

# The workforce optimisation tool

A guide with which to develop a strategy to strengthen human resources for supply chain management

## What is the workforce optimisation tool?

The workforce optimisation tool (WOT), developed by PtD and IQVIA, supports supply chain managers with staffing decisions and scenario analysis to improve the delivery of products within the public-sector supply chain.

The tool allows users to prioritise either the uninterrupted flow of products, facilities that have the largest treatment gap or facilities that have the largest stock-out rate.

## What does it do?

The WOT is a strategic tool that helps supply chain managers to answer the question, ***What is the right number of people needed in order to achieve the supply chain's performance goal?***

Users input data into the tool and select one of three objectives, which adjusts the total number of staff and the functions to which staff are assigned. The model can then run optimisations for staff across the supply chain in order to minimise treatment gaps.

## It comprises:

### ***Excel tool***

which prompts users to input data

### ***User guide***

which guides users through the process

### ***Frequently asked questions***

to address any queries

### ***YouTube training session***

A video to walk users through the tool, its background, how to enter data and how to best use the results

### ***Advocacy brief***

examines the challenges in building a durable supply chain

### ***Video tutorial***

to walk you through the tool



## Why is staffing important?

Supply-chain staffing shortages and misallocated staff can contribute to gaps in treatment as well as stockouts at service delivery points. So, maximising the performance of the health supply chain workforce means that health supply chains will reach their potential and ultimately this will allow patients access to the health commodities they require.

## The pilot test: Zambia

“The GHSC-PSM project, in collaboration with the People that Deliver initiative, pilot-tested the workforce optimisation tool (WOT) to suggest how the four hubs might be staffed to meet the proposed stock-holding function.”

“We were able to do this using distribution data from our existing electronic management information system, which told us how much of each product would be distributed from the hub and used staffing information from the Lusaka Central Store. The result projected the total number of staff that would be needed and the number of staff by warehouse function – receiving, put-away, picking and dispatching.”

**Ilitongo Sondashi**

Director of logistics at ZAMMSA

## Example results

Here is the kind of output you can expect from the WOT. In this example data has been generated for demonstration purposes.

Click on “+” at top to look at current staffing by roles

Zonal WH	Total	Current Staffing				Recommended Staffing					Current staffing comparison
		Plan	Source	Deliver	Enable	Total	Plan	Source	Deliver	Enable	
Abuja	402	100	72	80	150	296	70	82	35	108	Optimally Staffed
Gombe	144	18	46	24	56	132	30	37	15	50	Optimally Staffed
Sokoto	56	10	26	10	10	134	31	38	15	50	Under-Staffed
Anambra	119	31	21	10	57	110	25	31	12	42	Optimally Staffed
Cross River	84	10	34	19	21	88	20	25	10	33	Optimally Staffed
Lagos	224	50	60	24	90	79	18	22	9	30	Over-Staffed

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# Access the WOT

