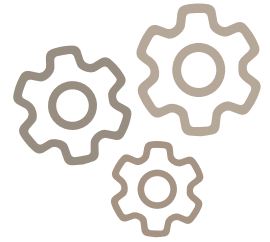# DRIVING SUPPLY CHAIN EVOLUTION

DATA VISIBILITY ENABLES CONTINUOUS IMPROVEMENT

The Need

The hallmark of a well-integrated and agile supply chain is visibility of high quality data throughout the end-to-end system that is available to stakeholders from the top to the bottom of the supply system. These data are used for demand and procurement planning at the national level, tracking consumption trends and method mix (for contraceptives), assessing stock status at each level, determining resupply quantities, preventing expiries and leakage, and monitoring capacity and performance of the entire supply chain. The quantity of data required for routine and strategic decision-making is significant and can be burdensome; automation enables more streamlined and timely data management, analysis, data-driven action and end-to-end visibility. It is essential to greater supply chain maturity, agility, and cost–effectiveness.

Our Approach

Our experience in technology implementation across the globe has shown that success in any software system implementation is dependent on a complete understanding not only of the technology itself, but also of the people who use and support it, the processes that relate to it, and the infrastructure that underlies it.
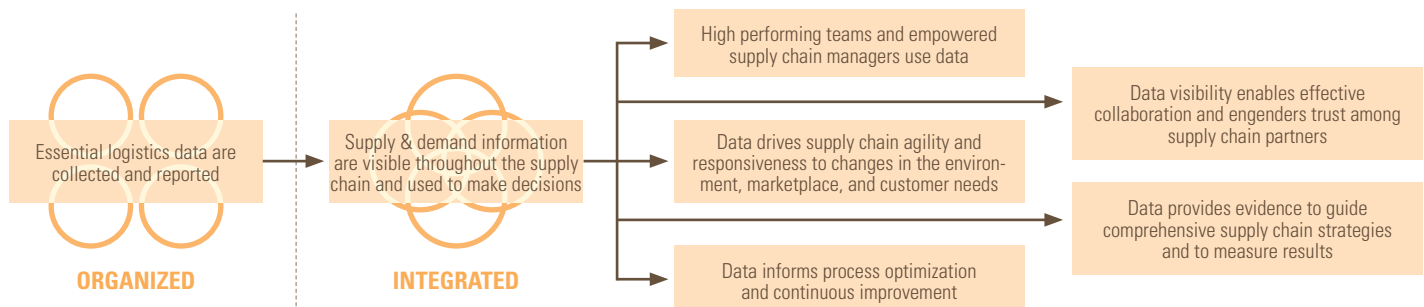
JSI works with clients to design user-centered information systems and tools that help people make better decisions. Our approach centers on linking technology innovation—through information system design, visual analytics, and product management—with the change management strategies necessary to foster a culture of information use among the people connected to the information system.

JSI is solutions agnostic; we work closely with local stakeholders and user groups to determine functional and system requirements and total cost of ownership, and help guide the county's technology selection.

- With a strong focus on people and processes, we work with clients to define human-centered requirements; re-engineer business process; train and support users; build capacity in data analysis, systems administration, and change management, while emphasizing local ownership.

- Through business process re-engineering, we optimize the existing supply chains, eliminating duplications, reducing data collection burden, and developing key performance indicators to measure efficiency.

- Develop standard operating procedures and job aids for each business process.

- Maps and GPS devices are used for route planning and route optimization.

- JSI business analysts identify opportunities to automate, using web-based or desktop applications, tablets, smartphones, SMS from cell phones, barcode scanners, GPS devices, and temperature monitoring devices.

