Systematic Assessment and Planning of the Supply Chain Workforce

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 and Tool 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.

Assessment Building Blocks

- **BLOCK 1**: Build Powerful Constituencies
- **BLOCK 2**: Optimize Policies & Plans
- **BLOCK 3**: Workforce Development
- **BLOCK 4**: Performance Management
- **BLOCK 5**: Professionalization

- 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

<table>
<thead>
<tr>
<th>Tool</th>
<th>Purpose</th>
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<tbody>
<tr>
<td>Supply Chain Profile</td>
<td>Complete a ratings-based assessment on different HR building blocks for the supply chain</td>
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<tr>
<td>Focus Groups</td>
<td>Develop an accurate understanding of the current state of human resources in supply chain for each HR building block</td>
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<td>Interviews</td>
<td>Clarify and validate findings from focus groups and profile</td>
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Applications and Outputs

**Used in 14 Countries**

**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.