

**USAID GLOBAL HEALTH SUPPLY CHAIN PROGRAM**  
PROCUREMENT AND SUPPLY MANAGEMENT



# QUARTERLY REPORT

FISCAL YEAR 2017 QUARTER I, OCTOBER 1 TO DECEMBER 31, 2016

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FROM THE AMERICAN PEOPLE



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Chemonics Contact:  
Anthony Savelli  
Procurement and Supply Management  
Project Director 251  
18th Street, Suite 1200  
Arlington, VA 22202  
P 202-955-3487 | M 202-684-1479  
asavelli@GHSC-PSM.org

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## ACRONYMS

ACT	artemisinin-based combination therapy	LMIS	logistics management information system
AL	artemether lumefantrine	LLIN	long-lasting insecticidal net
APE	absolute percentage error	MAPE	mean absolute percentage error
ARTMIS	Automated Requisition Tracking Management Information System	OTIF	on-time in-full delivery
ARV	antiretroviral	PEPFAR	President's Emergency Plan for AIDS Relief
AS/AQ	artesunate/amodiaquine malaria treatment	PMI	President's Malaria Initiative
CD4	CD4 count is a lab test that measures the number of CD4 T lymphocyte (CD4 cells) in blood samples of people with HIV	PSM	USAID Global Health Supply Chain Program–Procurement and Supply Management project
EID	early infant diagnosis	RDT	rapid diagnostic test
MOH	ministry of health	RTK	rapid testkits
ITN	insecticide-treated net	RDC	regional distribution center
IUD	intrauterine device	SCMS	Supply Chain Management System
LMO	logistics management office	SDP	service delivery point
		SP	sulfadoxine-pyrimethamine
		TO	Task Order
		ZAPS	Zimbabwe Assisted Pull System

## Executive Summary

The USAID Global Health Supply Chain Program-Procurement and Supply Management (GHSC-PSM) project is pleased to present its performance report for the first quarter of fiscal year 2017 (October to December).

### Overall Project Performance

As the Global Supply Chain team (Objective 1) continues to ramp up its operations, this quarter saw an exponential increase in global supply chain activities. Sourcing and procurement volumes continued to increase with the number of requisition orders being processed increasing from about 580 at the end of September to about 780 at the end of December.

For each and every task order, the team issued almost two times the value of purchase orders issued last quarter, totaling \$83.2 million for the HIV/AIDS Task Order (TO1), \$35.5 million for the Malaria Task Order (TO2), and \$4.2 million for the Family Planning/Reproductive Health Task Order (TO3). The project also attained another incipient milestone as it made its first procurements for Maternal and Child Health (TO4), totaling \$129,057.

The Deliver/Return team completed inventory transfers of HIV/AIDS and malaria products from the predecessor projects, and saw more than 200 line items delivered to their destinations, both in countries and at project regional distribution centers (RDCs) in the Netherlands, Singapore, and South Africa.

The Management Information Systems (MIS) team launched releases 1.1, 2, and 2.1 of the Automated Requisition Tracking Management Information System (ARTMIS), improving capabilities for order and fulfillment management, sourcing processes, and reporting.

The Country Programs team (Objective 2) began transitioning field office operations from the start-up phase to planning for the first full year of implementation. By the end of December, fiscal year 2017 work plans were approved or in progress in 28 countries, and monitoring and evaluation (M&E) plans were approved or in progress in 16 countries.

### Summary of Key Performance Indicators

Strategic sourcing activities to reduce procurement lead times are reflected in the project's framework contract percentage for the quarter, which was 77.9 percent for Task Order 1 and 98.6 percent for Task Order 3. Cycle times for products procured under framework agreements were 63.4 days for Task Order 1 (compared to 70.8 days for non-framework agreements), and 154.7 days for Task Order 3 (compared to 220.5 days for non-framework agreements).

Task Order 2 continued to make procurements under firm fixed price subcontracts exclusively, while also conducting sourcing events to put long-term agreements in place for ACTs and rapid diagnostic tests. Framework contract percentage for TO2 is expected to rise in the coming quarters.

Under the Plan aspects of the global supply chain, absolute percent forecast error for first line adult and pediatric ARVs was under 5 percent. Percentage of shelf life remaining for TO2 and TO3 inventory is high, at 89.2 percent and 95.3 percent respectively. Additionally, quality control testing across all task orders showed none of the batches tested to be out of specification.

Among GHSC-PSM's project-supported countries, Haiti, Mozambique, Malawi, Namibia, Nigeria, and Zambia reported overall stockout rates of ten percent or less in service delivery points (SDPs). Of the aforementioned countries- Malawi, Nigeria and Haiti had no stock out observations at the central and subnational stores while Zambia, Namibia and Mozambique had stock out rates at central and subnational stores of three, nine and fifteen percent respectively.

On the metric of SDP reporting rates to the logistics management information system (LMIS), twelve out of fourteen countries achieved reporting rates of more than 75 percent. Quarterly supply planning was also carried out in most countries, with 91 percent of supply plans updated for Task Order 1 and 100 percent updated for Task Order 3. The field offices also carried out capacity building activities, training 768 people in eight countries. More than half of the training was conducted in Zimbabwe, where GHSC-PSM is supporting the roll-out of a new distribution system in all provinces.

