

# Partnership for Supply Chain Management

PFSCM strengthens public health supply chains, ensuring lifesaving commodities are accessible and available to communities in hard-to-reach places.

We help donors, governments, non-profit organizations, and humanitarian agencies to achieve their public health goals through cost-saving procurement, efficient logistics, pharma-grade storage, and real-time data tracking.

PFSCM demonstrates our commitment to customer satisfaction and service excellence through our ISO 9001:2015 certified Quality Management System, which underpins all our processes, systems, and services.

Our six key service offerings – demand planning, procurement, logistics, warehousing, end-to-end tracking, and product quality assurance – combine to create a holistic solution to optimize supply chains.

PFSCM has more than a decade's experience in managing one of the world's largest public health supply chains, focused on the delivery of HIV/AIDS prevention, care, and treatment commodities.

Today, PFSCM leverages this unique expertise to help other public health programs succeed in some of the most challenging countries.

## Our work

We focus on providing our clients with cost savings in procurement and logistics, on-time and in-full delivery of products, pharma-compliant storage, end-to-end tracking of products, and product quality excellence.

PFSCM is particularly well positioned as an **outsourced procurement services agent**. We have excelled in this specialization, not only saving our clients money, but also offering them the best market advice to navigate country-specific regulations and allowing them access to the best pre-qualified local and international suppliers.

Our extensive experience, established relationships, and industry influence enables us to engage in pooled procurement opportunities; negotiate the best framework and long-term agreements; act as intermediary between countries, governments, and suppliers; and bring global best practices to clients' existing sourcing operations.

Through our partnerships, PFSCM also provides **forecasting and demand planning services** using custom-developed forecasting software. Demand-driven supply chains forecast clients' needs and plan the optimal supply of products. Procurement, shipping quantities, and delivery dates are carefully planned to maintain inventory within stocking parameters to avoid stockout and expiry.

**Product quality** forms a large part of our procurement practices. Products procured by PFSCM are approved by either a stringent regulatory authority (SRA) or the US Food and Drug Administration (USFDA), or are World Health Organization (WHO) pre-qualified. For products not approved by these agencies, PFSCM carries out dossier or document reviews to ensure products meet PFSCM's quality standards.

Our dedicated Quality Assurance Unit undertakes vendor quality audits in compliance with WHO's Model Quality Assurance System for Procurement Agencies (WHO-MQAS), thereby expanding in-country sources to strengthen supply chains and stimulate local economies. The audit includes documentation reviews, product dossier reviews, and site visits in compliance with current Good Manufacturing Practices (cGMP) and Good Distribution Practices (GDP).

Through PFSCM's product quality assurance practices and policy, our clients can rest assured that products procured are safe, effective, and fit for use, and meet global quality standards.

Further, a large portion of PFSCM's business is dedicated to **logistics and transport management**. Through this service, we assist clients in moving fragile, time-sensitive, lifesaving commodities to some of the most challenging places on earth.

As a lead logistics provider and consultant, or fourth-party logistics provider (4PL), we have partnered with reputable third-party logistics providers (3PLs) to bring reliable, safe, and cost-effective land, ocean, and air freight solutions to our clients. Our 3PL partners have vast experience moving products to low- and middle-income countries, where infrastructure and resources are limited.

Together with our partners, we proactively collaborate with country governments and customs authorities to ensure all the necessary waivers and import documentation are in place and that all the proper processes are being followed for a trouble-free delivery.

Our logistics services, in particular, have been enhanced through the recent implementation of our **One Network Control Tower supply chain management and tracking technology**. This digital platform elevates our existing innovations and enables us to track products and shipments in real time as they move through the supply chain. This equips us with the facts needed to make accurate, timely, data-driven shipment decisions, thereby mitigating risk and managing freight costs.

PFSCM's One Network Control Tower is further used to connect our organization and stakeholders to in-depth supply chain information. The Control Tower leverages technology, people, and processes to capture valuable supply chain data in a central hub. When processed and analyzed, this data turns into information that is critical for strategic short- and long-term planning and data-driven decision making.

The Control Tower is optimized to seamlessly integrate complex forecasting, procurement, logistics, product, and other supply chain transactions. It connects various supply chain stakeholders, such as organizations, freight forwarders, suppliers, warehouses, customers, third parties, and even other supply chains on a digital cloud-based network.

The connection enables PFSCM and clients to identify and reduce inefficiencies, thereby saving costs and ensuring commodities reach patients on time and in full.

In addition, in cooperation with our implementing partner Resolve Solutions, PFSCM develops and manages **warehousing operations, storage, and modular infrastructure solutions** that bring health care products closer to the market, allowing consistent order fulfilment to prevent stockouts and reducing pressure on the existing storage and management capacity of public health systems.

Through our subcontractor Imperial Logistics, PFSCM has access to an established network of world-class pharma-compliant regional warehouses throughout Africa, the Middle East, and Europe.

Meanwhile, PFSCM's **ISO 9001:2015 certification** provides PFSCM's current and new clients with the assurance that our business is conducted within a standardized framework, with documented process methodology, competent staff, and defined roles, as well as an understanding of client requirements.

- ENDS -