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# DELIVER PROJECT

## Success Story

# Uganda National Medical Stores and USAID | DELIVER PROJECT Training Improves Product Distribution



A logistics worker takes inventory at a storage facility in Uganda.

**“The training has equipped me with knowledge that will make me more efficient in invoicing orders or when receiving orders from customers.”**

—training participant

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Supply chain systems must offer continuous and efficient distribution of medical supplies to service delivery points. In Uganda, this is the responsibility of the National Medical Stores (NMS). An autonomous government corporation, created by statute in 1993, the NMS ensures the financially responsible and sustainable distribution of pharmaceutical products.

Delivering the right goods, in the right quantities, from the national warehouse in Uganda to the service delivery sites is always challenging. Sometimes, health facilities are not clear about when and how to order products. NMS pickers and packers often find it difficult to process orders. Health facilities may not receive their orders when they are expected, or they may receive items they had not ordered. Because the process was not working as well as it could, the NMS staff welcomed the training.

Together, the NMS and the USAID | DELIVER PROJECT organized a training on logistics and effective stores management in January 2009 for all NMS stores personnel. The training, using adult learning methodology, included interactive lectures, practical lessons, case studies, and group discussions. Thirty-seven NMS personnel participated in the three-day training, which was held during weekends to avoid disrupting routine activities. Conducted by members of the project's staff and a consultant from the Joint Medical Stores (JMS), this was the first time the participants had attended any logistics training.

Before the training, the participants were asked to complete a questionnaire about what they already knew about logistics and what they expected to learn. After the training, they completed an assessment about what and how much they learned from the training. The assessments showed a significant improvement in their understanding and knowledge of logistics.

The training assessments captured information from the participants on how they plan to apply their knowledge. They will use it to—

- improve lead time
- identify errors on the picking list
- improve order processing with minimal errors
- have a positive attitude toward work
- satisfy customers' expectations
- handle drugs more carefully.

Participants' comments on the assessment included—

“The customer will be satisfied this time.”

“The training was excellent and exceeded my expectations.”

“The training has equipped me with knowledge that will make me more efficient in invoicing orders and when receiving orders from customers.”

This training, pioneered by the project, has yielded promising results. Hopefully, it will become an ongoing process, including refresher trainings, for all NMS staff.

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The authors' views expressed in this publication do not necessarily reflect the views of the U.S. Agency for International Development or the United States Government.

**USAID | DELIVER PROJECT**

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