

PEOPLE THAT  
DELIVER

Promoting sustainable workforce excellence  
in health supply chain management



# Building Human Resources Capacity

A Review of the People that Deliver Initiative (PtD) Competency  
Compendium for Health Supply Chain Management

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[www.peoplethatdeliver.org](http://www.peoplethatdeliver.org)



# High Level Principles

## Develop

Develop a Competency Compendium tailored to include specific processes and terminology relevant to the PHSC sector

## Provide

Provide greater focus on PHSC country context, perspectives and conditions

## Include

Include regulatory aspects such as compliance, monitoring and supervision where relevant to SC activities

## Categorize

Categorize competency levels within the supply chain through the application of a maturity model

## Reflect

Reflect current and future developments within SCM

## Restructure

Restructure, simplify and make the compendium easier to navigate

## Update

Update terms and descriptions to reflect current terminology within the SC

Development of  
SC job  
descriptions

Training needs  
analysis

Pre-service  
education  
programmes

In service training  
plans

Supportive  
supervision

Performance  
management  
systems

Curriculum  
design for SCM  
master's degree

Training course  
design

Develop of  
leadership  
programmes

Pre-training  
assessment of  
health  
practitioners

Self-assessment  
tools, including  
online

Development of  
leadership and  
management  
competencies

Cataloguing  
SCM education  
and training  
courses

Development of  
SC strategy



The compendium has had extensive use within the public health supply chain (PHSC) sector for four years and is globally embedded in several SC methodologies and approaches

