

# Season's Greetings

Best wishes for 2022

From your friends at PFSCM



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**We would like to wholeheartedly thank all our clients, suppliers, 3PL partners and other friends and stakeholders for all your support in 2021.**

**Together we continue to make a positive impact on health supply chains around the world.**

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## **2021, a year of growth and opportunities despite continued supply chain disruptions**

Looking back, 2021 was a busy, but rewarding year for PFSCM.

We continued to meet the changing needs of our clients, and despite ongoing COVID-19 related supply chain challenges we processed more orders for more countries, and delivered more shipments than the year before.

In 2021, we processed almost 3,000 orders valued at \$545 million for 95 countries, and delivered 2,069 shipments. We delivered an average of 183 shipments a month; this is the highest monthly average since 2016. July was the busiest month for deliveries this year with 291 shipments.

We would not have been able to achieve such excellent figures without our highly skilled and dedicated staff. With the right people on our team, we were able to undertake several new initiatives to drive supply chain efficiencies.

These initiatives include the implementation of our Supplier Relationship Management (SRM) system, the launch of our [online e-Catalog](#) and [traditional catalog](#), the piloting of real-time data loggers for cold chain shipments, and the refinement of our Environmental, Social, and Governance Plan.

Other major accomplishments for 2021 include meeting all the quality management system requirements of our annual ISO 9001:2015 surveillance audit, completing 15 supplier prequalification audits remotely, and closing out an [Operational Excellence](#) project that automated and streamlined many of our billing and financial processes and reports.

Meanwhile, we also extended our work for the [New Horizons Collaborative](#) by undertaking a Monitoring and Evaluation project in several African countries, we extended our contract for procurement services with El Consejo Nacional para el VIH y el Sida (CONAVIHSIDA) of the Dominican Republic, and successfully handed over a [Centre of Excellence](#) project undertaken in Ethiopia.

Our work as an official procurement services agent for our main client The Global Fund to Fight AIDS, Tuberculosis and Malaria's Pooled Procurement Mechanism is ongoing. We are especially proud to continue supporting the Global Fund's COVID-19 Response Mechanism (C19RM). In 2021 alone, we procured \$329 million worth of COVID-19 diagnostics and related health products for 87 countries, and delivered 688 shipments under the C19RM.

These are just a handful of the achievements that we are proud of in 2021. Next year, we will continue to build on these successes and further refine our new tools, technologies and initiatives to ensure we maintain the stability and agility needed to be responsive and relevant in the ever-changing global health landscape.



**THINGS WE ARE PROUD OF**

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