

# PtD GLOBAL INDABA 2024

6-8 March 2024 | Bangkok, Thailand



## POST-CONFERENCE REPORT



Johnson & Johnson



The Global Fund



Chemonics

VILLAGE REACH



# ABOUT THE PtD GLOBAL INDABA

This report, produced by People that Deliver (PtD), provides an overview of the PtD Global Indaba, which took place in Bangkok, Thailand from 6-8 March 2024. The second edition of the conference – which centred on human resources for health supply chain management – attracted even broader representation than the Global Indaba in Zambia: over 250 participants from 60 countries.

The theme of this year's PtD Global Indaba was: **The supply chain workforce: Solutions to transform health supply chains.** As he officially opened the conference, Niti Haetanurak, deputy director-general, Department of Disease Control, Thailand Ministry of Public Health said, "The PtD Global Indaba stands as a cornerstone in the global dialogue on human resources (HR) for procurement and health supply chain management."

## WHY THAILAND?

South East Asia is a key player in global supply chains but its health supply chain workforce receives little attention. The region has very similar challenges to sub-Saharan Africa; for instance, in both Thailand and Vietnam the public health supply chain is fragmented across health programmes as well as hospitals. By having many donor agencies at the event, as well as numerous government representatives, there was the opportunity to put real plans in place to improve the opportunities available for the workforce.

With Thailand's strong public health system it has many successful health supply chain workforce interventions to share with not only stakeholders from neighbouring countries in Asia, but also from the African continent and the rest of the globe. For these reasons, Thailand was chosen as the destination for this year's Global Indaba.

## ATTENDEES

Participants of the inaugural PtD Global Indaba in Lusaka, Zambia, had called for the length of the conference to be extended and the organising committee responded to this call, adding an extra day to the event, meaning this year's conference ran for three full days.

The conference attracted around the same number of attendees (250) as in 2022. The number of countries represented, however, was far greater (60) and included organisations that are less engaged with the topic of HR for SCM, such as DAI, J&J and UNFPA, who sponsored the conference.

The Global Indaba convened a variety 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 nongovernmental organisations.



**The PtD Global Indaba's 250 attendees came from 60 different countries and included organisations that, until now, have been less engaged with the topic of human resources for health supply chain management.**

## THE PROGRAMME

The conference showcased three plenary panels, 15 breakout panel discussions, 40 presentations, 18 poster presentations and the six Indaba impulse talks, a favourite among Global Indaba attendees.

The exhibition tables in Career square gave 11 education providers a chance to exhibit their courses and materials. There was also an interactive skills-sharing session, hosted by IAPHL, which gave day three a more informal flavour as participants freely discussed and proposed solutions to workforce challenges.



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**The PtD Global Indaba stands as a cornerstone in the global dialogue on human resources for procurement and health supply chain management.**

*Niti Haetanurak, deputy director-general, Department of Disease Control, Thailand Ministry of Public Health as he officially opened the PtD Global Indaba*

As at the inaugural conference, accepted abstracts fell into one of four categories: staffing, skills, motivation or working conditions (the four pathways in PtD’s HR for supply chain management theory of change). Priority was given to abstracts that centred on key topics, including supply chain management professionalisation, leadership, public-private collaboration, digitalisation, and youth, gender and disability.

On the sidelines of the conference two other events of note took place: on Tuesday 5 March the **Supply chain leaders forum** welcomed donors and supply chain leaders from over 20 countries to discuss how governments can transition to a country-led approach while meeting healthcare challenges. On the same day, STEP 2.0 implementing partners came together to discuss how to improve the delivery of the programme and ensure consistency in their approach. On the afternoon of Friday 8 March, the Association for Supply Chain Management (ASCM) hosted a workshop entitled **Just how mature is your supply chain?**

*PtD hosted the Global Indaba alongside Mahidol University’s Center for International Healthcare Logistics and Supply Chain (Health CLARE), the International Association of Public Health Logisticians (IAPHL), Management Sciences for Health (MSH), Pharmaceutical Systems Africa and Upavon Management.*

*The conference was sponsored by the Global Fund to Fight AIDS, Tuberculosis and Malaria, DAI, the Association for Supply Chain Management, Chemonics, VillageReach, JSI, Johnson & Johnson and UNFPA.*

[Read more about the PtD Global Indaba in Bangkok.](#)

# PtD GLOBAL INDABA 2024

## IN NUMBERS

Over  
**250**  
attendees

from more than  
**60** countries

**3**

*plenary* panel  
discussions

**15**

breakout *panel*  
*discussions*

**40**

breakout  
*presentations*

**6**

Indaba  
*impulse talks*

**18**

*poster*  
presentations

**11**

*Career square*  
exhibitors

**2**

interactive  
*workshops*

**1**

*skills-sharing*  
session

**3**

*side*  
events

**97%**

rated their experience as  
**good** or **excellent**

said they had made  
**valuable**  
**connections**

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

# INNUMERABLE

*connections* made

“

Supply chain was moved forward at the PtD Indaba in Bangkok. **Friends** were made, old **contacts renewed** and our collective effort to improve and drive the supply chain forward was a **resounding success**.

