COMPANY PROFILE

Partnership for Supply Chain Management (PFSCM)

PFSCM's Quality Management System has been certified to ISO 9001:2015 Quality Management System Standard by UL DQS Inc. Ref Registration # 10012936 QM15
Our Story

PFSCM IS A DIVERSIFIED SUPPLY CHAIN, PROCUREMENT, AND 4PL SOLUTIONS PROVIDER

FOCUS
We specialize in prevention, diagnostic and treatment products for COVID-19, HIV/AIDS, malaria, tuberculosis, reproductive health, family planning, and maternal and child health.

We offer complete sourcing, supply chain, and 4PL solutions including: vendor prequalification and audits, dossier reviews, product sampling and quality testing, forecasting, demand planning, last-mile logistics, real-time shipment tracking, and storage and warehousing.

PFSCM is a subsidiary of one of the leading international health consultancy organizations in the US — JSI Research & Training Institute, Inc. (JSI).

PFSCM is a global organization with project management offices in the US and the Netherlands. We also have field staff based in Africa and at JSI-affiliated field offices around the world.

Within PFSCM’s global structure we have 85 seconded, full-time staff members.

MISSION AND VISION
PFSCM’s mission is to strengthen, develop, and manage secure, reliable, cost-effective, and sustainable global supply chains to improve the health and well-being of people in low- and middle-income countries through increased access to quality and affordable health products. We achieve this by:

- Providing quality, best-value products and end-to-end supply chain services: Plan, Source, Move, Track, Store and Quality.
- Deploying innovative, data-driven solutions to enhance supply chain agility.
- Transforming local and regional health supply chains to promote sustainable access to quality health products.

ISO 9001:2015 CERTIFIED
PFSCM demonstrates its commitment to customer satisfaction and service excellence through our ISO 9001:2015 certified Quality Management System (QMS), which underpins all our processes, systems, and services.
Our Story

CREATING PATIENT-CENTRIC, RESILIENT, AND SUSTAINABLE SUPPLY CHAINS THAT SAVE LIVES

HISTORY AND CLIENTS
PFSCM was established in 2005 to implement one of the world’s largest public health supply chains of its time, the Supply Chain Management System Project (SCMS); a project of the US President’s Emergency Plan for AIDS Relief (PEPFAR). PFSCM managed this program for over a decade, and delivered more than $2.8 billion in healthcare products to 66 PEPFAR-supported countries and managed the procurement and distribution for over 18,500 deliveries.

In 2009, PFSCM was selected as a Procurement Services Agent (PSA) for the Global Fund to Fight AIDS, Tuberculosis and Malaria’s Pooled Procurement Mechanism (PPM). PFSCM was awarded new contracts with the Global Fund in 2013 and 2019.

PFSCM is currently contracted as Global Fund PSA for:
- Rapid Diagnostic Tests for HIV and Malaria programs,
- Viral Load and Early Infant Diagnostics,
- Other Diagnostics for HIV, TB and Malaria programs, and
- Laboratory and Medical Supplies, and Medical Equipment and Devices.

In addition to these products, PFSCM has also procured antiretrovirals, antimalarials, bed nets, indoor residual spraying, male circumcision kits, condoms and more.

Since 2009, we have procured more than $3.9 billion in health care products for the Global Fund and delivered more than 17,700 shipments to 91 countries, making the Global Fund our largest client.

Our other clients include:
- The Malawi Ministry of Health
- CONAVIHSIDA from the Dominican Republic
- Gilead – Determined, Resilient, Empowered, AIDS-free, mentored and Safe Women
- Janssen – New Horizons
- Save the Children Myanmar
- Ethiopian Pharmaceuticals Supply Agency
- Ethiopian Food & Drug Administration

PFSCM and JSI combine their multi-sectoral non-profit and commercial expertise to strengthen national supply chains and to ensure reliable availability of essential products to programs in developing countries.

