

Health and Humanitarian Supply Chain Management (HHSCM) Professional Education Program - Past Participant Stories

Having lived and or worked in over 95 countries, HHSCM participants illustrate the vast reach and impact of the certificate program to improve health and humanitarian systems operations around the world. A few of their stories are shared below:



Carina Chung – Supply Associate
United Nations High Commisioner for Refugees (UNHCR)
(2023 Scholarship Recipient)

I work in humanitarian logistics for the regional office of a UN agency working with refugees in the American continent. I am part of the supply

unit; hence I am involved in tasks related to procurement, inventory, transportation, and asset management. Georgia Tech is a university known for its logistics department, when I heard about the opportunity to apply, I was eager to learn about the program's topics and content. I felt that within my work we follow procedures and rules innate to the organization and I wanted

to update my skills and learn about new tools and management techniques related to the humanitarian field occurring outside of my organization. I now have a clearer view of the role I would like to fulfill in the future and technical areas to specialize in the field.

The certification was very helpful during my mission in Brazil. I read all the material beforehand since my duties were related to inventory management. Specifically in terms of forecasting, I was able to implement a dashboard for the country operation related to our monthly distribution and inventory depletion with the current inventory. It was beneficial for me to update my knowledge on the tools being used by other UN Agencies, listen to other professionals from other organizations like the CDC, UNICEF, UNFPA, government agencies that have much more experience in the field and who work with other commodities like medicines, malaria prevention, food, etc.



The program was very helpful and gave me access to tools that are being used in the sector and studies developed by academics in the humanitarian sphere. I really had a chance to see how the work is carried out in the health sector and aspects that you have to consider that are unique to health supply chains, which was a topic totally new to me. I appreciate the opportunity to receive the scholarship and I hope many more professionals take the course and develop new and inventive tools.



Wilson Chandomba – Managing Consultant / Volunteer Training
Coordinator
CMCOMMS Supply Chain Quality Assurance / IAPHL Zimbabwe Chapter
(2023 Discount Recipient)

As the Managing Consultant of CMCOMMS Supply Chain Quality Assurance I utilized hands on experience and expertise within the pharmaceutical

industry to design, develop and implement the CMCOMMS Medical Logistics Practitioner Training Program. The program is accredited by the Pharmacist Council of Zimbabwe, The CPD Group UK and recognized by the Medicines Control Authority of Zimbabwe (MCAZ) as a continuous professional development course for pharmacists, pharmacy technicians, logistics and supply chain professionals. Volunteering as the Training Coordinator for the International Association of Public Health Logisticians (IAPHL) Zimbabwe Chapter, I rolled out this training program to more than 1000 participants in Zimbabwe, drawn from the Ministry of Health, Natpharm, United Nations Children's Fund (UNICEF), United Nations Population Fund

(UNFPA), Zimbabwe National Family Planning Council (ZNFPC), World Food Programme (WFP), Population Services Zimbabwe (PSZ), Population Services International (PSI), Population Solutions for Health (PSH), CordAid, Doctors Without Borders / Médecins Sans Frontières (MSF), rural hospitals, rural clinics among many others.

I was interested in attending HHSCM to develop my competencies and broaden my horizon and networks as a trainer, instructor, and facilitator in health and humanitarian supply chains. I am passionate about access to affordable, quality, safe, and effective medicines for disadvantaged communities, including hard to reach areas in rural Zimbabwe and Southern Africa. I would love to make a difference in



pharmaceutical systems strengthening through promoting the adherence of good medical logistics practices in the supply chain and rolling out competence based medical logistics training programs. Players at different stages of the supply chain must exercise due care and diligence to ensure that the physical integrity and safety of medical products is maintained throughout transit, up to last mile delivery. This course presented an opportunity for further development in my area of passion and interest.

I am working on rolling out Medical Logistics Practitioner Training Program in Southern Africa. The knowledge from the HHSCM program has assisted me immensely in linking demand with supply, especially in emergency situations. The models and games were mentally stimulating and opened a lot of possibilities. Further, I am working with a Logistics Service Provider to set up



a Southern Africa Health Regional Warehouse for safety and buffer stock of medicines in Harare. The warehouse will service Zimbabwe, Zambia, DRC, and Malawi. For example, in recent times, we have had flooding and outbreaks in Malawi, so the Regional Warehouse will address the immediate needs to save lives whilst waiting for more stocks to arrive from international suppliers or warehouses.