## Performance Challenges

The performance data also identified areas for improvement. For shipments procured and delivered by GHSC-PSM, the team achieved a 30.7 percent on-time and in-full delivery rate (*On-time percentages were calculated according to an internal project -30/+5 business day delivery window. GHSC-PSM will move to a -14/+7 calendar day window for the next quarter, per the Technical Direction Memo dated January 5, 2017*). Performance was stronger for Task Order 3 (53.8 percent) and for shipments of 1st line adult ARVs (65.4 percent), but weak for Task Order 1 laboratory items (16.7 percent). Lab products did have the shortest cycle time, at 62.7 days, but many were emergency orders with tight delivery dates. On-time performance is expected to improve as the Global Supply Chain teams collect improved data on product lead times and are better able to provide that information to customers as they plan their requisition orders, and as warehouse and framework contract fulfillment increases.

At the RDCs, average shelf life remaining for Task Order 1 is only 65.2 percent, driven largely by high volumes of tenofovir/lamivudine/efavirenz from the manufacturer Hetero with only about half the shelf life remaining. These stocks were quarantined following a notice from Food and Drug Administration revoking the product's approval. The product could not be shipped during this period, causing the shelf life to run down. With the recent decision to remove and destroy the product, average shelf life remaining for Task Order 1 is expected to improve.

Within countries, maintaining warehouse stock levels within minimum and maximum levels remains a challenge, with only 11 percent of storage observations showing tracer products to be stocked according to plan. The products most likely to be understocked were malaria rapid diagnostic kits and viral load reagents. Countries reporting understocks have taken actions to correct them, including supply plan revisions for viral load reagents in Nigeria and an emergency order for malaria commodities in Zambia. Lack of MOH transportation funds in Pakistan continues to create stockout situations at district warehouses, while contraceptive campaigns in Mozambique resulted in central-level stock

shortages. Task Order 3 overstocks in Zambia are expected to come down as the Ministry of Health steps up a contraceptive sensitization campaign that is likely to increase demand.

## Performance Opportunities

To preclude some of the challenges mentioned above, the project teams are actively conducting root cause analyses and implementing operational and strategic actions necessary to sustain and improve performance. The Deliver/Return team is working to improve the electronic data interchange across all its systems, including freight forwarders, warehouse operators, and invoicing. They have also progressed on optimizing the warehouse network, working to select new sites for regional distributions centers.

As ARTMIS functionality increases, the Source team moved to decrease its manual processes. Existing manually created subcontracts have been uploaded to ARTMIS, and suppliers have been trained on using the system to respond to RFQs and submit shipping documents. ARTMIS functionality will continue to improve and increase with Release 3 in April.

In the home and field offices, the project laid a foundation for innovations for the coming months and years.

In the home office, the project conducted a landscape analysis for the use of unmanned aerial vehicles (UAV) to improve the delivery of medical commodities, and found it to be a promising new technology that has the potential to reduce distribution costs for the health supply chain and increase access to essential medicine, diagnostics and treatment. The project is taking steps over the course of the year to prepare for piloting the technology in one or more countries.

Also at the global level, PSM continued to develop our strategy to implement global standards for product identification within the Global Supply Chain. RC Partners, LLC, a U.S. small business, conducted an assessment of ARTMIS's ability to

capture GSI data through the product procurement to delivery lifecycle and made recommendations on future requirements to enable data capture, exchange, and analysis.

In Pakistan, a supply chain diagnostic was conducted by McKinsey & Company to evaluate and prioritize supply chain strategies for the coming year, based on anticipated cost, political willingness, enabling environment, and impact across Pakistan's four provinces. Using this data, USAID and the PSM Pakistan team were able to discuss work plan activities with relevant Pakistan provincial and national officials and evaluate potential impact relative to cost to make decisions on which activities to move forward. Lesotho conducted a supply chain optimization study this quarter to explore opportunities to reduce costs and minimize stockouts by optimizing warehouse size and location, and distribution schedules and routes. The Country Programs team will continue to finalize and implement work plans and M&E plans for the first fiscal year 2017.

## Report Overview

The following report contains an in-depth look at the project's performance indicators for the period. Section A (FY 2017 Key Performance Overview) contains a high-level review of a selected group of essential indicators, synthesized across all task orders. It also includes key comments to explain indicator performance and a list of action items that the relevant global supply chain and country teams have developed in response to the performance data. Section B (FY 2017 Key Performance Overview by Task Order and IDIQ) contains an overview of all indicators, broken out by task orders. Section C (Detailed Performance by Indicator) contains a detailed view of performance in each indicator, with disaggregated data, visualizations, narrative analysis, and other comments to aid in interpretation of the data.

## Section A. Fiscal Year 2017 Key Performance Overview-IDIQ

### Section A: Fiscal Year 2017 Key Performance Overview-IDIQ

Reporting Period (Quarter) start date	01/01/2016	04/01/2016	07/01/2016	10/01/2016
Reporting Period (Quarter) end date	03/31/2016	06/30/2016	09/30/2016	12/31/2016
Summary performance to date	FY 2016 Q2	FY 2016 Q3	FY 2016 Q4	FY 2017 Q1
<b>Global Supply Chain</b>				
<b>A1.</b> Percentage of shipments delivered on time in full, within the customer-specified delivery window – %			67%	30.7%
<b>A3.</b> Cycle Time (Average) – # (days per shipment)			101	85.9
<b>A4.</b> Inventory Turns (Average number of times inventory cycles through GH-SC-PSM-controlled global facilities) – ratio	Annual			
<b>A5.</b> Total Landed Cost (total cost of all supply chain operations and expenses associated with delivery of one cubic meter of product) – \$				
<b>A6.</b> Percent Forecast Error (Absolute Percent Error); and variant Mean Absolute Percent Error (MAPE) – %			14.4%	37.6%
<b>A13.</b> Percentage of batches of product showing non-conformity in a specific time period (out of specification percentage) – %			0.0%	0.0%
<b>In-Country</b>				
<b>B1.</b> Stockout Rate at SDPs – %			25.9%	20%
<b>B2.</b> Percentage of stock status observations in storage sites, where commodities are stocked according to plan, by level in supply system – %			20.8%	11%
<b>B3.</b> Service Delivery Point (SDP) reporting rate to the Logistics Management Information System (LMIS) – %			80%	79%
<b>B8.</b> Percentage of initially GHSC-PSM-supported supply chain functions carried out by national authorities that are done without external technical assistance – % (semi-annual)	Semi-Annual		Semi-Annual	
<b>Cross-Cutting</b>				
<b>C2.</b> Number of people trained – # (people)	TO specific trainings combined		196	194
	Cross cutting trainings			569
	All trainings (TO specific & Cross cutting)			763
<b>C3.</b> Overall customer satisfaction rating for GHSC-PSM services (disaggregated by customer category) – rating (annual)	Annual			