Since its founding in 1975, JSI has implemented projects in more than 104 countries, assisting developing country governments, donor agencies, nongovernmental organizations, and private companies in strengthening health systems. JSI’s mission is to improve the health of underserved people and communities and to provide a place where people of passion and commitment can pursue this cause.
PFSCM was established in 2005 to manage the USAID-funded PEPFAR SCMS to provide a reliable, cost-effective, and secure supply of products for HIV/AIDS programs in 25 PEPFAR-supported countries.

**2006**
First regional distribution center (RDC) for SCMS became operational in Ghana.

**2007**
Second RDC for SCMS becomes operational in Kenya. Third RDC established in South Africa.

**2009**
Awarded first PSA contract for the Global Fund’s PPM.

**2010**
Starts direct procurement for HIV products for CONAVIHSIDA based in the Dominican Republic. Saved the Dominican Republic more than $10 million on HIV commodities since 2010. 2010 winner, Supply Chain Distinction Award at the European Supply Chain and Logistics Summit.

**2013**
Awarded a second PSA contract for the Global Fund’s PPM. SCMS hits $1.5 billion in commodity deliveries (across all commodity types).

**2014**

**2016**
Received a Gilead grant to procure PrEP for DREAMS project. Collaborated with our partners to establish a transit warehouse in Uganda to relieve pressure off the National Medical Stores. Installed 115 prefabricated pharma-grade modular storage units in Malawi, bringing lifesaving medicines closer to rural communities.

**2017**

**2018**
Joined the UN Global Compact. Concluded The Regional Supply Chain Strengthening project which helped to improve supply chain performance in Myanmar by 21% through LMIS.

**2019**

**2020**
Our Work

PFSCM’S CORE EXPERTISE IN SIX KEY AREAS ENABLES US TO DELIVER BEST-VALUE SUPPLY CHAIN SOLUTIONS

Our goal is to improve the lives of people in low- and middle-income countries through:

1. Planning for product demand
2. Sourcing and procuring products
3. Moving products internationally and locally
4. Storing products in compliant warehousing
5. Tracking the location of products in the supply chain
6. Adhering to quality standards and continuous improvement

CREATIVE SOLUTIONS FOR UNIQUE PUBLIC HEALTH PROBLEMS

Even though we are a specialized procurement services agent and 4PL services provider, we have a wide range of unique skills for creative problem solving in the public health space.

Together with our parent company, JSI, we undertake diverse projects such as landscape studies, technical assistance, capacity building, forecasting, procurement and supply chain training, evaluations, vendor prequalification and supply chain-, and infrastructure establishment.

DIGITAL TRANSFORMATION FOR SUPPLY CHAINS OF THE FUTURE

We help our clients with holistic supply chain solutions that drive efficiency and cost savings.

We track our performance according to industry standards such as on time and in full (OTIF) delivery, procurement and freight cost savings, and turnaround times for price estimates and orders. We use state of the art supply chain management tools to track and report on all areas of our business. We run our data operations in a shared platform to allow our stakeholders access to tailored information that help them better manage their own operations.
## Our Services

### PLAN
- Better predict demand and supply
- Streamline stock velocity
- Initiate resource mobilization
- Manage production scheduling
- Reduce stockouts and expiries
- Prevent costly waste

### SOURCE
- Visibility into Total Cost of Ownership
- Rental agreements for reagents
- Lease, and rental options
- Bundled packages
- Prequalified and approved products
- Compliance with international best practices
- Navigation of the regulatory environment

### MOVE
- On-time and in-full deliveries
- Cost-effective transport
- Custom and waiver clearance
- Safe, reliable shipments
- Inbound, outbound and reverse logistics
- Technical assistance for GDP compliance
- Freight sourcing and logistics strategy
- 3PL management and carrier performance tracking

### TRACK
- Tailored, accurate, real-time information
- End-to-end visibility and tracking
- Data-driven decisions
- Improved chain of custody
- Integrated systems that connect global and local supply chains
- Cost and performance management

### STORE
- Warehousing and pharma-grade storage
- Warehouse management
- Technical assistance for current Good Distribution Practices (cGDP) compliance
- Modular, and temporary storage
- Public private partnerships
- Security, and compliance audits
- Infrastructure development

### QUALITY
- Safe, effective, fit-for-use products
- Prequalification of vendors
- ISO 9001:2015 QMS certification
- Sampling and quality testing system
- World class Quality Assurance Policy
- Quality principles: Recognition, Reliance, Harmonization and Risk Management
Our Approach

ETHICAL, SUSTAINABLE PRACTICES ARE AT THE CORE OF OUR DAILY OPERATIONS

Our business decisions indirectly affect the outcomes of global health programs, and ultimately play a role in saving people’s lives, and improving health outcomes for millions of patients. For PFSCM, corporate sustainability through responsible business activities, is an inexpugnable company culture.

