

How Wilmar utilized Nimble to increase field assessments productivity by 50%




Wilmar International (Wilmar), founded in 1991 and headquartered in Singapore, is a global leader in processing and merchandising of edible oils, oilseed crushing, sugar merchandising, milling & refining, production of oleochemicals, specialty fats, palm biodiesel, flour milling, rice milling and consumer pack oils.

In the agriculture section, Wilmar focuses on sustainable agriculture practices, including the responsible cultivation and sourcing of raw materials. They strive to make their supply chains more transparent and are committed to zero deforestation, zero peatland development, and zero exploitation in their operations.

Additionally, Wilmar has a strong presence in the consumer pack business, manufacturing and distributing a wide range of edible oils, rice, and flour products. They have established themselves as a global player in the agribusiness sector, with operations spanning across Asia, Africa, Europe, and the Americas.



AT A GLANCE

-  Agriculture
-  Palm Oil Plantation
-  23k ha

RESULTS

- 50% increase in field assessments productivity
- Reports & time bound action plans are sent to supplier for review within 10 working days



“With Nimbly, we can easily accelerate our real-time verification efforts to support our sustainability goals. We gain clear, data-driven actionable insights and can provide instant feedback to suppliers to resolve issues as they arise.

Perpetua George

General Manager of Group Sustainability
Wilmar International Limited

CHALLENGES

Wilmar committed to its NDPE policy while striving towards a palm oil supply chain that is responsible and sustainable. Wilmar's NDPE policy therefore requires similar commitments and implementation by its joint venture partners and third-party suppliers.

Long and Inefficient Interview Process

With no pre-defined questions prepared beforehand, any missing information requires the Assessor to go back in the field to re-conduct another interview.

Frail Data Validation

The conventional way of the manual data triangulation process requires assessors to compare the different interview notes and document reviews before including them into the final report.

Belated Response Time

Assessors then had to write individual time-bound action plans for the identified issues, and the assessed sites were expected to review, clarify findings, and sign-off on the suggested time-bound action plans from Wilmar.

In summary, the challenge was how to most efficiently conduct field assessments and manage the reporting processes, taking into consideration that over 20 palm oil refineries in Indonesia and Malaysia and hundreds of supplier mills are involved.

SOLUTIONS

Starting January 2019, Wilmar has been carrying out the site assessments with the help of our digital routine tool Nimbly. As a results, the assessor can conduct multiple interviews and all note-taking on one mobile device.



With Nimbly, each assessor has a standardized questionnaire that comes in a Digitized Checklist form. It helps the organization to **ensure all the relevant criteria are covered during field assessments and decrease assessor bias.**



With Troubleshooting Tips, options for **corrective action plan can easily be chosen at a touch of a button** to address issues found during the field assessments, increasing efficiency during reporting.



Data triangulation for survey validation can also be easily done through Nimbly app with Team Audit feature. It allows assessors to automatically **find discrepancies between the data gathered from different sources.**



Wilmar's field assessors can complete assessment reports even in remote areas where signals are weak because the **Nimbly app works offline and online.**

RESULTS



📉 **10** working days
reports & action plans sent to supplier for review



📈 **50%**
increase in field assessments productivity

Ready to improve productivity, consistency, and efficiency for your business?

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