

12-13 October 2022

PtD GLOBAL INDABA

Lusaka, Zambia



POST-CONFERENCE REPORT

The **FIRST** conference in **AFRICA**

to focus on

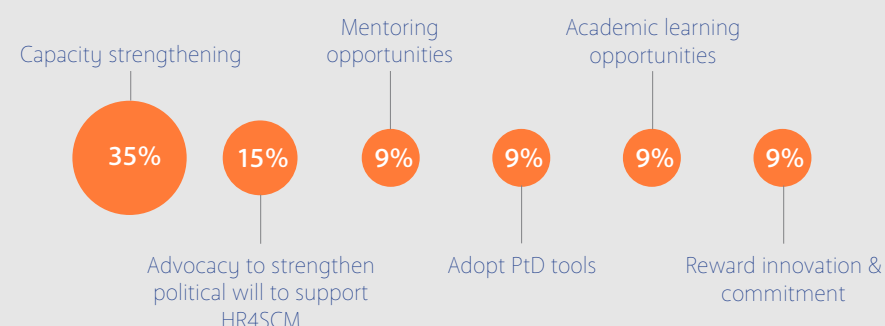
HUMAN RESOURCES FOR SUPPLY CHAIN MANAGEMENT

Over
250
participants
from more than
40 countries

Which supply chain issue most concerns Global Indaba participants?



How will Global Indaba participants improve the supply chain workforce?



100%
rated the breakout sessions
as **excellent** or **good**

96%
rated their overall
experience of the Global
Indaba as **excellent**
or **good**



*For me, PtD Indaba is a **life-changing moment**. The participants are highly resourceful and ready to share knowledge and support others.*

Ukama Okafor, PhD, pharmacist and director,
Pharmacists Council of Nigeria



*An **unmatched opportunity to network** with key players in human resources supply chains in Africa and globally.*

Craig Arnold, head of social impact,
Swoop Aero

EXECUTIVE SUMMARY

This report, produced by [People that Deliver](#) (PtD), provides an overview of the PtD Global Indaba, the first conference in Africa to focus on human resources (HR) for supply chain management (SCM).

The inaugural PtD Global Indaba took place from **12-13 October 2022** at the Radisson Blu Hotel in Lusaka, Zambia. It wrapped up on 13 October 2022 bringing to a close two days of interactions between **over 250 participants from more than 40 countries**. The Global Indaba centred on the theme *the missing link to maximising supply chain performance* and was officially opened by Zambia's minister of health, Sylvia Masebo. The programme was organised along the four pathways of the PtD [Theory of Change](#): staffing, skills, working conditions and motivation.

The Global Indaba was organised by PtD with the support of its coalition members, in particular the International Association of Public Health Logisticians (IAPHL), Management Sciences for Health (MSH), Pharmaceutical Systems Africa and SAPICS.

The Global Fund to Fight AIDS, Tuberculosis & Malaria, the Association for Supply Chain Management, the Partnership for Improving Supply Chain Management in Africa (PICMA), Chemonics, VillageReach and Pamela Steele Associates were all proud sponsors.

The Global Indaba convened a whole host of stakeholders from government agencies, public and private sector health supply chain organisations, donor and multilateral organisations, professional associations, academic institutions, country registration bodies and non-governmental organisations.

These were all brought together in keynote panel discussions and plenary meetings featuring public and private sector professionals, breakout sessions with presentations focused on approaches to address HR for SCM challenges, and sessions that invited participants to analyse their own HR for SCM challenges. There were also a number of events that offered networking opportunities, such as the Open café, which enabled delegates to delve deeper into specific areas of work, and the Indaba impulse talks.

The conference was sandwiched by two workshops, one held by ASCM on supply chain sustainability and maturity on Tuesday 11 October, and one by Johnson & Johnson on women in supply chain leadership, held on Friday 14 October. In addition to these workshops, the Global Fund hosted a CEO forum on 11 October to allow invited participants – largely in-country supply chain leaders and donors – to exchange experiences. These allowed for structured and open dialogue between in-country supply chain leaders and donors on their supply chain strengthening priorities.

View the complete programme for the PtD Global Indaba [here](#).