CARING FOR PEOPLE
We implement policies that protect our staff, and clients, as well as the health care workers and patients who make use of the health care products we procure. By upholding a strict Product Quality Assurance (QA) Policy, we ensure that products we buy are quality tested, safe, fit-for-use, and maintain their integrity during shipping.

Further, PFSCM is committed to deterring all activities that would facilitate human trafficking, child abuse, exploitation, or neglect by its staff, as well as by contractors, sub-contractors, recipients, sub-recipients, vendors, consultants, volunteers, interns, partner agencies, and visitors, among others, as a result of any of its current programming, regardless of source of funding.

PFSCM is committed to diversity, equity, inclusion and the fight against racism. We offer training and resources to help staff identify and understand issues such as Structural and Systemic Racism, and racism in the light of COVID-19. We are implementing hiring, advancement, and staff engagement policies and procedures to promote diversity and equity.

UN GLOBAL COMPACT
PFSCM has aligned its business strategies with universal principles on human rights, labor, environment, and anti-corruption as set forth by the UN Global Compact.

We consciously reworked our ISO 9001:2015 certified QMS to include the Ten Principles of the UN Global Compact in our documented Standard Operating Procedures (SOPs), Working Instructions, policies, and guidelines.
Our Approach

MINIMIZING WASTE AND THE SUPPLY CHAIN CARBON FOOTPRINT THROUGH BEST PRACTICES

CONSERVING THE ENVIRONMENT
PFSCM has experienced firsthand with the complexities associated with health care waste reduction and management.

Not all health care waste can be prevented, but from a supply chain perspective, waste generated as a result of expired products, damages during transportation, unwanted donations (for example, those that do not meet country requirements or donations with low remaining shelf-life), counterfeit products, or unsuitable products (such as those with incorrect or untranslated labelling), can be minimized.

Accurate forecasting and quantification, best procurement practices, well executed logistics, and proper inventory and warehousing management can significantly reduce the amount of health care waste.

PFSCM has the responsibility to ensure that products arriving in-country have the highest probability of being consumed. This entails proactive engagement with country recipients to ensure the products are of the correct specification, with adequate shelf life, and that sufficient storage is available.

We work closely with country recipients to ensure that products ordered are completely understood and fit for purpose. This comprises checking every detail such as labelling language, packaging specifications, country specific requirements and regulations. Working with reliable partners and embracing new technologies and innovations that provide end-to-end traceability, enables us to prevent counterfeit products from entering the supply chain, and quickly identify and eliminate falsified products should they be introduced.

To ensure product integrity during transportation, PFSCM works with freight forwarding companies that comply with current Good Distribution Practices (cGDP). These freight forwarders employ advanced cold chain shipping, and temperature monitoring to help maintain product integrity during transportation. Overall, by employing best procurement and supply chain practices and maintaining good stakeholder relationships, we are helping to reduce health care waste.

Meanwhile, PFSCM also implements the Global Logistics Emissions Council (GLEC) Framework for Logistics Emissions Methodologies progressively across our logistics operations. This framework enables us to better understand our carbon footprint alongside — cost and time — to decide the best way to transport goods.
Quality at our Core

CONSISTENTLY PROVIDING PRODUCTS AND SERVICES THAT MEET CUSTOMER AND REGULATORY REQUIREMENTS

ISO 9001:2015 CERTIFIED QMS
PFSCM is well known for our uncompromising quality standards, from the products we source and procure, to the systems and processes we deploy to meet our clients’ requirements.

