



Systematic Assessment and Planning of the Supply Chain Workforce

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The Question

What is the state of my program's overall human resources (HR) for public health supply chain management?

The Answer

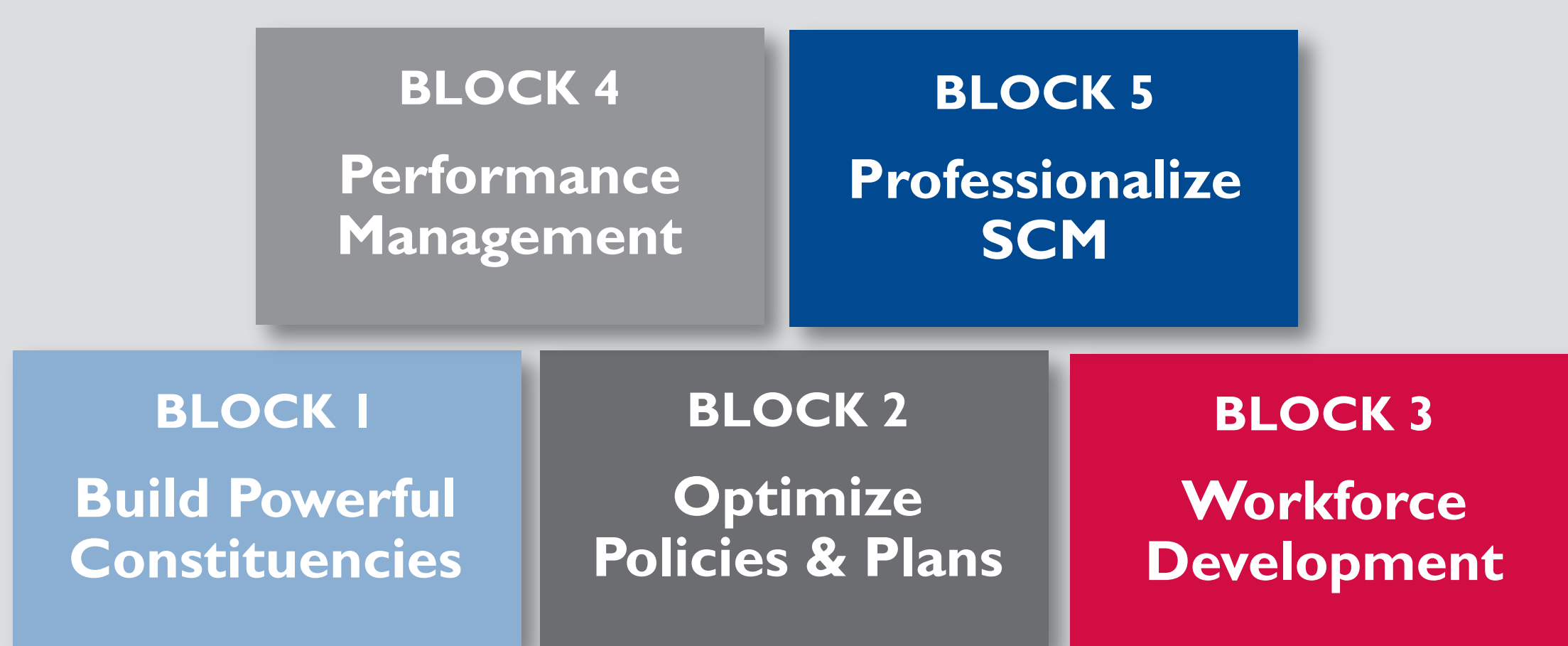
Developed by the USAID | DELIVER PROJECT in collaboration with People that Deliver, *The Human Resource Capacity Development in Public Health Supply Chain Management: Assessment Guide & Toolkit* assists public health supply chain managers in resource-limited settings to complete a rapid, comprehensive assessment of the capacity of the human resource support system for a country's supply chain.

Human Resource Capacity Development in Public Health Supply Chain Management: Assessment Guide and Tool