Important: Key performance metrics on this page are intended to provide an overall snapshot of the project's performance. They may conceal nuances between task order performance and must be interpreted in the light of individual task order performance or granular data.

**A4 (Inventory Turns) is not reported this time. Reason: An annual indicator.**

**A5 (Total Landed Cost) is not reported this time. Reason: Calculations and sources are being reviewed, This indicator will be reported in FY 2017 Q2.**

**B8 (Percentage of initially GHSC-PSM supported supply chain functions carried out by national authorities that are done without external technical assistance) is not reported at this time. Reason: Annual indicator.**

**C3 (Customer Satisfaction rating) is not reported at this time. Reason: Annual Indicator.**

Area	Key comments for performance justification
Global Supply Chain	<p>A1. The project achieved a 30.7 percent on-time delivery rate across all task orders. Performance was better in TO3 (53.8 percent), and for ARVs (65 percent). Low performance was driven largely by the large volume of TO1 lab items delivered outside the delivery window.</p> <p>A3. Overall cycle time averaged 85.9 days, with the shortest times for TO1.</p> <p>A6. Absolute percent forecast error was 38.8 percent for TO1 and 19.7 percent for TO3. Demand for male and female condoms had been revised upward after large orders in FY2016 Q4, but this additional demand was not consumed. Historical demand for progestin only pills was also not realized this year, driving variance in TO3. ARV forecasting was good, with only 4.2 percent error.</p> <p>A10. Framework contract percentages for TO1 and TO3 were high, at 77.9 percent and 98.6 percent, respectively. TO2 continued to procure entirely under firm fixed price subcontracts as pre-determined by its procurement strategy.</p> <p>A13. Zero percent of batches that underwent QA testing during the quarter showed any non-conformity.</p>
In-Country	<p>B1. The service delivery point (SDP) stockout rate across countries was 20 percent, ranging from 10 percent for Task Order 1 to 29 percent for Task Order 3. Individual country stockout rates ranged from 0.2 percent in Haiti, to 40 percent in Ghana and 39 percent in Pakistan. Among project-supported countries, Haiti, Mozambique, Malawi, Namibia, Nigeria, and Zambia reported overall stockout rates of 10 percent or less in SDPs. Stockouts in Pakistan were concentrated in the Lady Health Worker and maternal, newborn, and child health programs in Punjab and Sindh, due to challenges with the requisitioning system and limited procurement of emergency contraceptives and progestin only pills.</p> <p>B2. Only 11 percent of tracer products were stocked within the minimum and maximum levels at central and subnational level storage sites this quarter, ranging from 8 percent for TO4 and TO2 to 31 percent for TO1. On a whole, countries tended to be overstocked (38 percent) or understocked (32 percent), while 19 percent of tracer products were stocked out at storage facilities. The strongest performing countries were Zimbabwe, Zambia, and Haiti, whose storage sites on average had about 50 percent of products stocked according to plan. A few countries demonstrated a need for improvement; these were Pakistan, Burkina Faso, and Ghana, where 47 percent, 43 percent, and 38 percent of tracer products, respectively, were stocked out at storage sites.</p> <p>B3. Twelve out of fourteen countries reporting this quarter achieved SDP reporting rates of more than 75 percent to the logistics management information system (LMIS). Ghana's data relies on an Early Warning System to report stockouts, which is not considered to be representative of all service delivery points. The project in Ghana has developed a roadmap for the implementation of a national LMIS, which will improve visibility into health facility stock levels.</p>
Cross-Cutting	<p>C2. Field offices conducted training for 768 participants in 8 countries. The majority (401) were trained in a new distribution system in Zimbabwe.</p> <p>C7. Product losses were reported in Haiti, Malawi, and Nigeria, including the expiry of 3.12 percent of TO1 stock at the central warehouse in Haiti.</p> <p>C10. Performance of project-supported molecular instruments was mixed, with 100 percent remaining functional in Haiti and only 37.5 percent in Mozambique.</p>