David Crewe-Brown  
General manager  
Vitalliance

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“

It was a **fantastic gathering** of partners and stakeholders all working toward a common goal of elevating and professionalizing the supply chain workforce. **I learned a lot and was inspired** to think in new ways about how to tackle challenges.

Rebecca Alban  
Senior manager  
VillageReach

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# POST-CONFERENCE SURVEY

Almost 40% of PtD Global Indaba attendees completed the post-conference survey. **Ninety-seven percent rated their experience of the conference as excellent or good** while the same percentage said they had made **valuable connections**. “Amazing conference; probably the best organised I’ve been to,” said one attendee.

Multiple attendees found the size of the PtD Global Indaba to be optimal, describing it as an ‘intimate’ event that allows attendees to engage in meaningful dialogue. One sponsor said they had been able to interact with most attendees – something that is not possible at larger events. The venue certainly facilitated this: attendees loved the venue (**98% rated the venue as good or excellent**), in particular the interconnectedness of the rooms and the centrality of the common area.

Of all sessions, **attendees enjoyed the breakout presentations most, with 97% describing them as good or excellent**. However when asked what they liked most about the PtD Global Indaba, the most common answer was **panel discussions**, followed by the chance to collaborate with such a broad range of attendees; it was this **diversity of participants** – in terms of geographic location, field and area of work – that attendees said differentiates the PtD Global Indaba from similar conferences.

Attendees were impressed with the quality of communications: **96% found the Global Indaba website good or excellent**. The addition of the **conference app** in Bangkok was a resounding success, **with 98% opting to download it and 95% rating it as good or excellent**. One attendee described it as the ‘best I’ve seen’ while another described it as a ‘gamechanger’. The app gave the conference organisers the ability to alert attendees to any agenda alterations or news and allowed attendees to not only access all conference materials (including the programme and useful information) but also to get in touch with other participants in the run up to the conference (which almost all took advantage of).

When asked how their interactions at the PtD Global Indaba will change the way they work, the conference’s partner organisations and the tools discussed were at the front of people’s minds. **IAPHL and ASCM** were listed as organisations that attendees plan to join, **STEP 2.0** was the tool that garnered most interest, and **leadership and soft skills** development were the key areas that attendees said they would elaborate on in their work.

More time for networking was requested by some attendees; in fact, more of everything was requested: more panels, more presentations and more workshops. Food for thought for the next PtD Global Indaba.

# PtD GLOBAL INDABA HIGHLIGHTS

## DAY ONE

Following the opening address from Niti Haetanurak, deputy director-general, Department of Disease Control, Thailand Ministry of Public Health, Ittichote Chuckpaiwong, vice president for Environment and Sustainable Development at Mahidol University said, “This conference serves as a beacon of knowledge and innovation, convening brilliant minds from across the globe to address critical issues shaping the future of supply chains.”

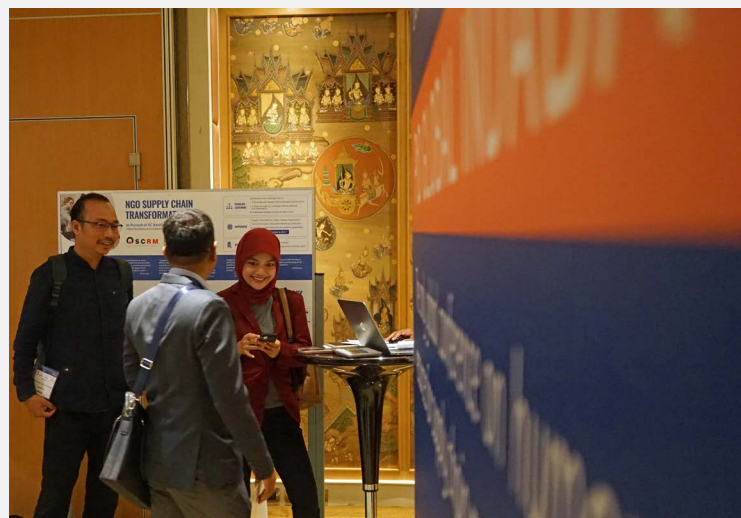
The opening plenary panel discussion, moderated by PtD chair Francis Kofi Aboagye-Nyame, drove to the core of the conference and PtD’s mandate in a discussion on the lessons learned from the COVID-19 pandemic that are shaping a post-pandemic workforce. He was joined on stage by Olubunmi Aribeara from Nigeria’s federal Ministry of Health, Mwenge Mwanamwenge from Gavi, Joe Ruiz of Red Lightning, Niti Haetanurak from Thailand’s Ministry of Public Health and Vichit Ork from the Ministry of Health in Cambodia.