I would recommend HHSCM without hesitation, as it a very practical professional course which equips supply chain professionals with tools to link demand and supply especially in emergency situations. The course is highly recommended. Georgia Tech should consider adding more modules to the course and elevate it to a postgraduate Diploma or even master's level. We have a serious gap in skills and competencies in health and humanitarian logistics especially in sub-Saharan Africa.



Biniyam Bahiru Tufa, Pharmacist Ethiopian Federal Ministry of Health (2022 Scholarship Recipient)

I don't know how to express how thankful I am for the excellent chance to attend the Health and Humanitarian Supply Chain Management (HHSCM)

cohort at the Georgia Institute of Technology. I wasn't anticipating the amount of knowledge and how it pertains to every part of humanitarian logistics. Previously, I served at the Ministry of Health as a humanitarian logistician and the local national pharmaceutical manufacturer's focal person. The UPS Foundation scholarship I received has had a significant impact on my work; I am now able to build logistics models that can be tailored to the needs of Lower Middle Income Countries (LMICs).

This course has broadened my knowledge and boosted my professional experience. The insights I've learned have been game-changers in my logistics career, providing me with even more inspiration to succeed. For example, in two distinct projects in my nation as a project coordinator, I have used the knowledge gathered to construct demand planning tools:

- a. Filling Gaps in Medical Oxygen Demand-Supply Dynamics in Ethiopian Public Health Facilities (Granted \$500,000 and Now Underway)
- b. Leveraging Advanced Demand Planning Techniques to Improve Informed Decision Making in RDF Pharmaceuticals Supply Chain Management at Ethiopian Pharmaceuticals Supply Service, Ethiopia (Conducted for Leadership Incubation Program Course Fulfillment)



Personally, I am a pharmacist in Ethiopia who is obsessed with supply chain optimization and has had a great interest in global health and humanitarian logistics since my undergraduate



studies. In January 2023, I successfully presented my Master's thesis, project "Humanitarian Logistics Management Practice, Performance, and Factors Affecting the Performance of Public Health Emergency Pharmaceuticals," at the School of Pharmacy at Addis Ababa University. Taking this course provides me with an excellent opportunity to provide scientifically-driven humanitarian program leadership that may have an influence on both the beneficiaries and the overall healthcare system. I suggest this training to my colleagues for three reasons based on my experience: First and foremost, one of the most essential duties of a leader is to facilitate the growth of others and bring out the best in them. Second, the course helped me fill a gap in my country. Third, the course will provide participants with global perspectives and experiences that will increase their contributions to the growth of their businesses and nation.

Francis Tumuhairwe, Deputy Supply Chain Coordinator, Médecins Sans Frontières- Operational Center of Geneva (OCG), Support Unit Kampala (SUKA)- Uganda

For the past 8 years I have been working in the humanitarian sector, specifically in the supply chain domain in different positions, and my desire to attend this program came when I was the Project Supply Chain Manager with MSF at Support Unit Kampala- SUKA. By then, my position was more operational i.e., managing and supervising a supply team comprised of procurement, warehouse and stock management, transport, and customs teams in executing their daily work. This includes but is not limited to; local, regional, and international procurement, managing EPREP stocks as well as local, regional, and international transport and customs.

(2021 HHSCM Scholarship Recipient)

My interest to attend the HHSCM program was because I wanted to acquire more knowledge, skills as well we network to add value to my team, support them more efficiently from a more informed perspective and improve the supply chain for which I am a part. On a personal level, it was to increase my understanding of supply chain management in the health and humanitarian sector.



While I was still attending this program, my position changed to Deputy Coordinator in charge of Supply Chain still at SUKA. This is a more strategic position that requires me to have a wide understanding of supply chain management in the humanitarian sector so I can say that this program came at the right time. It is quite a great source of knowledge and information. Now I have a different mindset on the humanitarian supply chain, thanks to this program. Some of my highlights in this program included solving problems using tested and approved models, under system dynamics- mental models, and balancing trade-offs.



Considering the scope of this program, quality of knowledge, and information shared within the class and from the facilitators, I strongly recommend this program to supply chain professionals. I would like to thank the UPS Foundation for its generosity and for making it possible for people like me to access such an opportunity.



