

# TEN CHARACTERISTICS OF WELL-FUNCTIONING PUBLIC HEALTH SUPPLY CHAINS



## 1. High level customer satisfaction

- Customer satisfaction is measured; SC meets the agreed levels of availability.
- Development partners route their commodities through the public system.
- Customers are informed of deliveries and product unavailability in advance, enabling planning & alternative strategies.



## 2. Professionalism

- SC is a network of clear supply functions with clear roles and responsibilities.
- SC functions are linked with specific competencies and KPIs.
- SC staff are appropriately qualified for their work; they are truly patient oriented.



## 3. Appropriate infrastructure

- Warehousing, storage & distribution activities are supported by right technology; communications network covers entire SC.
- Cold chain is maintained intact—cold rooms and monitoring systems are in place.
- Modern, maintained vehicles contribute to reliability and reduced running costs.



## 4. Sustainably supported

- SC is supported by right people, systems, processes and infrastructure.
- SC is supported by adequate and well-managed funding flows.
- SC is supported by appropriate and enforced policies.



## 5. Staff benefits and development

- Pay scales reflect current market rates; suitable benefit schemes exist.
- Personal development strategies & training plans exist; smart work and good performance is rewarded.
- Staff have clear objectives and targets; performance is appraised regularly.



## 6. Sense of financial responsibility

- **Annual business plans & budgets are prepared;** quarterly funding availability is known to enable annual planning.
- Middle managers are involved in budget preparation.
- All managers are responsible for their own budgets; they make monthly budget analyses.



## 7. Maximises value for money

- Buyers are appropriately qualified.
- Transparent procurement best practices maximise value for money, weeds out poor quality supplies and inappropriate suppliers, and demonstrates ethical behaviour which encourages more competition.



## 8. Seamless

- SC is streamlined, i.e. appropriately integrated and optimized.
- SC is flexible and can react efficiently and quickly to sudden changes in demand.
- SC is based on collaboration and good communication.



## 9. Strives for continuous improvement

- Process inefficiencies are explored at all times, to make best use of limited resources.
- Distribution costs are driven down by ongoing analysis of routing options.
- Stock controls are fine-tuned; stock report analysis enables right procurement decisions, improving stock availability.



## 10. Transparent

- Processes are documented and accessible by relevant stakeholders.
- Operational targets & strategic objectives exist; progress towards targets & goals is shared.
- Potential for corruption is acknowledged; internal controls are enforced to minimize risks.