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Agreed action items from prior quarter (FY 2016 Q4)	Status
<p><b>Global Supply Chain</b></p> <p><b>A6.</b> Monitoring funding for contraceptive implants to improve forecast accuracy.</p> <p><b>A6.</b> Ensure correct delineation of funding in TO1 country supply plans through Systems Strengthening and Plan team reviews.</p>	<p><b>A6.</b> TO3 Finance Director is in regular communication with the Demand Planning team and attends monthly PRH demand reviews.</p> <p><b>A6.</b> Standardized ARV supply plan review process has been implemented by the Systems Strengthening team, which includes review of whether funders have been identified for all line items.</p>
<p><b>Country Programs</b></p> <p>All country indicators. Finalize and implement FY2017 country work plans, incorporating activities to improve performance indicators.</p> <p><b>B1. Nigeria:</b> Ensure cross-referencing of logistics data with patient per regimen data to improve the determination of resupply quantities. For TO2, Nigeria will flag facilities with largest increases in consumption with the Field Program Management team for follow-up, as these facilities are likely to be at most risk for stock-outs.</p> <p><b>B2. Ghana:</b> Work with stakeholders to improve stock status monitoring in regional warehouses.</p> <p><b>B2. Mozambique:</b> Conduct RTK supply chain assessment with the Ministry of Health to identify bottlenecks and recommend improvements to avert under-stocking and stock-outs.</p> <p><b>B2. Madagascar:</b> Strengthen logistics for routine LLIN distribution following mass distribution campaigns. Plan for inaccessibility of health facilities during the rainy season.</p> <p><b>C10. Mozambique:</b> Improve communications between laboratories and the central level to ensure outages of molecular instruments are reported and repaired in a timely manner.</p>	<p><b>All country indicators:</b> Workplans approved in most countries.</p> <p><b>B1. Nigeria:</b> Cross referencing of logistics and patient data has been implemented. 10 health facilities with the highest consumption in PMI-supported states have been identified for further investigation.</p> <p><b>B2. Ghana:</b> Stock status discrepancies have been shared with partners. Ghana Health Services has initiated re-distributions across regions. Efforts to recalculate average monthly consumption (AMC) at storage sites are ongoing.</p> <p><b>B2. Mozambique:</b> RTK assessment has been conducted. Findings and key recommendations were presented to counterparts and partners in March.</p> <p><b>B2. Madagascar:</b> LLIN strategy to be discussed with partners at the next planning meeting, in advance of the campaign planned for Sept 2018. Pre-positioning commodities in advance of the rainy season is challenging due to the availability of products in country. Emergency distributions are planned for district stores that are stocked out.</p> <p><b>C10. Mozambique:</b> Field visits conducted to molecular biology labs to assist with equipment management, including refresh session on communication flow. GHSC-PSM sends bi-weekly breakdown report to government lab department and CDC.</p>

Proposed action for next quarter	Status
<p><b>Global Supply Chain</b>  <b>A6.</b> For male and female condoms and TO3 items, the Plan team is getting better access to country offices and supply plans to better inform annual procurement intentions. ARTMIS reports, now mostly operational, will also allow for cleaner, more useful datasets for analysis.</p>	
<p><b>Country Programs</b></p> <p><b>B1. Pakistan:</b> Expedite provincial procurements for all products in general, and specifically for progestin only pills (POP) and emergency oral contraceptives. POP should be procured as per demand by provinces. Requisition and distribution system from central to sub-national level-2 and within districts need to be strengthened in general and specifically for LHW and MNCH Programs.</p> <p><b>Ghana:</b> Target improvements toward the challenges in inventory management and distribution at poor-performing sites.</p> <p><b>Mozambique:</b> Continue to work closely with the MOH to develop monthly distribution lists, and to use LMIS data for redistributing overstocks.</p> <p><b>Lesotho:</b> Focus on correct completion of bin cards during supportive supervision visits alongside frequent data quality assessments.</p> <p><b>B2. Pakistan:</b> Continue to work closely with Federal and Provincial Governments to expedite the distribution of overstocked products from the central warehouse.</p> <p><b>B3. Burkina Faso:</b> Advocate for the MOH to consider extending internet access to all districts to improve timeliness of reporting.</p> <p><b>C7. Haiti:</b> Improve coordination with the Ministry of Health around changes in procedures and protocols to prevent future expiries by ensuring that all products in stock are distributed before a new protocol goes into effect.</p> <p><b>C10. Nigeria:</b> Implement action plan with vendor Roche to gather real time information on equipment functionality, monitor monthly service plans, and conduct an assessment to identify instruments that need to be replaced.</p>	

**Section B. Fiscal Year 2017 Key Performance Overview by Task Order**

**Section B: Fiscal Year 2017 Key Performance Overview by Task Order**

Performance To Date																					
		Task Order 1				Task Order 2				Task Order 3				Task Order 4							
		TO1				TO2					TO3					TO4					
		Annual Target	2016 Q2	2016 Q3	2016 Q4	2017 Q1	Annual Target	2016 Q2	2016 Q3	2016 Q4	2017 Q1	Annual Target	2016 Q2	2016 Q3	2016 Q4	2017 Q1	Annual Target	2016 Q2	2016 Q3	2016 Q4	2017 Q1
<b>Global Supply Chain</b>																					
<b>A1</b>	Percentage of shipments delivered on time in full, within the customer-specified delivery window – % (*Number of shipments).	N/A			100%	29%	N/A			100%	0%	N/A			0%	54%	N/A				
					(1)	(138)					(2)				(1)	(13)					
<b>A2</b>	Percentage of shipments delivered on time, within the customer-specified delivery (with external benchmarks)	N/A					N/A					N/A					N/A				
<b>A3</b>	Cycle Time (Average) – # (days per shipment)	N/A			78	74	N/A			78	166	N/A			148	200	N/A				
<b>A4</b>	Inventory Turns (Average number of times inventory cycles through GH-SC-PSM controlled global facilities) – ratio	N/A	Annual			N/A	Annual			N/A	Annual			N/A	Annual						
<b>A5</b>	Total Landed Cost (total cost of all supply chain operations and expenses associated with delivery of one cubic meter of product) – \$	N/A	Semi-Annual		Semi-Annual		N/A	Semi-Annual		Semi-Annual		N/A	Semi-Annual		Semi-Annual		N/A	Semi-Annual		Semi-Annual	
<b>A6</b>	Absolute Percent Error (APE)– %	N/A				39%	N/A					N/A			14.4%	20%	N/A				
<b>A7</b>	Percentage of line items imported using a temporary waiver (Temporary Waiver Percentage) – %	N/A					N/A					N/A					N/A				
<b>A8</b>	Average percentage of shelf life remaining for warehoused commodities, weighted by the value of each commodity's stock (Product at Risk Percentage) – %	N/A				76%	N/A				72%	N/A				70%	N/A				