Evodie Mudaheranwa, Vaccine Supply Chain Officer, World Health Organization EPI (WHO) - Rwanda (2020 HHSCM Scholarship Recipient)

At the time I requested for scholarship to join the HHSCM program at Georgia Tech, I had been working for the EPI (Expanded Program of Immunization) as a vaccine supply chain officer. Being a vaccine supply chain officer at the central level, planning was my area of work. Although, I have been working with Immunization programs for 5 years and I have been leading planning activities for immunization supply

chain management, where annual forecasting for routine immunization have been part of my assignment, I was interested in learning and getting skilled in Humanitarian Health Supply Chain Management considering emergencies of disease outbreaks in our region that have risen. I knew I would not feel confident without a professional course to make my career complete.



As of July 2020, I joined UNICEF country office where I am providing support to the EPI program on the supply and cold chain management area. I am working closely with EPI, where all activities related to supply chain of vaccines, vaccine devices and cold chain equipment are performed under our supervision. It is during this period of COVID-19 that this field is needed more than never. As the program is planning to receive vaccines for the COVID-19 vaccination campaign, I am part of the team planning

for that and the skills I gained from the course were used during the planning processes to identify gaps and find solutions.

I am therefore grateful for the scholarship I gained from the UPS; without it I wouldn't attend the course while skills from the course were needed to improve my career so as to perform better. I liked the way the course was performed although it was not a face-to-face interaction as planned before, but virtual, it was perfect. All the material was provided, and lecturers were just perfect. We learned about new tools being used in planning and decision making in supply chain management. These tools will be helpful when needed to guide decision making during the critical moments.

(Abov) Evodie during the National Immunization Logistics Working Group workshop, for which



she is a member. The group has been making a work plan for the year 2021. During this workshop emergency plans made are related to COVID-19 vaccination campaign and plans for the resource allocation related to supply chain and cold chain logistic. Evodie remarks that "the (Vensim) tool to estimate needs taught during the course has been useful in this planning session".



Sheilah Cathe Nabukeera, Senior Procurement Officer, National Medical Stores – Uganda (2019 HHSCM Certificate Recipient)

The course learnings have given me deeper insights into supply network and route optimization which will be invaluable in solving some of the supply challenges we may face back home such as supply/demand disparities.

The greatest piece of knowledge for has been the consistent use of analytics to support decision making within my organizational health commodity value chain.

The cross functional nature of my work involves the procurement, warehousing & distribution of

health commodities to health facilities in Uganda. Since the course we have been able to automate & streamline various cross functional processes notably; the recent start of the implementation of the ERP system has been a very exciting thing here at NMS with anticipated benefits like real time visibility of value chain operations, integration of cross functional processes to enhance supply chain performance, enable faster turnarounds in procurement and delivery lead times.



We have adopted the use of dashboards to improve supply chain visibility, tracking of processes & monitoring of events that could disrupt the value chain. We have been able to leverage tech applications like i) Advance Shipment Notice (ASN)- online scheduling of supplier deliveries, ii) Delivery Monitoring Tool (DMT)- real time monitoring of timely deliveries of health commodity to our clients the public health facilities, iii) Contract Management Tool (CMT)- managing supplier performance through monitoring KPI's like delivery lead time, order fulfillment rate and quality of health commodities delivered. These applications have supported our staff in improving overall organizational performance especially in these uncertain Covid-19 times when health commodities are needed more than ever before.



Frankline Keter, Manager- Essential Medicines Program, Clinton Health Access Initiative - Kenya (2018 HHSCM Certificate Recipient)

When applying for the program I wanted to use the lessons learned in the current Essential Medicines Program in Kenya, where at Clinton Health Access Initiative we support

government to formulate solutions to address public health challenges. For instance, a lot of the supply chain lessons will be applied directly to improve the national medical oxygen roll-out strategy. I expected to use what I learned to improve the development of models and efficiency derived from better forecasting & quantification, ultimately leading to the maximum impact possible in the public health sector in Kenya and beyond. I learned that different settings require different decisions, assumptions, and trade-offs; As such, there is need for some level of understanding of the area in which you work to optimally plan supply chain matters logistics here in my country.