In 2020, we were audited by one of the world’s most reputable certification bodies for management systems, DQS Management Systems Solutions. Following the audit our QMS was recertified to the ISO 9001:2015 quality standard.

PFSCM received our initial ISO 9001:2008 certification in 2014, and we were recertified to the latest standard (ISO 9001:2015) in 2017.

The previous certifications were both awarded by DQS Management Systems Solutions.

WHAT DOES ISO 9001:2015 MEAN FOR PFSCM CLIENTS?
ISO 9001:2015 QMS certification provides PFSCM’s current and new clients with the assurance that PFSCM’s business is conducted within a standardized framework, with documented process methodology, competent staff, and defined roles, as well as an understanding of client requirements.

PFSCM UPHOLDS THE KEY GLOBAL PRINCIPLES OF A QMS

IMPROVING CUSTOMER SATISFACTION:
A fundamental principle of ISO 9001:2015 is to continuously improve customer satisfaction through planning and striving to meet and exceed customer expectations.

IMPROVING PROCESS INTEGRATION:
ISO 9001:2015’s process approach enables an organization to easily identify areas where efficiency and cost savings can be improved. Improved process flow and integration reduces errors and inefficiencies, increasing service levels and cost savings for customers.

UPHOLDING EVIDENCE-BASED DECISIONS:
Through ISO 9001:2015, the organization commits to making decisions based on accurately analyzed data and facts. This not only ensures that the organization is able to meet and measure its goals and progress, but also gives customers the assurance that decisions are based on sound judgment.

CONTINUOUS IMPROVEMENT:
A requirement of ISO 9001:2015 is to continuously improve the suitability, adequacy, and effectiveness of the organization’s quality management system. These improvements are based on the analysis of results and the outcomes of management reviews.
Best Value, Best Quality Products

PROCURING SAFE, FIT-FOR-PURPOSE PRODUCTS EFFICIENTLY AND COST EFFECTIVELY

COMPREHENSIVE PRODUCT QA POLICY
Ensuring patient safety and positive health outcomes are of utmost importance to PFSCM. Since our inception, quality has been at the very core of our organization. For more than a decade our Quality Policies have served as the foundation for all our procurement decisions and supply chain activities.

PFSCM's QA Policies cover all our product categories, and in 2019 a new QA Policy was developed to cover our latest area of specialization: In-vitro Diagnostics and Medical Devices.

It is PFSCM’s policy to procure only products that satisfy defined safety, performance, and quality system requirements and is closely aligned with the Global Fund’s Quality Assurance Policy for Diagnostic Products and Global Fund Policies on Procurement and Supply Management of Health Products.

PFSCM’s policies and guidelines define key QA services and activities such as prequalification of products and sources; inspection of premises used for manufacturing, storage and distribution; sampling and testing; handling out-of-specifications or deviations; complaints and vigilance.

PFSCM’s QA Policy is based on four key principles:

- Recognition
- Reliance
- Harmonization
- Risk Management

Risk management forms an important part of our strategic, operational, line management responsibilities, and is also integrated into QA processes. Further to identifying and assessing adequacy of our current practices, this informs our continuous improvement initiatives.

PFSCM recognizes and understands the complexities and risks in supply chain management of health products that can negatively impact product safety and quality.

PFSCM conducts risk analysis to identify gaps in the supply, and implements appropriate risk mitigation measures. One such measure is the use of data loggers for tracking and monitoring of storage conditions for which a new PFSCM policy to guide the use of data loggers during shipment was formulated.

WHAT DOES A SOLID PRODUCT QA POLICY MEAN FOR PFSCM CLIENTS?
The Product QA Policy provides PFSCM’s current and new clients with the assurance that products procured from us are safe, reliable, fit-for-purpose, and ethically sourced at the best possible price.