**A2 (On-time Delivery with external benchmarks) is not reported this time. Reason: PSM is not reporting on any benchmarks or targets until the end of Fiscal Year 2017.**

**A4 (Inventory Turns) is not reported this time. Reason: An annual indicator.**

**A5 (Total Landed Cost) is not reported this time. Reason: Calculations and sources are being reviewed, This indicator will be reported in FY 2017 Q2.**

**A7 (Temporary Waiver Percentage) is not reported at this time. Reason: Tracking- data sources and flow for this indicator are being reviewed.**

Performance To Date																					
Indicator		TO1 Annual Target	Task Order 1				TO2 Annual Target	Task Order 2				TO3 Annual Target	Task Order 3				TO4 Annual Target	Task Order 4			
			2016 Q2	2016 Q3	2016 Q4	2017 Q1		2016 Q2	2016 Q3	2016 Q4	2017 Q1		2016 Q2	2016 Q3	2016 Q4	2017 Q1		2016 Q2	2016 Q3	2016 Q4	2017 Q1
<b>A9</b>	Percentage of qualified suppliers from which USAID procures product (Supplier Concentration) – %	N/A	Semi-Annual		Semi-Annual																
<b>A10</b>	Percentage of product procured using a framework contract, within a specified period (Framework Contract Percentage) – %	N/A			97%	77%	N/A			0%	0%	N/A			87%	98%	N/A				0%
<b>A11</b>	Percentage of products ordered from the catalog (Catalog Order Percentage) – %	N/A																			
<b>A12</b>	Percentage of price variance between contract unit price and starting year/baseline historical unit price for noncatalog products – %	N/A																			
<b>A13</b>	Percentage of batches of product showing nonconformity in a specified time period (out of specification percentage) – %	N/A			0%	0%	N/A			0%	0%	N/A			0%	0%	N/A				
<b>A14</b>	Average Supplier Rating Score – rating	N/A																			
<b>In-country Performance and Sustainability</b>																					
<b>B1</b>	Stockout Rate at SDPs – %	N/A			8%	10%	N/A			23%	13%	N/A			31%	29%	N/A				14%
<b>B2</b>	Percentage of stock status observations in storage sites, where commodities are stocked according to plan, by level in supply system – %	N/A			21%	31%	N/A			18%	8%	N/A			22%	12%	N/A				8%
<b>B3</b>	Service Delivery Point (SDP) reporting rate to the Logistics Management Information System (LMIS) – %	N/A			84%	87%	N/A			75%	80%	N/A			81%	79%	N/A				74%
<b>B4</b>	Average rating of in-country data confidence at the central, subnational, and SDP levels (data availability, accuracy and timeliness) – rating	N/A	Annual																		

**A9 (Supplier Concentration)** is not reported at this time. Reason: A Semi-annual indicator.

**A11 (Catalog Order Percentage)** is not reported at this time. Reason: Currently being reviewed and will be replaced in the next quarterly report.

**A12 (Price variance for non-catalogue products)** is not reported this time. Reason: Currently being reviewed and will be replaced by another indicator that better captures price fluctuations.

**A14 (Average Vendor Rating Score)** is not reported this time. Reason: Project was ramping up supplier relations operations, also, there were very few supplier related transactions in the last two quarters, the project will begin reporting on this indicator next quarter.

**B4 (In-country Data Confidence)** is not reported this time. Reason: Annual indicator.

Performance To Date																							
Indicator		Task Order 1				Task Order 2				Task Order 3				Task Order 4									
		TO1 Annual Target	2016 Q2	2016 Q3	2016 Q4	2017 Q1	TO2 Annual Target	2016 Q2	2016 Q3	2016 Q4	2017 Q1	TO3 Annual Target	2016 Q2	2016 Q3	2016 Q4	2017 Q1	TO4 Annual Target	2016 Q2	2016 Q3	2016 Q4	2017 Q1		
B5	Percentage of countries conducting annual forecast reviews – %	N/A	Annual				N/A	Annual				N/A	Annual				N/A	Annual					
B6	Percentage of countries conducting quarterly supply plan updates – %	N/A			100%	91%	N/A			78%	70%	N/A			78%	100%	N/A					33%	
B7	Percentage of total spent or budgeted on procurement of commodities for public sector services by the government, USG, the Global Fund, or other sources disaggregated by program – \$	N/A	Annual				N/A	Annual				N/A	Annual				N/A	Annual					
B8	Percentage of initially GHSC-PSM-supported supply chain functions carried out by national authorities that are done without external technical assistance (semi-annual) – %	N/A	Semi-Annual		Semi-Annual		N/A	Semi-Annual		Semi-Annual		N/A	Semi-Annual		Semi-Annual		N/A	Semi-Annual		Semi-Annual			
B9	Supply Chain Workforce Loss Ratio – ratio (annual)	N/A	Annual				N/A	Annual				N/A	Annual				N/A	Annual					
B10	Percentage of countries that have a functional logistics coordination mechanism in place – %	N/A	Annual				N/A	Annual				N/A	Annual				N/A	Annual					
B11	Percentage of leadership positions in supply chain management that are filled by women (in countries where GHSC-PSM is providing technical assistance related to workforce development) – %	N/A	Semi-Annual		Semi-Annual		N/A	Semi-Annual		Semi-Annual		N/A	Semi-Annual		Semi-Annual		N/A	Semi-Annual		Semi-Annual			
B12	Absolute percent consumption error- %	N/A	Semi-Annual		Semi-Annual		N/A	Semi-Annual		Semi-Annual		N/A	Semi-Annual		Semi-Annual		N/A	Semi-Annual		Semi-Annual			
<b>Cross-Cutting</b>																							
C1	Number of innovations (including operations research studies) that were developed, implemented, or introduced and are related to the health commodity market or supply chain best practices – #	N/A					N/A										N/A						
C2	Number of People Trained – #	N/A			133	162	N/A			14	33	N/A					N/A						
																			Cross cutting Trainings				
																							569

