



The Health & Humanitarian Supply Chain Management (HHSCM) Certificate Program was offered in an interactive virtual format in 2026. Practitioners from Guatemala, Italy, Namibia, Panama, South Africa, and the United States participated in the program, representing private sector, government, and non-governmental organizations such as the World Food Programme, CARE, The Carter Center, Inkeera, and Wellshare International.

The program spanned 3 weeks, with 4 hours of synchronous, interactive sessions Monday through Thursday. These sessions covered Responsive Supply Chain Design and Operations, Inventory Management and Resource Allocation, and Systems Operations and Strategic Interactions in Supply Chains. Participants engaged in comprehensive training on distribution network design, inventory and uncertainty management strategies, resource allocation, and systems dynamics, while acquiring practical skills for managing health and humanitarian systems and responding effectively to disasters and health emergencies. Case studies and simulation games further enriched the learning experience, allowing participants to apply concepts in real-world scenarios and practice decision-making skills relevant to their work. Participants appreciated the interactive components of the course, noting the games to be engaging and practical to real-life business decisions.

The courses were led by CHHS Director Pinar Keskinocak, CHHS Director of Education and Projects Dima Nazzal, CHHS co-founders and former co-directors Özlem Ergun (Professor of Mechanical and Industrial Engineering, Northeastern University) and Julie Swann (Department Head and the A. Doug Allison Distinguished Professor, Fitts Department of Industrial and Systems Engineering, NC State), and Mathieu Dahan (Associate Professor, H. Milton Stewart School of Industrial and Systems Engineering, Georgia Tech). Paulo Gonçalves from the University of Lugano served as a guest lecturer on the system dynamics course modules. The instructors' unique perspectives, shaped by their research and professional experiences, further enriched participant learning.

"I enjoyed both the very technical [and] statistical applications as well as the instructors' personal work experiences and case studies." -- Andrea Gareri, Business Support Assistant at the World Food Programme in Italy, reflected on his experience

Participants expressed high praise for the HHSCM program, highlighting the importance and relevance of the practical applications explored in the course. Solomon Berhie Tekle, Healthcare Supply Chain and Procurement Expert for the Central Medical Store (CMS) Namibia at Ministry of

Health & Social Services (MOHSS), immediately applied concepts from the Responsive Supply Chain Design and Operations course by implementing principles within his organization.

“The course highlighted the importance of flexible supplier networks and dynamic replenishment systems. I have already begun integrating these principles by reviewing procurement processes and identifying opportunities for direct sourcing from international manufacturers, ensuring faster response times when local distributors face delays. The operational modeling and scenario analysis tools introduced in the course will allow me to simulate supply disruptions and test mitigation strategies before they occur.” -- Solomon Berhie Tekle, CMS Namibia, Ministry of Health & Social Services

Charles Hoogner, Director of Inventory Management and Supply Chain at Heart to Heart International in Kansas, quickly recognized the program's value to his organization. ***“We produce hygiene kits at our facility, and often overstocking our materials leads to less than optimal remaining shelf life at time of production. Getting closer to a just in time or optimized purchase sequence based on our production cadence will help us maximize our capabilities to distribute kits.”*** -- Charles Hoogner, Heart to Heart International

Thanks to generous support from **The UPS Foundation**, scholarships were awarded to several HHSCM program participants. The UPS Foundation has been a strong supporter of the HHSCM program for over a decade, contributing to workforce development across health and humanitarian systems worldwide and positively impacting many organizations and the constituents they serve.

As we look to the future, we are excited to stay connected with the 2026 cohort and past alumni, continuing our educational outreach beyond borders to make a meaningful difference across the globe. We look forward to welcoming our next cohort in Spring 2027 and further expanding our alumni network.

HHSCM 2026 Cohort: This year's HHSCM participants resided in six countries.
(Below)