Academia,  
research and  
training  
institutions

Supply chain  
practitioners

Partner  
organizations

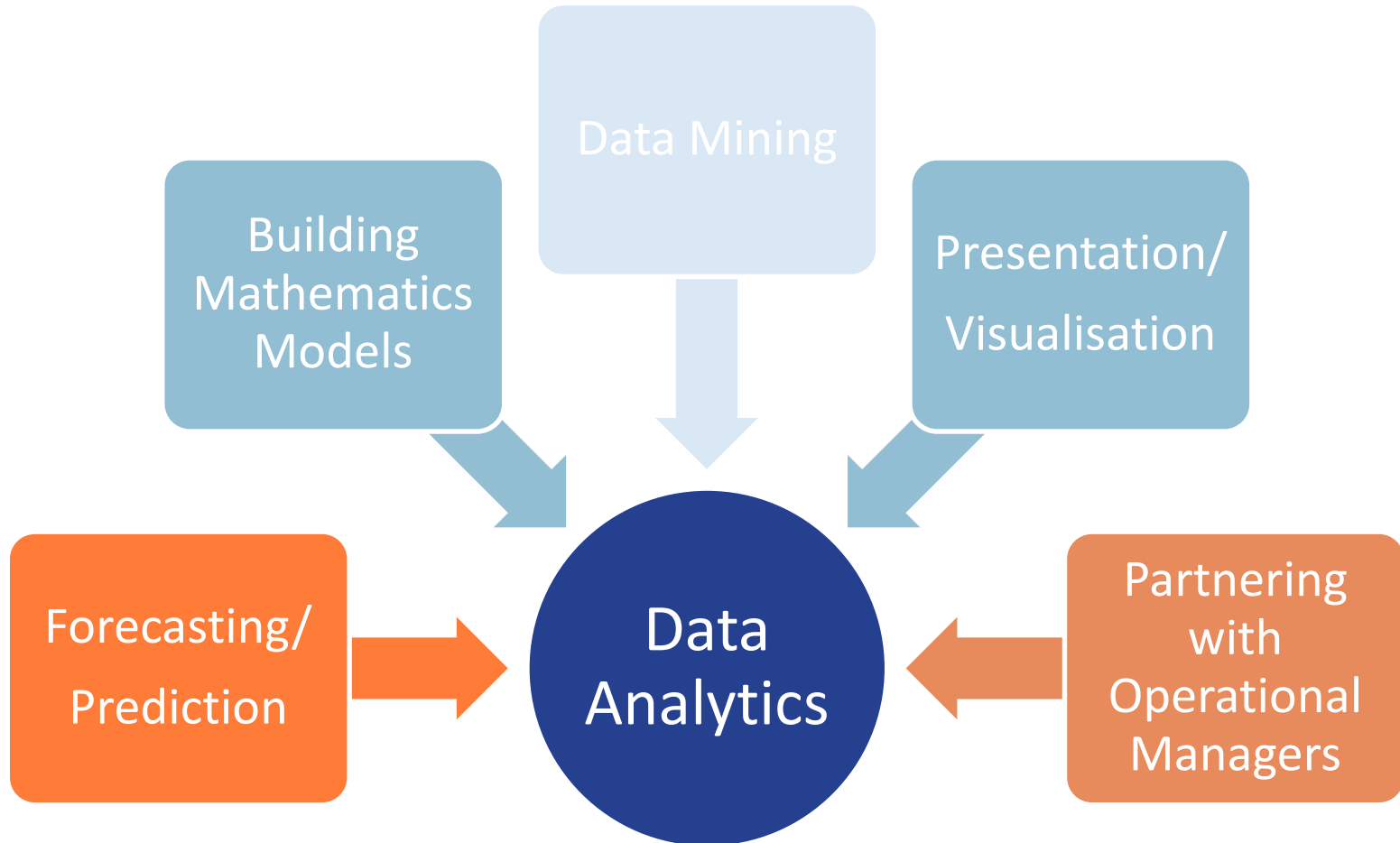


# Upcoming Trends New Focus Areas





# Data Analytics Skills required of SCPs





# Competency Domains

Domains are the high-level groups or clusters of competency areas

Six domains

Selection and  
quantification

Procurement

Storage and  
distribution

Use

Resource  
management

Professional and  
personal

These domains will be reviewed in the next phase of the project to reflect latest developments and incorporate additional competency areas



# Competency Areas

Competency areas describes the overarching skills that an individual is expected to display in a specific area



Currently 36 competency areas are used



All existing competency areas will be reviewed and amended as necessary





# Additional Competency Areas

- Leading and Managing People
- SC Technologies
- Compliance
- Monitoring and Supervision
- Monitoring and Evaluation
- Strategic Procurement
- Contract Management
- SC Optimization
- SC Modelling and Network Design
- Unmanned Aerial Vehicles
- Product Planning and Life Cycle Management
- Data Analytics
- Gender Inequality and Discrimination
- Workforce Development