My greatest accomplishments since completing the course have been my ability to do more work in public health supply chain to improve access to life-saving commodities. Key supply chain lessons such as, managing uncertainty, forecasting and game theories, from the HHSCM course have been instrumental in my contribution to supply chain conversations and contributions. I have had the privilege of participating in formulation of national supply chain policy/strategies and lessons from HHSCM course have been very helpful. For this, I am thankful to Georgia Tech, and importantly UPS.

I am now at the Africa Resource Centre (ARC) working as the Research & Capacity Building Lead where tools, and methods learned from HHSCM such as forecasting learnings and the case studies, especially the milk distribution study have been helpful. These elements are important especially now that we are focusing on Universal Health Coverage in Africa, which can only be possible with resilient/agile supply chains (better planning, optimal distribution (last mile distribution) etc.).

In 5 years, I see myself taking up more strategic roles in the public health/global health space focusing on improving access to medicines (across the supply chain) in Africa.



Benhilda Mainje, Logistics & Supply Chain Officer, UN Development Program (UNDP) - Zimbabwe (2018 HSCM Certificate Recipient)

It is with great pleasure to express my gratitude for allowing me a scholarship for the HHSCM. This scholarship enhanced my skills and knowledge in supply chain that I'm now even in a position to train and empower colleagues on pre-planning for humanitarian organizations. My



results are now remarkable through making tactical decisions in inventory and distribution planning, which is my main focus, therefore meeting program objectives and producing results.

I got to learn how other supply chains operate and the challenges they face in both private and public sector and how they attempted to get possible solutions I also managed to learn different cultural backgrounds from other participants. The Open Solver (tool) was the best. It opened my mind to new ways putting data in a logical way and analyzing different outcomes to get the best possible solutions. This will definitely improve on my decision making in distribution planning.





This course will benefit not only me but others since in my line of work I'm also involved in capacity building and training. Colleagues and the organization will benefit from the skills I've obtained from the course. Beneficiaries will benefit since I will improve on decision making on getting products to the last mile as and when required. For me the course has upgraded my career path in humanitarian logistics, and I

look forward to doing consulting in the next few years in Zimbabwe where such skills are lacking. Once again, I am grateful for considering me, the course was a step up to my career goals of starting a consultancy in Humanitarian logistics here in my country.



Yves Lucien Hakorimana, Tropical Health Specialist, UN Population Fund (UNFPA) – Rwanda

(2017 HHSCM Certificate Recipient)

When taking the HHSCM program I was a Tropical Health Specialist at the UN Population Fund (UNFPA) in Rwanda and as a reproductive health commodities expert who worked in most humanitarian crisis countries, I understood more how I need to use mathematical modeling in supply chain analysis and design and address easily right recommendations for decision making. My greatest takeaway from the course has been the

involvement of mathematics model versus hypothesis in forecasting, quantification, and health commodity distribution plans.

Now in Chad working at Chemonics International as the Senior Technical Advisor for Human Resource for Health Capacity Building, I am doing great in my career progress, and Professional Certificate of Health and Humanitarian Supply Chain Management did no less in my career shaping in both technical and leadership terms.

I ended year 2019 with a consultancy at SWEDD (Sahel Women Empowerment and Demographic Dividend) Project, funded by World Bank where I was conducting a mission of motoring of project implementation level with emphasis on accessibility of Health commodities at last mile, distribution model and Logistics Management Information System. After this



mission, I supported UNDP in distribution planning for malaria commodities under Global Fund. I also assisted 3 countries for Health product forecasting in the context of harmonizing distribution plans for all health commodities: Guinea Bissau, for HIV/TB Health commodity forecasting and revising LMIS tools; Cameroon and Madagascar, for Malaria health products forecasting and quantification. One of my biggest accomplishments has been taking lead on my mission with Global Fund in different sub-Saharan Africa locations to help them in elaboration of grant request proposal and forecasting for HIV/TB & Malaria products that will be needed for Fund round 2021-2023.

I am now also on my way to start my PhD and in 5 years I have ambitions to be a country director or regional Director at any international organization that has a great impact in global health supply chain transformation.



Susan Pokharel, Former Logistics Officer, Field Support Logistics Officer, WFP HQ, Italy (2016 HHSCM Scholarship Recipient)

Back in 2015, I was looking for a short-term course on supply chain management designed to humanitarian logistician which could provide better understanding on a global level. I did lots of research in many

universities courses and finally I found Health and Humanitarian Supply Chain Management (HHSCM) one of the best course suitable for my need. Today, I do not regret that I choose HHSCM course designed.