PFSCM’S PRODUCT QA POLICY STIPULATES THE FOLLOWING:
PFSCM only procures products that comply with defined quality requirements as prescribed in applicable QA policies, such as those that are either WHO prequalified, approved by stringent regulatory authorities or the International Medical Device Regulatory Forum; and meet national regulatory requirements.
Sustainable Local Sourcing

**SOURCING CLOSER TO DEMAND TO MINIMIZE COST AND ENVIRONMENTAL IMPACT**

**EXPANDING SUPPLIER BASE**
A key component of our QA service is a vendor prequalification program. The aim of this program is to expand our supplier base of local and international wholesalers and distributors for the supply of quality-assured pharmaceuticals and medical devices. The prequalification process entails a desk review and an on-site inspection to assess vendors against current Good Manufacturing, cGDP, and requirements as set out in the WHO’s *A Model Quality Assurance System for Procurement Agencies (MQAS)*.

Since the start of this program, over 100 supplier audits have been conducted. PFSCM has 39 approved local vendors, majority of which are located in Africa.

Further, in 2019, PFSCM conducted a landscaping study to identify potential wholesalers of laboratory commodities that can be added to the pool of approved vendors.

In 2020, PFSCM started another round of vendor audits. Prequalification audits are conducted every three years. By passing audits vendors can secure business from a wider international market, which is increasingly focused on local sourcing.

**BENEFITS OF LOCAL SOURCING AND PREQUALIFICATION**

**PFSCM RECENTLY PUBLISHED A REPORT ON THE POSITIVE EFFECTS OF LOCAL SOURCING AND SUPPLIER DEVELOPMENT.**

The report shows that after doing business with the PEPFAR SCMS project — which PFSCM managed from 2006 to 2014 — suppliers achieved revenue and asset growth, improved their quality standards, acquired new contracts with other businesses, and hired more employees.

**THROUGH PREQUALIFYING VENDORS IN AFRICA, PFSCM IS:**

- Helping vendors to identify opportunities for improvement.
- Ensuring that PFSCM and its clients have access to more vendors in Africa, minimizing the challenges of global procurement and distribution, which include production delays, shipping lead times, funds spent offshore, and carbon footprint.
- Educating vendors about the global standards for procurement and distribution.
- Inspiring vendors to achieve compliance in order to expand their market share and aid in developing local economies and public health supply chains.
- Ensuring lifesaving commodities are readily available to some of the most vulnerable and hard-to-reach communities in Africa.
- Strengthening supply chains by expanding the pool of quality compliant and reputable distributors, wholesalers, and manufacturers.
Integrated Digital Supply Chain

SMART AND EFFICIENT SUPPLY CHAIN MANAGEMENT IN ONE CLOUD PLATFORM

ONE NETWORK SUPPLY CHAIN CONTROL TOWER
PFSCM implements an industry leading One Network Control Tower platform which helps streamline and digitize supply chain processes, realizing savings, and reducing human error.

The platform transforms transactional data into proactive alerts and notifications that help manage and mitigate incidents in the upstream and downstream supply chain.

The Control Tower is integrated with advanced analytical tools that extract supply chain insights, including optimal shipping lane data and better freight cost estimates. These tools enable predictive analytics that sense and respond to changes in product supply and demand.

Customizable features allow PFSCM to leverage new digital technologies such as blockchain, serialization, and barcoding for increased end-to-end visibility and improved audit trails.

PFSCM also uses special purpose IT applications such as Power BI, Jira, and Costpoint that are integrated into One Network.

THE NEW CONTROL TOWER ENABLES US TO:

- Manage freight costs through digital oversight of complex rates/contracts across multiple freight forwarders, and automate freight quotes via PFSCM’s proprietary freight calculator and load optimization tool.
- Automate operational processes and reduce manual work to minimize the potential for human error, and increase efficiency.
- Streamline communications with vendors, freight forwarders, and clients through One Network’s digital engagement tools.
- Optimize performance and generate savings through native alerts and proactive management tools.
- Expand data visibility for partners and clients through scalable, real-time integration.

POWER BI
Power BI is a business analytics solution that helps organizations visualize data and share insights through live dashboards and reports.

JIRA
Jira is a proprietary issue tracking product developed by Atlassian that allows bug tracking and agile project management.

