Supply Chain Professionalization: Creating a locally managed and trained workforce

Achieving your country’s strategic health goals means finding solutions that address all aspects of the health care delivery system. An important part of this system, though often overlooked, is the health supply chain workforce. Every year millions of dollars are spent to introduce new health products into low- and middle-income countries, without allocating resources to ensure those products get to the people who need them.¹

The volume of health products moving through a country’s supply chain needs a strong and skilled workforce. This workforce is the backbone of the supply chain system and includes public health logisticians, supply chain managers, data managers as well as warehouse and transport personnel. Without the training and resources needed to do their jobs supply chain efficiency goes down and opportunities for stockouts and product waste goes up.

Designing a Professional Workforce

High performing health supply chains need high performing supply chain workers, which means providing opportunities for technical training and certification to professionalize the supply chain workforce.²

In an effort to assist governments in professionalizing the health supply chain workforce, People that Deliver and USAID developed the Supply Chain Management Professionalization Framework. This new resource is the first of its kind and offers an approach that is designed/managed by governments to institutionalize a professional workforce for the long term. The framework offers tools, materials and presentations to establish a supply chain worker’s career path, including opportunities for education and professional growth.

What is supply chain professionalization?

Standardization and institutionalization of national supply chain roles, competencies and training and certification requirements

Without Supply Chain Professionalization:

- No Regulation or Standardization of Training
- Lack of Skilled Workforce
- Poorly Motivated Workforce
- Reduced Quality & Efficiency of Supply Chain
- Stockouts
- Products Expiring
- Poor Access to Health Products & Services
- Poor Health Outcomes

¹ https://peoplethatdeliver.org/sites/default/files/PtD%20Advocacy%20Brief%2022%20May%202020.pdf
Why Professionalize your Supply Chain Workforce?

Long-term Goal:
To improve public health outcomes and to help country governments achieve their health strategic goals through strengthening supply chain performance.

Short-term Goals:
1. Fill current workforce gaps by creating a pool of trained supply chain workers
2. Less health product waste through better management
3. Less reliance on external donors/NGOs for supply chain expertise and training
4. Public sector job creation
5. Engagement of local academic institutions to supply a locally trained workforce
6. Defined standard of competencies for tasks in the supply chain
7. Satisfied workforce leads to less turnover

How to Get Started
The 5 Stages of Supply Chain Professionalization

The Critical Role of Government
Supply chain professionalization cannot happen without government support and leadership. By adapting this framework to meet country specific needs, ministries of health will take an important step in strengthening their supply chain and ultimately ensuring that people have consistent access to quality health products and quality health care.

To create a professionalization roadmap for your country contact:

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For more information about the Supply Chain Professionalization Framework, consult the People that Deliver (PtD) website: peoplethatdeliver.org