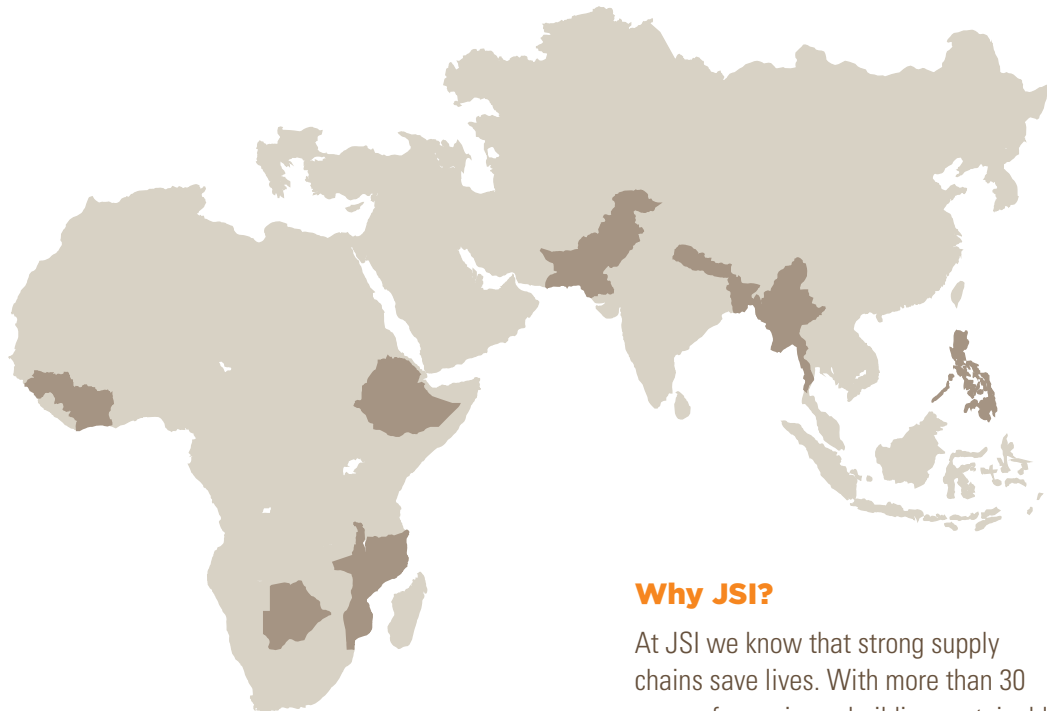- Facilitate a participatory process to build local ownership and sustainability.

The Role of Data in Supply Change Evolution

ORGANIZED

Essential logistics data are collected and reported

INTEGRATED

Supply & demand information are visible throughout the supply chain and used to make decisions

High performing teams and empowered supply chain managers use data

Data drives supply chain agility and responsiveness to changes in the environment, marketplace, and customer needs

Data informs process optimization and continuous improvement

Data visibility enables effective collaboration and engenders trust among supply chain partners

Data provides evidence to guide comprehensive supply chain strategies and to measure results

STRONG SUPPLY CHAINS SAVE LIVES

Why JSI?

At JSI we know that strong supply chains save lives. With more than 30 years of experience building sustainable supply chain systems in more than 60 countries, we are the world leader in health supply chain management. We know that strong and sustainable systems are needed to deliver a continuous and reliable supply of health products, and the work we do helps our partners improve the health and lives of the people they serve.

Managing the implementation of technology solutions for LMIS effectively, on time, and within budget requires an array of skills and competencies. JSI's diverse employees possess these requisite competencies and have established JSI as the industry leader in implementing automated logistics management information systems for public health commodities. Our subject matter expertise includes supply chain design, analysis, financing, implementation and operations, software design and development, change management, and continuous improvement.

Data for IMPACT

Better data availability alone is not enough for supply chains to perform and get critical health products into the hands of clients. In addition to building robust information systems, we are creating a "data culture" by empowering and training local health workers and managers to analyze and use data to improve supply chain performance. These innovative IMPACT Teams are functioning in multiple countries; they consist of existing personnel at the local level who meet regularly and use a quality improvement approach to interpret data, prioritize problems and find solutions, and take actions to improve performance.

Our Experience

JSI has been leveraging the technology revolution with implementations of computer or web-based LMIS solutions in Bangladesh, Côte d'Ivoire, Ethiopia, Guinea, Mozambique, Myanmar, Nepal, Pakistan, Philippines, and Zimbabwe. JSI has also deployed mobile technology, developing cell phone-based SMS solutions such as cStock used in Malawi and ILS Gateway in Tanzania for monitoring product availability and managing resupply at service delivery points. JSI has implemented enterprise resource planning solutions to manage global supply chain operations, enable online ordering and shipment tracking, and display customer financial balances. JSI is implementing GS1 bar code functionality to support receiving and distributions workflows in Ethiopia, Pakistan, and Tanzania.

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