# Redefined Competency Areas

Risk  
Management

Local  
Manufacturing

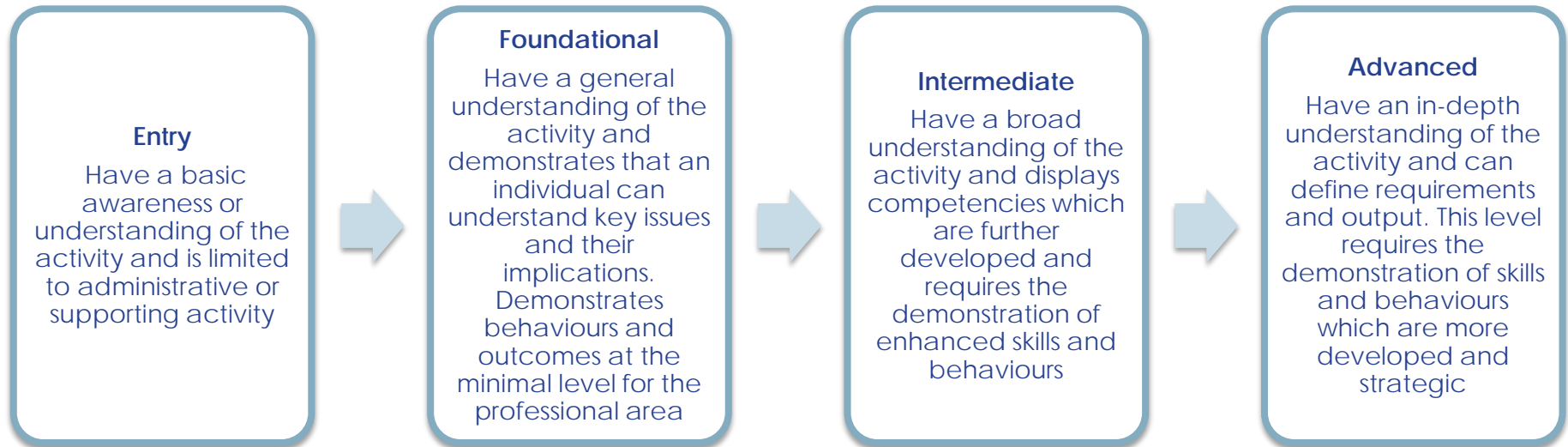
Reverse  
Logistics

Quality  
Assurance

Supplier  
Relationship  
and  
Performance  
Management



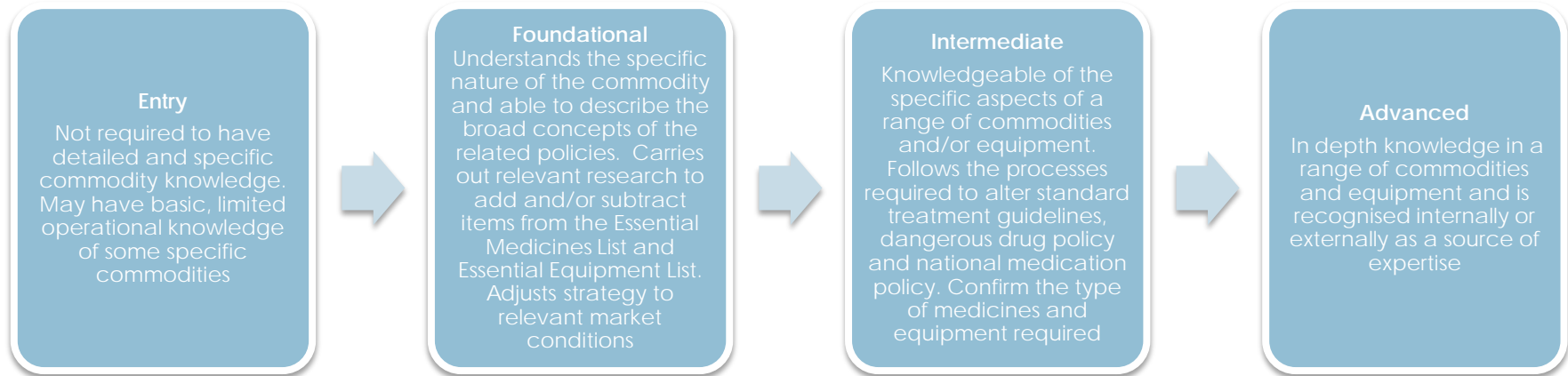
# Maturity Model Levels and Indicators





# Selection and Quantification

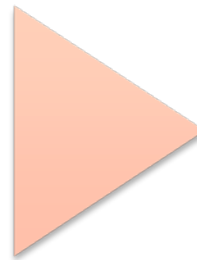
## “Select the Appropriate Commodity Maturity”



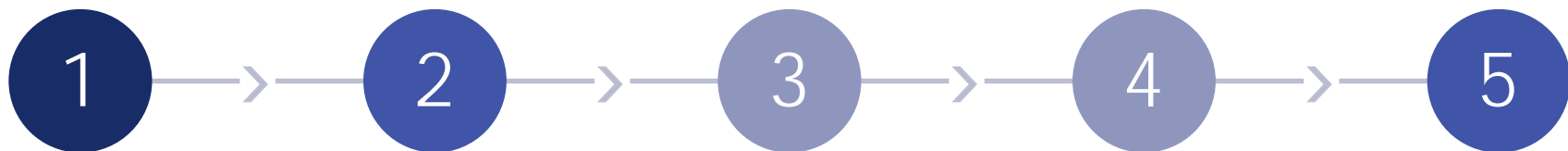


# User Friendly Documentation

Develop a tutorial, webinars and manual to support understanding and use of the compendium particularly in the context of SCM processes and systems



Provide greater focus on how to use the compendium to support HR processes and workforce development



Develop definitions and indicators for each competency area and maturity level

Obtain participant inputs during the in-country consultations to identify the critical supply chain skills and abilities needed and generate sample work behaviours

Develop specific language and terminology linked to PHSC processes while validating the behavioural indicators at country level

Present draft compendium in March 2019

Subject to widescale consultation over a 3-month period from April to June 2019



**▶ From the list of competency areas provided which would you prioritise?**



- ▶ **Would a maturity model be of use in your organization?**
- ▶ **How many levels would you find useful 3 or 4?**





- ▶ **Would you like to be involved in the process?**
- ▶ **Can your organization facilitate work place observations and field visits?**
- ▶ **Are you involved in a project where the amended compendium can be tested and validated?**

***Please contact Dominique Zwinkels at PtD if you'd like to be involved***



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