



SUPPLY CHAIN COMPASS

READY REFERENCE INSTRUCTIONS

WHAT ARE THE BENEFITS OF USING SUPPLY CHAIN COMPASS?

This tool provides an easy way to understand the current level of integration of any product supply chain in your health system; it also provides suggestions for the basic investments required to move closer toward integration (through three stages of maturity—ad hoc, organized, and integrated) and links to additional resources.

WHO CAN USE SUPPLY CHAIN COMPASS?

This tool can be used by **anyone** working in public health supply chain management. No matter what role you fill or what level in the supply chain you work at, you can use this tool to identify where and how to improve the supply chain you work in, at the facility and level you work at.

WHEN CAN I USE SUPPLY CHAIN COMPASS?

This tool is designed to help you identify activities targeted to your supply chain, no matter what stage it is in along the maturity spectrum; this will help you strengthen the major functional areas of your supply chain. Whether you are developing a workplan, a strategic plan, or have new funds that need to be programmed, this tool will help you think strategically about how to best leverage resources in a way that will mature and improve supply chain performance by integrating people, processes, and information.

Consider using this tool annually. This will allow you to track progress over time and employ activities in a sequence specifically identified to support focused and increased integration over time.

PREPARING TO USE SUPPLY CHAIN COMPASS

This tool draws on knowledge of the current supply chain you wish to strengthen. It is designed to use knowledge that should be well known to staff with supply chain oversight responsibilities, but prior review of recent assessments, if available, might help in answering questions. Be prepared to answer questions that cover the full range of logistics functions, as well as management and oversight structures, current processes, infrastructure, and human resources.

DO I USE SUPPLY CHAIN COMPASS BY MYSELF OR IN A GROUP?

Both! You can use Supply Chain Compass either way:

- Individually—you can use this tool on your own. You can take the diagnostic survey on your own, at your own pace, whenever you want. The tool will produce detailed results that reflect your understanding of the current supply chain, and can be printed and shared with colleagues, supervisors, or partners to assist in their understanding of the current system or to advocate for strengthening investments. It should be noted that completion by an individual will produce results that reflect the knowledge and understanding of that individual, and does not offer the opportunity to obtain perspectives from partners working in different levels or functions of the supply chain.

- In a group—you can use this tool in a group. Because this tool surveys across a variety of supply chain functions, you may need input from colleagues in specific areas. If this is the case, create a group of informed colleagues and together complete the diagnostic survey. Working as a group also ensures consensus and helps to validate data inputs that, in turn, will support consensus around the results and buy-in from participants.

HOW DO I USE SUPPLY CHAIN COMPASS IN A GROUP SETTING?

Convene a one-day working meeting that includes 15–25 stakeholders whose knowledge of the current system covers the question areas (you can download the questions from the Supply Chain Compass website).

- **Establish purpose.** Set the tone for the session by explaining how the participants' input will be used. Explain that you want to hear from each person about his/her area(s) of knowledge and expertise and how they see the technical areas relating to and impacting one another. Review the summary findings of recent assessments before completing the tool as a group exercise.
- **Assign participant groups.** Download the tool questions and distribute a copy to each person. Assign participants to groups for each section of the tool, depending on knowledge and background. You may want to complete the first section in plenary to help participants understand the process.
- **Answer tool questions.** Small groups should answer tool questions for their assigned section. Consider having multiple rounds of group work to make use of limited knowledge in particular areas. Each group should begin by looking over the questions, making sure they understand the assignment, and then jointly agreeing to a response for each question.
- **Validate and data entry group ratings.** After groups have completed their sections, individual groups should share their responses and rationale with the plenary, with the goal of agreeing to a single response, which represents the opinions of participants in the workshop. The facilitator should then enter agreed-upon responses into the online tool. Log in using a user name and password that can be shared with stakeholders, so they can log in and review the results in the future.
- **Review dashboard and recommended resources.** Print and share the results dashboard with the group before jointly discussing. If this exercise has been conducted for this same supply chain in a previous year, note the progress achieved during the interim period. Participants should note the recommended interventions and consider which of them should be prioritized for completion by their organization. If feasible, consider development of a workplan during this working meeting by having the stakeholders prioritize interventions and assign timelines and parties responsible.

If participants are relatively unfamiliar with current supply chain processes and resources, consider arranging field visits to warehouses and service delivery points, with participants completing relevant sections of the tool as if it were a survey for an interview. The working meeting can then be used to debrief from the field visits and complete the questions in plenary.

WHAT IF I DON'T HAVE AN ANSWER TO A QUESTION?

If you create a login, then you can save your work and then find the answer. When you are ready to restart the survey, simply log back in and start where you left off.

INTERPRETING RESULTS: WHAT IS ON THE RESULTS DASHBOARD?

The tool automatically calculates results based on your responses. Responses to individual questions are given a numerical score and averaged per function, as well as for the entire set of questions. The Supply Chain Compass will produce a dashboard using the data you input. This dashboard will show the

maturity level of the supply chain overall, as well as for each individual supply chain managerial and functional area. It will also provide you with a menu of recommended activities for each supply chain managerial and functional area; the activities are selected to mature your supply chain from the current to the next phase of the supply chain integration framework. To help you implement recommended activities, resources (e.g., guides, tools, and policy guides) are also provided.

WHAT DO I DO WITH THE DIAGNOSTIC DASHBOARD?

The Diagnostic dashboard can be used to—

- provide stakeholders with a comprehensive view of the maturity of a supply chain
- raise collective awareness and ownership of goals for improvement
- be used as a diagnostic tool to identify specific areas where a supply chain can be strengthened, and activities by which this can happen
- identify relevant resources to support supply chain strengthening activities
- provide input for work planning or a strategic plan.

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