COSTPOINT
Deltek Costpoint is a suite of ERP solutions which help organizations stay financially compliant while improving visibility, efficiency, and profitability.
## Our Projects

### The Global Fund

**The Global Fund to Fight AIDS, Tuberculosis and Malaria – POOLED PROCUREMENT MECHANISM**

In 2009, 2013, and again in 2019, PFSCM was a contract awardee of the Pooled Procurement Mechanism (PPM) program of The Global Fund. As PSA we procure and deliver prevention, testing and treatment products for COVID-19, HIV, malaria and tuberculosis. Over the last 10 years we have procured more than $3.9 billion in health care products for the Global Fund and delivered more than 17,700 shipments to 91 countries, making the Global Fund our largest client.

### Janssen New New Horizons Advancing Pediatric HIV Care initiative

PFSCM has been serving Janssen Pharmaceutical Companies of Johnson & Johnson’s New Horizons initiative since 2016. PFSCM administers the forecasting, order and shipment process to individual recipient program countries and collaborates with Imperial Health Sciences to ensure the timely and secure delivery of Janssen’s contribution to recipient countries, thereby improving access to pediatric HIV medicines for children experiencing HIV treatment failure.

### CONAVIHSIDA

**El Consejo Nacional para el VIH y el Sida**

PFSCM procures and distributes HIV treatment commodities for El Consejo Nacional para el VIH y el Sida (CONAVIHSIDA), which is a government organization for procurement of HIV medicines and related products established by the Ministry of Health of the Dominican Republic (DR). Since PFSCM started partnering with CONAVIHSIDA, we have made more than 939 shipments of lifesaving commodities to the DR, saving CONAVIHSIDA over US$1 million on commodities yearly basis.

### Determined, Resilient Empowered, AIDS-Free, Mentored, and Safe Women

Gilead Sciences Inc. granted PFSCM more than $6 million for the procurement of Pre-Exposure Prophylaxis (PrEP) drugs to be used on behalf of the Determined, Resilient, Empowered, AIDS-free, Mentored, and Safe (DREAMS) partnership in several sub-Saharan African countries. Over the last five years, PFSCM has been supporting DREAMS with procurement and distribution services. We have sourced, quality tested and coordinated the delivery of over 680,000 packs of essential HIV-preventing PrEP tablets – enough to treat about 56,515 people for a year.

### Ministry of Health of Malawi

PFSCM works closely with the Malawi Ministry of Health (MoH) through the Global Fund Project Implementation Unit (PIU). PFSCM has helped to improve the pharmaceutical storage-, electrification- and laboratory infrastructure in the country. In recent years, we have supplied pharma-compliant modular storage units, solar power solutions, and analytical laboratory equipment complete with maintenance service plans.

### Ethiopian Pharmaceuticals and Supply Agency

Since 2019, with support from The Global Fund, PFSCM through its parent company JSI, has been supporting the Ethiopian Pharmaceuticals and Supply Agency (EPSA) to introduce commercial warehouse and distribution best practices through the establishment of a Center of Excellence (COE) at an EPSA hub in Adama. As of 2020, the COE is being implemented in nine EPSA hubs.
Our Reach and Affiliations

PFSCM has delivered health products to 119 countries around the globe, including almost every country on the African continent.

United Nations (UN) Global Compact
PFSCM is a participant in the world’s largest corporate sustainability initiative, the UN Global Compact. The mission of the UN Global Impact is to mobilize a global movement of sustainable companies and stakeholders that share the vision and mission to create a better world for all. The initiative encourages companies to align strategies and operations with universal principles on human rights, labour, environment and anti-corruption, and take actions that advance societal goals.

Reproductive Health Supplies Coalition (RHSC)
PFSCM and JSI are members of RHSC, a partnership that mobilizes their collective strengths to increase access to a full range of affordable, quality reproductive health supplies in low- and middle-income countries.

ARV Procurement Working Group (APWG)
PFSCM is a long time member of APWG that was set up in 2011 with the aim to “secure the pediatric ARV market” by adopting a coordinated approach to the procurement of low volume pediatric ARVs that evolved in 2016 to include ARVs with similar dynamics for adolescents and adults.

AIDS Medicines and Diagnostics Service (AMDS)
AMDS is a network of technical partners providing support and guidance to countries in procurement and supply management of HIV commodities. PFSCM is a member and regularly participates in AMDS meetings.