B5 (Annual Forecast Reviews) is not reported this time. Reason: Annual indicator.

B7 (Percentage of total spent or budgeted on procurement of commodities by government, USG, the Global fund, or other) is not reported at this time. Reason: Annual indicator.

B8 (Percentage of initially GHSC-PSM supported supply chain functions carried out by national authorities that are done without external technical assistance) is not reported at this time. Reason: Annual indicator.

B9 (Supply chain workforce loss ratio) is not reported at this time. Reason: Annual indicator.

B10 (Functionality of logistics coordination mechanism) is not reported at this time. Reason: Annual indicator.

B11 (Percentage of leadership positions in supply chain management filled by women) is not reported at this time. Reason: Semi-annual indicator.

B12 (Consumption forecast accuracy) is not reported at this time. Reason: Indicator definitions are still being finalized, will be reported next quarter.

C1 (Innovations-quantitative and qualitative). The number of innovations is not reported at this time. Reason: Some innovations are still in the planning or pilot phase and are described in executive summary. Numbers will be reported when concrete and final innovations have been implemented.

## Performance To Date

Indicator	Task Order 1				Task Order 2				Task Order 3				Task Order 4							
	TO1 Annual Target	2016 Q2	2016 Q3	2016 Q4	2017 Q1	TO2 Annual Target	2016 Q2	2016 Q3	2016 Q4	2017 Q1	TO3 Annual Target	2016 Q2	2016 Q3	2016 Q4	2017 Q1	TO4 Annual Target	2016 Q2	2016 Q3	2016 Q4	2017 Q1
<b>C3</b> Overall customer satisfaction rating for GHSC-PSM services (disaggregated by customer category) – rating (annual)	N/A	Annual				N/A	Annual				N/A	Annual				N/A	Annual			
<b>C4</b> Percentage ‘complete’ submissions reported to BI&A in the reporting period – %	N/A					N/A					N/A					N/A				
<b>C5</b> Percentage of sampled ‘accurate’ submissions reported to BI&A in the reporting period – %	N/A					N/A					N/A					N/A				
<b>C6</b> Percentage of ‘timely’ submissions reported to BI&A in the reporting period – %	N/A					N/A					N/A					N/A				
<b>C7</b> Percentage of product lost due to theft, damage, or expiry, while under GHSC-PSM control (Product Loss Percentage) – %	N/A			0.03%	1.14%	N/A				0.00%	N/A				0.01%	N/A				
<b>C8</b> Number of global advocacy engagements in support of improved availability of essential health commodities (Qualitative indicator to be described in quarterly project reports) – # (semi-annual)	N/A	Semi-Annual		Semi-Annual		N/A	Semi-Annual		Semi-Annual		N/A	Semi-Annual		Semi-Annual		N/A	Semi-Annual		Semi-Annual	
<b>C10</b> Percentage of GHSC-PSM-procured molecular instruments that remained functional during the reporting period – %	N/A			40%	75%															

**C3** (Customer Satisfaction rating) is not reported at this time. Reason: Annual Indicator.

**C4,5 & 6** (Complete, Accurate and Timely submissions to BI&A) are not reported at this time. Reason: The project is still operationalizing sources and indicator calculations, this indicator will be reported starting in Q3 FY 2017.

**C8** (Number of global advocacy engagements) is not being reported at this time. Reason: Semi-Annual Indicator.

**C9**(Submissions to the global knowledge management platform) is not being reported at this time. Reason: Global knowledge management platform not final.