The afternoon’s panel discussion focused on the supply chain workforce of the future and the skills that will be needed for supply chains to meet the needs of patients. Chaired by Iain Barton, founding principal of Health 4 Development, the panel comprised Inès Buki, Rwanda Country Director for Chemonics, Lombe Kasonde from the World Bank, Vicky Koo from Women in Logistics & Transport (WiLAT), Supa Pengpid from Mahidol University and Edem Adamanov from Medical Procurement of Ukraine.

The breakout presentations and panel discussions also kicked off on day one, as did the first instalment of poster presentations. The workshop *Gamification to reinforce the skills and competencies in managing the nOPV2 vaccine logistics and cold chains*, facilitated by GaneshAID, took place in the afternoon before the evening’s networking opportunity.

Other sessions held on day one focused on partnerships, workforce innovations, capacity building and youth in health supply chains.

Read more about day 1 of the PtD Global Indaba [here](#).



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**The conference is heaven for networking because it brings together academia, practitioners as well as decision makers in supply chain for potential collaboration.**

*Anonymous*

## DAY TWO

The third of three plenary panel discussions was held on Thursday 7 March, during which ASCM's Douglas Kent declared, "Supply chain is sexy." The session, *Professionalising the supply chain workforce: How to capitalise on momentum*, highlighted the need for increased collaboration if access to health products is to reach the last mile.

The panel was chaired by USAID's Bridget McHenry and also featured Paul Lalvani from Empower School of Health, Tapiwa Mukwashi from VillageReach and Azuka Okeke from Africa Resource Centre for Excellence in Supply Chain Management.



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**We need to collate and curate: that means making educational resources available free of charge and this requires collaboration.**

*Paul Lalvani, dean of Empower School of Health during the plenary panel discussion Professionalising the supply chain workforce: How to capitalise on momentum*

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**This is a long-term solution to empower local communities; health care should know no bounds.**

*Siradol Siridhara, Assistant Professor at Mahidol University spoke about the sky doctor unit in a rural area of northern Thailand, an initiative to deliver health commodities to the last mile*

The first of two instalments of Indaba impulse talks was delivered on day two, with Siradol Siridhara, Assistant Professor at Mahidol University, Walter Proper, IAPHL executive director emeritus and Joe Ruiz from Red Lightning giving impassioned insights into topics less familiar to the conference attendees.

Discussions on gender, motivation, leadership and traceability featured in the day's breakout panels while in the evening, the USAID MTaPS programme hosted a networking event to celebrate the programme's achievements.

Read more about day 2 of the PtD Global Indaba [here](#).

## DAY THREE

The last instalment of the Indaba impulse talks took place on day three.

Dorothy Leab, CEO of GaneshAID made a plea for country-level innovation, Pamela Steele, founder & CEO of Pamela Steele Associates, imagined a future in which supply chain management isn't just a career but a calling, while Kevin Etter, consultant with PtD & Gavi, had the final word: "Private sector engagement – what are we so afraid of?" he asked.

The morning of day three was dominated by small group discussions; participants were given the opportunity to venture deep into some of the topics raised throughout the three days of conference, such as strategies to encourage career progression and how to strengthen supply chains through community health workers.



**This year's Global Indaba was even more diverse than the first, attracting attendees from more than 60 countries as well as new partners and sponsors.**

As she lowered the curtain on the conference, Dominique Zwinkels, PtD executive manager expressed her delight that the conference had attracted such a diverse collection of speakers, presenters and participants. "We're particularly pleased to have been able to dedicate funds – generously provided by our sponsors – to bringing supply chain managers from low- and middle-income countries to the Global Indaba."

Read more about day 3 of the PtD Global Indaba [here](#).

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**The Indaba helped me to put the pieces of the pharmaceutical supply chain together.**

*Edmund Katiti. Director at Rostec Group*

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**Career square at the PtD Global Indaba was a great addition to the conference. It allowed Bee Skilled to showcase its products and engage with the delegates in supply chain games. The interactions with attendees, who understood our area of expertise, were very meaningful.**

*Sanjay Saha, founder & CEO, Bee Skilled*





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