Partnership for Quality Medical Donations (PQMD)
PFSCM is a member of the PQMD. The PQMD is a global alliance leading the development and championing of high standards in medical supply and service donation. PQMD seeks to enhance access to health care in underserved communities and in areas affected by disaster.

Global Logistics Emissions Council (GLEC) adopter
PFSCM is a supporter of the GLEC Framework. The mission of GLEC, as an industry-led partnership, is to drive emission reduction and enhance efficiency across global logistics supply chains. This is achieved through global, harmonized guidelines for reporting and reducing logistics emissions that work for business.

Global Accelerator for Paediatric Formulations (GAP-f)
PFSCM participates and supports the GAP-f. GAP-f was established to promote a faster, more efficient, and more focused approach to paediatric formulation development. It is a collaborative framework that can help provide access to better paediatric products more quickly by prioritizing products, streamlining the generation of clinical evidence, incentivising manufacturers, accelerating product development and introduction, and coordinating procurement.
Leadership

EDWARD WILSON
PFSCM Director

ERIN SEIDNER
Chief Financial Officer and
Chief Operating Officer

ARD VAN DONGEN
Strategic Supply Chain Director

SUZANNE VEIT
PPM Project Director

CHARLES (CHAD) DAVENPORT
Chief Information Officer

ISHMAEL (ISH) MUCHEMENYI
4PL Services Director

MICHAEL (MIKE) HARRIGAN
Chief Quality and Risk Officer

CRISTINA GHIGA
Head of Client Account Management
PFSCM by the Numbers

**PFSCM IN 2020**

- **$295.5 MILLION**
  - Transacted more than $295.5 million worth of orders for medical devices such as diagnostic products used in HIV, TB and malaria testing.

- **85.7%**
  - Maintained an OTIF delivery performance rate of 85.7% well in line with the industry standard.

- **1,693 shipments to 86 countries**
  - Delivered more than

- **57 million worth of COVID-19 diagnostic products**
  - Procured more than $57 million worth of COVID-19 diagnostic products and delivered 240 shipments to 73 countries, maintaining an OTIF of 99%.

**PFSCM IN 2019**

- **$582 MILLION**
  - Procured more than $582 million worth of HIV, TB and malaria prevention and treatment products to be used in public health programs around the world.

- **80%**
  - Maintained an OTIF of 80% for shipments delivered.

- **1,816 shipments to 65 countries**
  - Delivered more than

- **$3.4 million**
  - Saved our clients more than $3.4 million in freight costs.
### PFSCM by the Numbers

#### PFSCM SINCE 2009

**$3.8 BILLION**

For our main client we delivered 17,715 shipments of health products worth more than $3.8 billion to 91 countries.

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<th>PFSCM SINCE 2009</th>
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<tr>
<td><strong>$6.8 BILLION</strong></td>
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Since our inception we have delivered $6.8 billion worth of health products in 45,380 shipments to 119 countries.

- Moved **174,000** metric tons of products comprising about **8,000** different types of products.
- Managed **22 field offices** and **3,495** shipments to regional distribution centers.
- Conducted audits on more than **100 vendors**, and currently has **39 wholesalers and manufacturers** on our approved local supplier list.

#### PFSCM ALSO

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<td>Achieved an <strong>8% saving</strong> on Indoor Residual Spraying products to prevent malaria in 2017.</td>
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<tr>
<td>Established <strong>275</strong> pharma-compliant modular storage units installed in <strong>5</strong> countries.</td>
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<tr>
<td>Helped to drive down ARV cost per patient from <strong>$1,500</strong> in 2005 to as low as <strong>$80-$90</strong>.</td>
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<tr>
<td>Saved the Dominican Republic more than <strong>$10M</strong> on HIV commodities since 2010.</td>
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<td>Helped to improve supply chain performance in Myanmar by <strong>21%</strong> through LMIS, in just one year*.</td>
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<tr>
<td>Developed <strong>20,000m²</strong> pharma-grade warehouse space to safeguard life-saving commodities.</td>
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*Based on supply chain assessment scores