## Section C. Detailed Performance by Indicator

### A1. Percentage of shipments (line items) delivered on time in full, within the minimum delivery window

#### Measure Definition

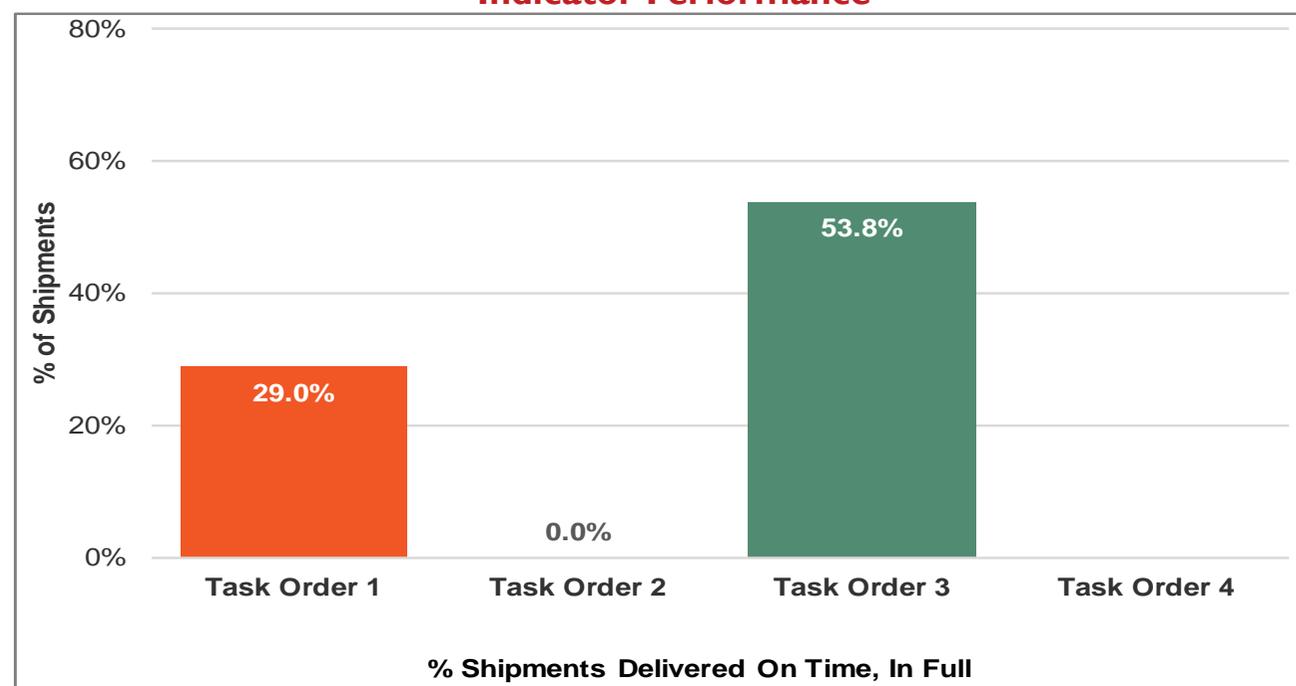
**Numerator:** Number of shipments delivered on time in full within the specified period.

**Denominator:** Total number of shipments that arrived within the specified period including variants On Time, Not In Full; Not On Time, In Full; Not On Time, Not In Full.

Minimum delivery window for Oct - Dec 2016: 30 business days before and 5 business days after the Agreed Delivery Date .

Task	Achievement		
	Annual	FY 2017 Q1	Year to Date
TO1	N/A	29.0% (N:138)	29.0%
TO2	N/A	0.0% (N:2)	0.0%
TO3	N/A	53.8%(N:13)	53.8%
TO4	N/A	N/A	N/A
All TOs*	N/A	30.7%	30.7%

#### Indicator Performance



#### Analysis

- On-time performance lagged for Task Order 1, due mainly to the high volume of laboratory line items that were delivered outside the window (75 out of 90 line items). Performance was higher for adult first line ARVs, which were delivered on time 65 percent of the time. One shipment of metronidazole (an essential medicine) to Haiti arrived late and not in full.
- Task Order 3 performance is generally higher, with the majority of line items delivered on time. Items shipped from the Netherlands RDC could not be released until August, causing some delays. A shipment of injectables to Malawi was delayed due to a QA problem at the manufacturer. Fertility-awareness methods for Liberia were delayed due to a late pick-up from the manufacturer. Impantables for Madagascar were late due to a delay in receiving shipping documents. There was also a delay in obtaining an import waiver for injectables in Bangladesh.

#### Other Comments

- On-time percentages were calculated according to a -30/+5 business day delivery window. GHSC-PSM will move to a -14/+7 calendar day window for the next quarter, per the Technical Direction Memo dated January 5, 2017.
- Male and Female condom and lubricant orders purchased using HIV funds are reported under Task Order 1.
- Total number of line items delivered: TO1: 138; TO2: 2; TO3: 13. Calculations were made at the line-item level to account for different agreed delivery dates for line items in the same finalized requisition order. In other words, one delivery could include on-time items and not-on-time items.
- No deliveries have been made yet for Task Order 4.

**Next indicator A2 (Ontime Delivery with external benchmarks) is not reported this time. Reason: PSM is not reporting on any benchmarks or targets until the end of Fiscal Year 2.**

## A1b. Percentage of shipments (line items) delivered on time in full, within the minimum delivery window (Tracer Product)