The training has scaled up my level of confidence and increase my understanding on the humanitarian operations on global emergencies. I took the HHSCM course and was fascinated by the

lectures and the way it was taught. It has not only broadened my knowledge on the areas of logistics but also motivates me to be an international humanitarian work on the similar subject.

The classes delivered were evidence and research based, real life case studies. Hence, I always found the class very interesting and productive. The approach on effective location of distribution centers, timing, cost, managing operation and converge area were the key. As a member of World Food Program (WFP), Global Logistics Cluster, it is my responsibility to gather information from all over the cluster activated emergencies countries. The knowledge gained from the program including



consolidated supply chain, economic order quantity and reducing the holding cost have been very practical and useful on my daily activities. I have been implementing those ideas almost



always in my work and I believe it is very beneficial. The research-based classes have inclined me to do some specific research study on supply chain which I completed when I get deployed to a field mission.

I am still working at WFP as a Logistics officer and my greatest accomplishments to date has been working in field support operations, where I was deployed to Mozambique for cyclone Kenneth Response (above). The operation was interesting as I am there in middle of crisis. In 5 years, I see myself as a stakeholder of a department on humanitarian supply chain.









Diego Flores, Supply Chain Officer,
Médecins Sans Frontières | Doctors Without Borders - Geneva
(2015 HHSCM Certificate Recipient)

It has been more than five years since I attended to the HHSCM Certificate Program in Atlanta and there is a clear difference between my mindset and approach before and after I took this program. Since the program, I have been working in different countries and programs of my organization (MSF) where I am now the Head of Mission based in Uganda.

At the time of the program was working with Afghanistan and Pakistan programs where I led our teams in the field for different supply chain optimization processes, like the definition of replenishment rules for the medicines used and an assessment of the quality of data. I sincerely thank UPS Foundation for supporting me with the scholarship for this program as it allowed me to cover the rest of the costs to fly from Kyrgyzstan (back then working there) to Atlanta.

One of the greatest takeaways from HHSCM for me was the theory of constraints and the systems dynamics session. With this knowledge I have been able to escalate to different sections of MSF with bigger and more complicated responsibilities. From a technical referent to a back-office advisor, then a supply chain officer for four missions of MSF





and finally back to the field as a Head of Mission of the Support Unit in Kampala.

Five years from now I see myself either working as a consultant in Health Supply Chain systems strengthening and humanitarian logistics or halfway in a PhD. In any of both cases, I would be already graduated from MIT master's in supply chain engineering and before that, a fellowship at HANKEN institute in Finland.



Prabhu Govindaraj, CTS Specialist (Supply Chain/Procurement), CARE International

(2013 HHSCM Certificate Recipient)

I would like to express my gratitude to the UPS Foundation for providing the scholarship to my "Health and Humanitarian Logistics Certificate Course" in Georgia Tech University.

By taking this course, I was able to mingle with many international students and some Atlanta based students, which gave me further exposure to experiences and knowledge. Through this course study, I am now able to generate Logistics engineering graphs and diagrams relating to the Commodity Tracking System project with which I'm involved at CARE in Haiti, Bangladesh, Kenya, Djibouti, Zimbabwe, and Chad and able to present it to higher levels.

Scholarship support has given me the opportunity to take the course and now I am in a capacity to teach others, where I visit Logistics personnel in our country offices.



Noah Kafumbe, Supply Chain Manager, Task Force for Global Health- Int'l Trachoma Initiative (2013 HHSCM Certificate Recipient)

In 2018, five years after taking the HHSCM program, Kafumbe served as an advisor on Commodities and Supply Chain to the USAID Global Health Bureau, one of the largest donor

organizations in the world. At that time, he shared that the forecasting and pre-planning strategies learned from HHSCM would help to determine whether lives may be saved when an outbreak hits. "In the humanitarian sector, with low resources, you never have all of the information you need to make a decision, and you must act fast – if you haven't already built capacity, you can't deliver," said Kafumbe. "I'm now able to better visualize the overall system and lay the framework for strategic decisions to be made in conjunction with partners at local ministries of health who may not have a supply chain background."

