The many faces of integration

Why and how public health supply chains need to integrate, segment, and evolve

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The **integrated public health supply chain** links all users, managers, suppliers, and funders from end to end.
Segmentation uses data to make rational decisions about how to run the supply chain – whether to manage the logistics system for different programs’ products and SDPs jointly or separately.
Integrated supply chains demonstrate six key attributes:

- Clarity of roles and responsibilities
- Streamlined processes
- Visibility of logistics information
- Agility
- Trust and collaboration
- Alignment of objectives
Supply chains mature from *ad hoc* to integrated over time, and with concerted effort.
To move from one phase to the next, countries need to undertake specific **activities to strengthen, align and organize their systems**

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<tr>
<th>Ad Hoc Phase</th>
<th>Organized Phase</th>
<th>Integrated Phase</th>
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<tbody>
<tr>
<td>- No formal logistics roles and processes</td>
<td>- Standardized systems designed and implemented</td>
<td>- People, functions, levels and entities linked under an interconnected organization</td>
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<td>- Fragmented efforts across actors, who have limited understanding of the supply chain</td>
<td>- Logistics roles and processes defined and followed</td>
<td>- Supply chain managers are empowered, using information to manage the system and align actors</td>
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<td>- Sufficient resources mobilized</td>
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### Moving from Ad Hoc to Organized:
- Conduct system assessment, using process mapping, network optimization and costing analysis
- Undertake system design for functions and products using segmentation analysis
- Roll out logistics system by conducting training on developed SOPs and supervision guidelines
- Conduct regular quantification of commodity needs

### Moving from Organized to Integrated:
- Establish logistics management units and technical working groups
- Professionalize supply chain managers
- Optimize performance with analysis and tools
- Strengthen automated processes for data collection and sharing
- Develop performance management indicators and incentives
Integrated, segmented supply chains support health programs better and improve health outcomes.