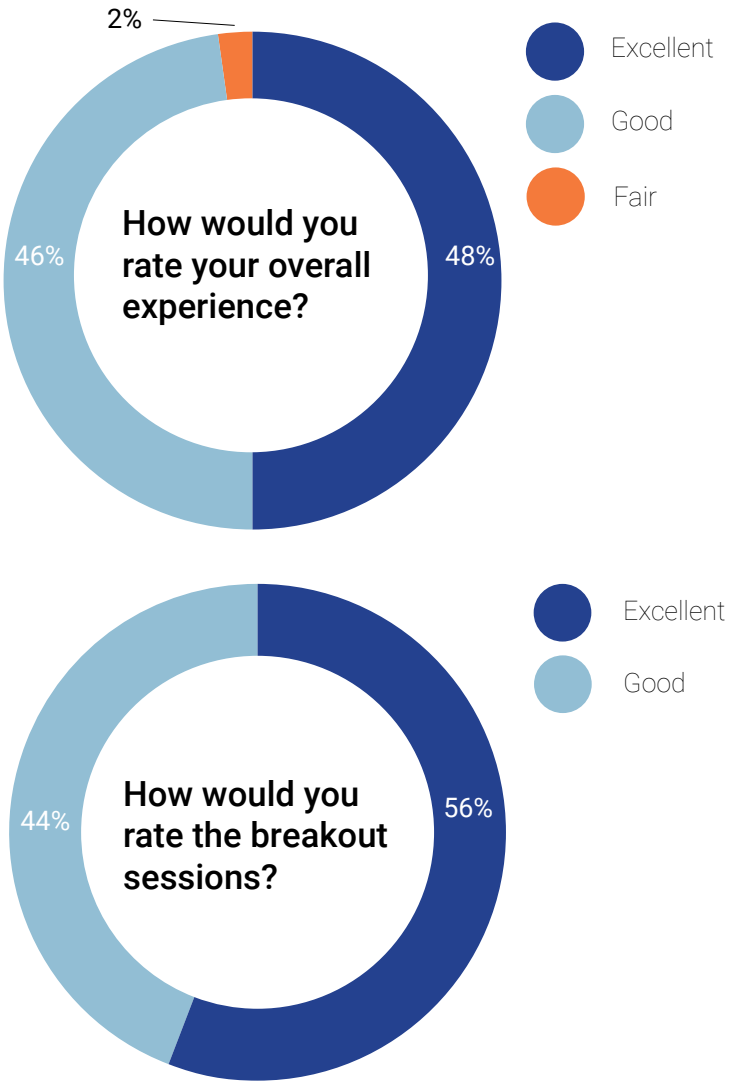
SURVEY RESULTS

According to the post-event survey, 98 percent rated their conference experience as good or excellent. The most-appreciated sessions were the breakout sessions (100 percent satisfaction rate), followed by the keynote panel discussion on the role of donors and the private sector in improving human resources for supply chains (96 percent of respondents rated it excellent or good). The Indaba impulse talks were also popular, as was the panel discussion on *Human resources for supply chain management and the perspectives of new entrants into the profession*, both enjoying a 95 percent satisfaction rate.

The most highly-rated aspects of the conference were the speakers and the content: 100 percent of respondents highlighted the relevance of the speakers’ and moderators’ knowledge and 96 percent asserted that the content was informative and valuable.

Networking was considered a particularly valuable aspect of the Global Indaba, with 96 percent of respondents having made valuable post-COVID-19 connections during the conference.

Respondents also highlighted the impressive diversity of attendees – from over 40 countries and a variety of sectors and industries – and the general support and guidance provided by the organisers.



*The Global Indaba gave donor organisations a **real opportunity to deepen engagement** with countries on their priority areas of investment for human resources and identify potential opportunities for synergy with the private sector and amongst each other.*

We can’t wait for the next one.

Marasi Mwencha, the Global Fund

DAY ONE

As she officially opened the PtD Global Indaba in front of over 250 delegates from governments, public and private sector partners, and donor and multilateral organisations, Zambia’s minister of health, Sylvia Masebo, said, “This conference could not have been held at a better time.”

In the panel discussion that followed, which focused on enhancing political will and building an enabling environment for HR for SCM at country and regional level, the minister said, “Your experiences have really enhanced my understanding as a policy maker, so thank you both,” as she addressed Anne-Maryse K’Habore from the Purchasing Centre for Generic Essential Drugs and Medical Consumables (CAMEG) in Burkina Faso and Terry Ramadhani from the Kenya Medical Supplies Authority (KEMSA).

The discussions largely centred on professionalisation, a key priority for Burkina Faso, according to Anne-Maryse K’Habore: “Our objective is to invest in capacity building and offer a viable career path for health supply chain professionals.”

Also on day one the Open café offered a creative and informal opportunity to discuss and contemplate challenges and solutions in the world of human resources for supply chain management.

The ten presenters allowed the audience to learn and discuss specific projects and contexts from warehousing and transportation in Malawi, to procurement in the Philippines.

Day 1 included [oral presentations and the Open café](#). Read more about day one at the PtD Global Indaba [here](#).



This conference could not have been held at a better time.

Zambia’s minister of health, Sylvia Masebo during a keynote panel discussion on day one of the inaugural PtD Global Indaba.

ACTION PLANNING

At the very beginning of the Global Indaba participants were asked to consider two things: the HR for SCM challenges they were experiencing and the solutions they would come across at the Indaba that they could use to overcome these challenges. It was important to the Global Indaba steering committee that participants were not only exposed to new approaches, but also pledged to adopt them.

Asked which HR for SCM issue posed most concern, participants overwhelmingly highlighted a lack of SCM skills. Issues related to career development, staffing and professionalisation were also high on the list of concerns for the participants at the Global Indaba. Digitalisation is a growing concern as new skills are needed to capture good data and interpret that data.