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Assessment Building Blocks

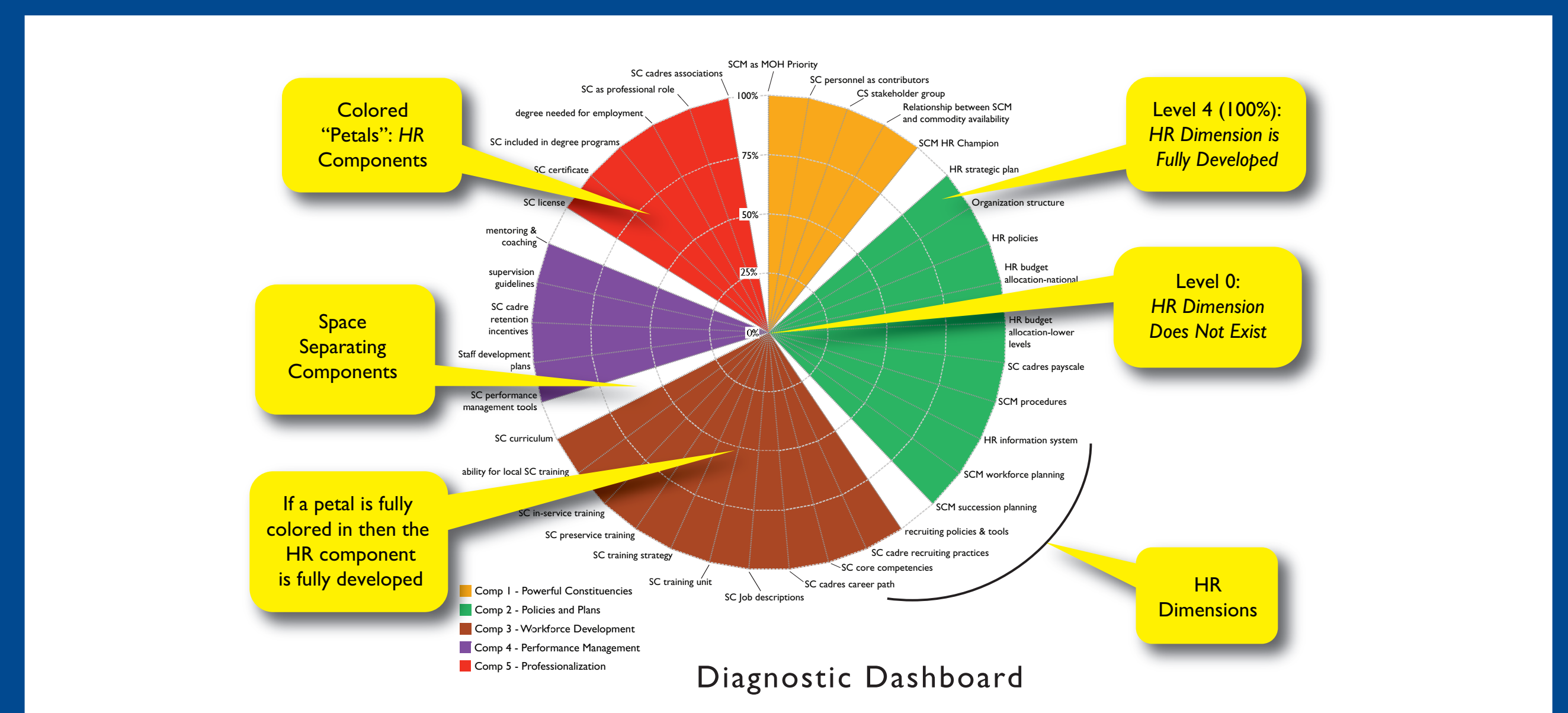


- By nurturing the five human resources for health building blocks, supply chain personnel are sourced, developed, and professionalized to support sustained supply chain performance.
- Each building block is a component of the assessment and includes a series of dimensions that are individually assessed.
- Identify where and how to improve supply chain performance through the effective human resource management of supply chain personnel.

Methodology

Three Phases = Preparation → Implementation → Analyze and Report

Tool	Purpose
Supply Chain Profile	Complete a ratings-based assessment on different HR building blocks for the supply chain
Focus Groups	Develop an accurate understanding of the current state of human resources in supply chain for each HR building block
Interviews	Clarify and validate findings from focus groups and profile



Applications and Outputs

Used in 14 Countries

Burkina Faso*, Dominican Republic*, El Salvador, Ethiopia*, Ghana, Guatemala, Indonesia*, Liberia*, Mozambique*, Namibia*, Nicaragua, Rwanda, Tanzania, Zimbabwe



*Previous iterations of the tool have been adapted and used by seven People that Deliver focus countries

Key Outputs

- Detailed Human Resource Analysis
- Stakeholder Review
- Supply Chain HR Strategy Implementation Roadmap

Sample Results

- Led to creation of logistics management unit
- Helped determine number of SC staff required for logistics unit
- Opened door to larger supply chain strategy conversations

Lessons Learned

- Guide and tool must be adapted to country contexts
- Assessment results only move into action with commitment to implement and fund strategic and operational plans
- Assessment is an opportunity for MOH HR directors and HR for health partners to be introduced to supply chain workforce challenges
- Assessment presents an opportunity to incorporate SC workforce into HR for health strategy and information systems

No Workforce. No Product. No Program.