In Uganda, Kafumbe reduced response time to disease outbreaks in Uganda to ensure patients quickly get what they need. He visited 60 districts to map out the entire supply chain,





from procurement to the last mile delivery, identifying constraints and using the forecasting and quantification tools he learned while attending HHSCM.

As of 2020 Kafumbe reports that he is now the Senior Supply Chain Systems Advisor for USAID in Uganda Kafumbe was also recently apart of the National COVID-19 Response Task Force as the US Government representative in Uganda. His greatest takeaway from the program that he still uses to this day has been Pre-positioning Supply and Distribution planning. In five years, he sees himself as a Director of a Global Humanitarian Program.





Simplice Takoubo Kamdem, Commodity & Logistics Tech Adv, USAID - Benin

(2012 HHSCM Certificate Recipient)

As a graduate of the September 2012 cohort of the Health and Humanitarian Logistics Certificate program, I had the privilege to be taught by the three faculty with a mastery of the course content and their passion and dedication to transmit those

valuable skills to students. This certification program enriched my experience and widened my horizon of thinking especially in the humanitarian field. I got the opportunity to gain news skills and significant insight with other classmates who came from different parts of the world with a variety of past experience in the humanitarian and relief field.

Having attended this program really ignited my passion for the humanitarian and logistics studies. I was inspired by the high quality of the program put together and in 2014 I started working on a research paper for my master's in advanced studies in Humanitarian Logistics and Management at the USI University in Switzerland, which I decided to complete after being largely influences by the talented professors of the HHSCM Program.

My completion of the HHLSCM Program combined with my graduation from MSHLM have been a true booster in my career. Very quickly got promoted from the advisor position to manager position; changed countries and took on additional role. My skills significantly increased, and in 2021 I will be moving to take a new role with the USAID Regional Office for West Africa. In 5 years, I see myself as the Project Director for a Donor-funded project in the Health Supply Chain Project.

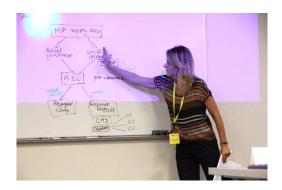




Marta Wnorowska, Supply Manager, Doctors Without Borders - Geneva (2016 HHSCM Certificate Recipient)

Training at Georgia Tech has been a valuable experience. I wish to thank UPS for this great opportunity as it represents a great added value to my present performance. As a Supply Manager, working for Doctors Without Borders... The main objective is to deliver medicines to the final beneficiaries... Sometimes (especially when working in emergencies) it is

not possible to find time, reflect more and go more into details of the tools, techniques used. Training at Georgia Tech has given me this opportunity: to step back, to think more and to get a more technical approach. Overall, the training has given me an irreplaceable opportunity to improve my skills as a Supply Manager. I am very grateful for that.







Daniel Ali Ngongo, Management Sciences, Health (MSH/USAID) - Democratic Republic of Congo (DRC) (2016 HHSCM Certificate Recipient)

I was the assistant logistics officer before my professional learning at Georgia Tech. The scholarship that I was given by the UPS Foundation has played a big role in my career, and as soon

as I returned to my workplace and applied the knowledge learned in the training to put in place now ways of storage in our deports to a standard that was not in place... after that immediately was sent for an intervention to the yellow fever break outbreak in the capital Kinshasa. I represented my organisation in the planning on a national level with the CDC members from Atlanta WHO and MOH from the government of DR Congo. We carried out the vaccination study for the capital city with an estimate of about 14 million people and we reached out every community to prepare in the province.

As of now, I am the Acting Operation Coordinator to Lualaba province. I was recently sent to support the coordination of Projects Implemented...entrusted to plan and distribute 250 hospital



beds to 8 health zones of Lualaba province that was donated by the USAID in our project PROSANI. I used all distribution techniques that I learned from HHSCM which made it easy to plan and distribute I shear my knowledge to all the coordination partners and support then understand whet supply chain is all about from the simplest form of logistics to the expert level as to build the capacity of our logistic staff members too.

This was a golden chance that I could ever have in a country like mine where no educational institution exists that educates Logistics and supply chain as a career. That is why I officially thank UPS Foundation for the scholarship it has given a big impact to my organisation and my career. I wish that they continue to give scholarships to countries that can't afford this kind of professional learning it will continue giving the impact to communities especially third world countries and war affected regions. This scholarship is very important, and it has changed my life, and I know it will change everyone's life as the impact is to the community and my organisation.

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