When asked which action they would take to improve the skills, staffing, motivation or working conditions of the supply chain workforce, interventions related to capacity building were the most popular. Many participants said they would work to strengthen advocacy efforts and political will, while others pledged to implement PtD tools, offer more mentoring opportunities and focus more on motivation as a means to enhance the SC workforce.

DAY TWO

The keynote panel discussion on day two brought together donor organisations and representatives from the public and private sectors to consider how to capitalise on their complementary strengths and increase access to health products and services.

This discussion convened Dianna Edgil from USAID, Marasi Mwencha from the Global Fund, Douglas Kent from ASCM and Craig Arnold from drone company Swoop Aero.

Diana Edgil was keen to point out the role donor organisations – like USAID and the Global Fund – can play in fostering dialogue between the public and private sectors, navigating conflicts of interest and helping to stimulate competition.

Marasi Mwencha highlighted the importance of collaboration between the public and private sectors:

“We need to identify the needs and requirements of the public sector and match these with the competencies of the private sector. The Global Fund convenes a private sector advisory group to allow governments to engage with thought leaders, like Johnson & Johnson. We don’t have new problems today – many problems have already been addressed by the private sector.”

In the final session of the day the Global Indaba audience was introduced to the future of supply chain in a discussion on supply chain management through the eyes of new entrants into the profession. Florence Mulenga, a student at the University of Zambia expressed her thanks to IAPHL – co-organiser of the PtD Global Indaba – for developing a platform for prospective and young professionals to learn. Moderated by IAPHL’s Walter Proper, the panel also featured Rachel Muyoma from the Zambia Medicines and Medical Supplies Agency, Paul Kango from Open SRP Project and Altaf Bijarani, IAPHL ambassador.

Read more about the keynote panel discussion [here](#) and read more about day two at the Global Indaba [here](#).



The PtD Global Indaba steering committee included (from left to right): Andrew Brown, Walter Proper, Lloyd Matowe, Dominique Zwinkels and Jenny Froome, as well as Jonathan Moody, Ronan Terrade, Mandi Ramshaw and Hilary Frazer.

ORAL PRESENTATIONS

Over the two days of the PtD Global Indaba, breakout sessions featured presentations grouped along the four pathways of the PtD Theory of Change: skills, staffing, motivation and working conditions. Addressing these is necessary if the supply chain workforce is to be competent, supported and adequately-staffed, and able to deliver health commodities to the people who need them.

Forty-five speakers spread over three venues spoke about their challenges and their accomplishments. Creative and innovative approaches were shared with the audiences, who interacted with the presenters to understand how new models could be applied to different contexts.

The breakout sessions were considered a genuine success by participants, with one grateful for the “take-home messages and great recommendations with regards human resources for supply chain.”

See all presentations [here](#).

IMPULSE TALKS AND WORKSHOPS

On day two the skills workshops enabled the participants to acquire new HR for SCM knowledge.

Conducted by Walter Proper, IAPHL’s workshop, *Advocating at the local level*, reviewed key elements of the SMART advocacy approach initially developed by Johns Hopkins University, focusing on its three-step approach: *Setting a SMART objective*. The participants worked together to elaborate SMART goals for improving the supply chain workforce.

Andrew Brown, from MSH, hosted the second workshop, *Pharmaceutical systems strengthening: how to strengthen this key subsystem of the health system*, during which the participants considered how to adopt these systems in their organisations.

The Indaba impulse talks also took place on day two, and put the spotlight on experts who provided powerful stories and innovative approaches to support the supply chain workforce.

The session was opened by Kofi Aboagye-Nyame from MSH, who emphasised that the pharmaceutical supply chain is an integral component of the pharmaceutical system, critical to ensuring the availability and rational use of medicines. Kiersten DeHaven from Kasha Global then shared her experiences in managing agent networks and leveraging them to collect high-quality data and generate customer insights. Ed Monchen, the CEO of i+ Solutions, closed the session by shedding light on change-management experiences in Nigeria, Ghana, Burundi and DRC, championing e-learning as an efficient and effective tool to facilitate train-the-trainers.

PRE- AND POST-INDABA WORKSHOPS

On Tuesday 11 October the Association for Supply Chain Management hosted a workshop on [supply chain sustainability and maturity](#). Douglas Kent, ASCM executive vice president, began by asking the audience *what we need to do to make supply chain an attractive career choice?* On the same day the Global Fund and Empower School of Health hosted a forum that invited participants – largely in-country supply chain leaders and donors – to exchange their experiences.

On Friday 14 October Johnson & Johnson held a session on [women in supply chain leadership](#). During her keynote address, VillageReach’s Tiwonge Mkandawire asked, “Are your organisations making the investments needed to help women take advantage of the opportunities available to them?”

The workshops were well attended and offered participants a more-practical and interactive environment in which to learn about and discuss practices in HR for SCM.



*The PtD Indaba **couldn’t have come at a better time** when global supply chains had been shaken to the core but they came out on top **because of people that delivered**.*

Tewuh Fomunyan, Health Systems Strengthening Regional Coordinator, nurse

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Useful links

PtD Global Indaba articles

The PtD Global Indaba programme

The PtD Global Indaba webpage