

Quality is at the core of PFSCM

ISO 9001:2015 certified Quality Management System

PFSCM has a reputation for **uncompromising quality standards**, from the products we source and procure, to the systems and processes we deploy to meet our clients' requirements.

Product quality assurance

PFSCM assures product quality by procuring from suppliers that have been approved by a Stringent Regulatory Authority (SRA) or prequalified by the World Health Organization (WHO).

In addition, our automated online sampling and quality testing system flags products for quality testing to continuously monitor quality standards.

Our clients can rest assured that products procured meet global quality standards and are:

- ▶ Safe;
- ▶ Effective; and
- ▶ Fit for use.

Vendor prequalification program

PFSCM audits manufacturers, suppliers, and distributors to improve their compliance with the WHO Model for Quality Assurance System for Procurement Agents (MQAS), current Good Manufacturing Practices (cGMP), and current Good Distribution Practices (cGDP).

In 2017, we audited more than 58 suppliers in eight African countries; 63% of vendors passed the prequalification audits.

This innovative prequalification program:

- ▶ Expands the pool of local reliable sources;
- ▶ Brings lifesaving commodities closer to communities in need; and
- ▶ Stimulates local economies.

ISO 9001:2015 certified QMS

PFSCM's ISO 9001:2015 certified Quality Management System (QMS) underpins everything we do, ensuring continuous improvement, customer satisfaction, and product and service excellence.

Through our QMS:

- ▶ All processes and procedures are documented.
- ▶ Staff roles are clearly defined and reviewed regularly.
- ▶ Internal quality audits and self inspections are completed periodically.
- ▶ Client requirements and expectations are understood, met, and exceeded.
- ▶ A robust incident management system is used to report and track incidents.
- ▶ Deficiencies are identified, corrected, and improved upon.

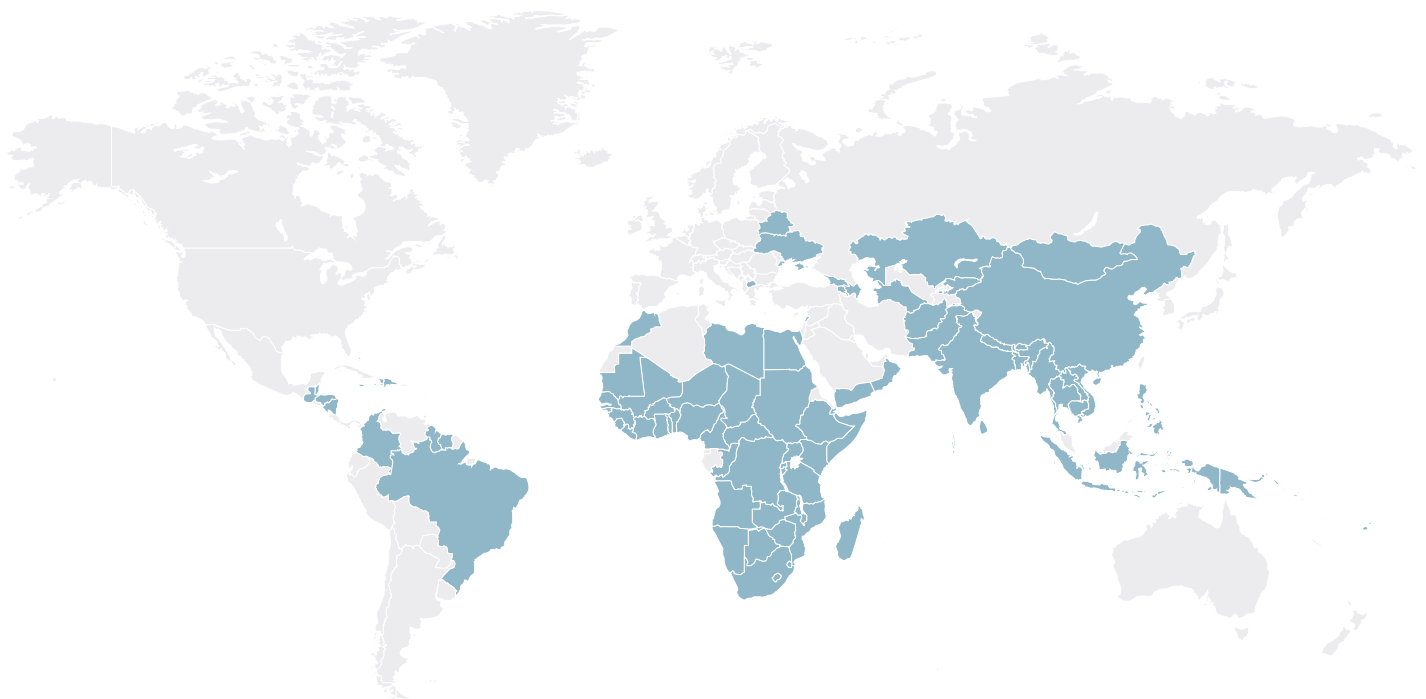
Our Mission

PFSCM strengthens, develops, and manages secure, reliable, cost-effective, and sustainable global supply chains to improve the lives of people in low- and middle-income countries.

Our Partnerships

PFSCM partners with donors, governments, NGOs, and pharmaceutical companies to develop and manage supply chains. Our partners and clients include the Global Fund to Fight AIDS, Tuberculosis and Malaria; the US Agency for International Development; Save the Children Myanmar; the governments of the Dominican Republic and Malawi; Gilead; Janssen; and the Elizabeth Glaser Pediatric AIDS Foundation. PFSCM is also a member of the Partnership for Quality Medical Donations (PQMD).

Our Impact



IN 2017

84%

of deliveries of products to fight HIV and malaria were made on time and in full (OTIF)

MORE THAN

\$5.55 billion

in lifesaving commodities delivered to 101 countries since 2005

ONLY

0.02%

commodity losses thanks to our rigorous security and quality assurance measures

MORE THAN

\$175 million

saved for clients through shipment planning to maximize ocean and road freight and minimize air freight

About Us

Founded in 2005, PFSCM is a nonprofit organization that strengthens public health supply chains, ensuring lifesaving commodities are accessible and available to communities in hard-to-reach places. JSI Research & Training Institute, Inc. is the parent company of PFSCM.



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