





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

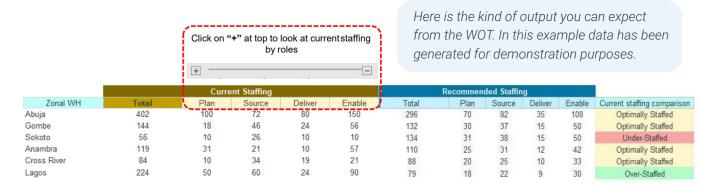
The GHSC-PSM project, in collaboration with the People that Deliver initiative, pilot-tested the workforce optimisation tool (WOT) to suggest how the four hubs might be staffed to meet the proposed stock-holding function.

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.

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Example results



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Access the WOT



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