facing teams, whereby one team will be tasked with the responsibility of leveraging on available and any new data to improve how we are serving our customers

We are therefore looking for a fellow to work closely with teams in sales, customer support, installation, supply chain management and logistics to improve service delivery to our clients and to analyze the cost effectiveness of these operations. With this renewed focus on leveraging data and other technological solutions to increase our levels of service we believe the Emory fellow can drive the following:

- Analyse our real overall cost of sales



- Analyse our client retention strategies and conduct surveys to establish brand loyalty
- Work with Fresh Life teams to review processes and suggest improvements
- Contribute to defining organisation-wide annual goals, giving feedback and setting production targets collaboratively

c. Project Location / Country: Nairobi, Kenya

### 3. Student engagement

a. Describe student role in the project:

Sanergy looks to work with Fellows who are self-directed, creative, and experts in their field, and therefore expect to define the project in collaboration with the Fellow. The Fellow would work with our Fresh Life Initiatives team to understand all current operations and operational data – and then will drive the overall structure and research of the project.

b. Expected deliverables:

- Develop process improvement plans/ suggestions
- Quantitative model to capture improved efficiency across the network

c. Specific skill requirements (qualitative, survey design, including language):

- Experience implementing new projects in a developing country context
- Familiarity with financial analysis
- Data analysis skills (+ ideally, experience creating tools for data collection and entry)
- Swahili would be helpful but not at all required
- Excitement about asking big questions and a desire to contribute to an organization's evolving strategy
- Creativity, open-mindedness, and a good sense of humor

d. Is the Project paid or unpaid? Is there any in-kind support (e.g., housing)?

The project is unpaid. Sanergy's Fellowship program provides students with support in arranging for the necessary visa, arranging for transport in-country, and identifying suitable housing during the student's stay. Sanergy also encourages all Fellows to participate in the Sanergy Speakers Series, through which they learn about social enterprise, WASH, and other work from friends of Sanergy at various organizations around Nairobi, East Africa, and beyond.

e. Timeline (students are typically available to travel to the site between May and August, but can work with the team both before and after this work): May – August, but could start remote work earlier!



EMORY  
UNIVERSITY

**Center for Global Safe Water,  
Sanitation, and Hygiene**

4. What should students submit when applying? cover letter and CV
  - a. By when should students apply? Monday, November 12<sup>th</sup>. This should allow us to finalize on the Fellow in time to secure the proper Kenyan visa, as well as give students time to apply for Emory funding.
5. Emory University faculty contact (if any): Matt Freeman and Christine Moe.