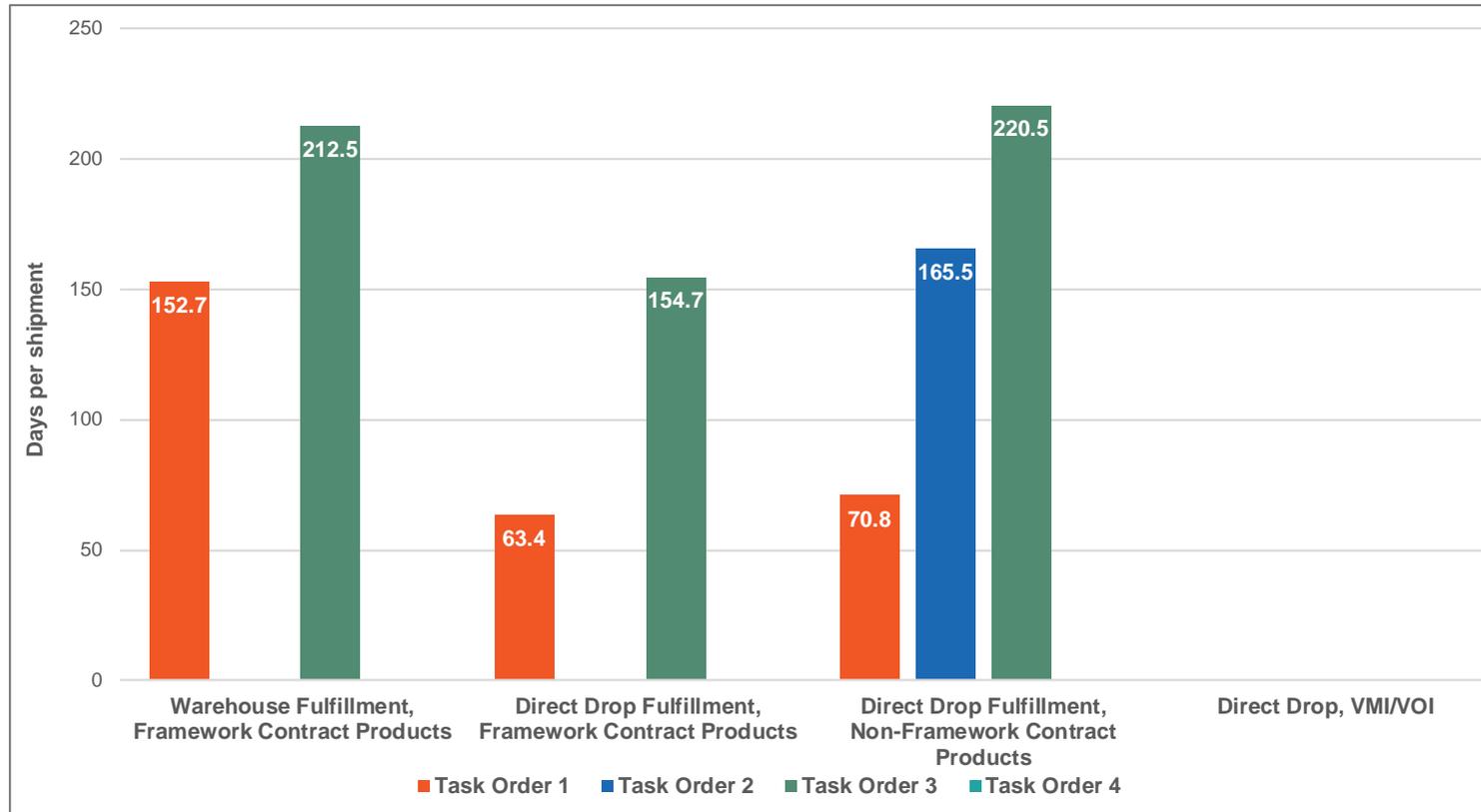
HIV	Total number of shipments (line items)	Number of shipments (line items) On-time In-full	On-time In-full (%)	Malaria	Total number of shipments (line items)	Number of shipments (line items) On-time In-full	On-time In-full (%)	PRH - Method Level	Total number of shipments (line items)	Number of shipments (line items) On-time In-full	On-time In-full (%)
	Task Order 1	138	40		29.0%	Task Order 2	2		0	0.0%	Task Order 3
First line adult ARVs	26	17	65.4%	ACTs				Injectable contraceptives	3	0	0.0%
Second line adult ARVs	1	0	0.0%	Rapid Diagnostic Tests	1	0	0.0%	Implantable contraceptives	3	1	33.3%
First line pediatric ARVs	2	0	0.0%	Sulphadoxine-pyrimethamine				Combined oral contraceptives	3	3	100.0%
All laboratory commodities	90	15	16.7%	Severe malaria medicines	1	0	0.0%	Copper-bearing intrauterine devices	2	0	0.0%
RUTF (Nutrition)				Other pharmaceutical products				Emergency oral contraceptives			
Male Condoms	8	4	37.5%	LLIN				Progestin only pills			
Female Condoms	2	1	50.5%	All other non pharmaceutical products				Male condoms			
VMMC	2	0	0.0%					Female condoms			
All Other TO1 commodities	7	4	57.1%					Fertility-based awareness methods	2	1	50.0%
								Hormone -releasing intrauterine devices			
								All other TO3 products			

### A3. Cycle Time (average)

#### Measure Definition

**Numerator:** Sum of lead times for all shipments within a specified period of time.  
**Denominator:** The count of all shipments within a specified period of time.

#### Indicator Performance



Task Order	Annual Target	Achievement	
		FY 2017 Q1	Year to Date
TO1	N/A	74.0	74.0
TO2	N/A	165.5	165.5
TO3	N/A	200.4	200.4
TO4	N/A	N/A	N/A
All TOs*	N/A	85.9	85.9

#### Analysis

- ▶ Cycle time for warehouse fulfillment has been relatively long, as orders have waited for stock transfers to be completed. With all transfers now complete, cycle time for this channel is likely to reduce.
- ▶ With framework agreements for several TO2 products nearly complete, sourcing through this channel is likely to increase and cycle time is expected to reduce.
- ▶ Cycle times for TO3 were impacted by similar issues as OTIF. Additionally, many orders are planned far in advance, resulting in cycle times with long periods of inactivity before orders are shipped. Implants currently have the longest cycle time, but this is expected to improve, with one product kept in stock at the RDC and an IDIQ in place for and cycle time is expected to reduce.

#### Other Comments

- ▶ Male and Female condom and lubricant orders purchased with HIV funds are reported under Task Order 1.
- ▶ Total number of line items delivered (i.e. cycles completed): TO1: 138; TO2: 2; TO3: 13. Note that the TO1 performance draws on a significantly greater sample of deliveries than the previous quarter.
- ▶ Cycle time begins when a requisition order has been finalized and ends when line items have been delivered. Exact milestone that indicates commencement of the supply chain cycle has not been set, in the interim, the project uses the point in time when final delivery dates are agreed upon with the client as the start of the cycle. Also, all other supply chain milestones and segments are still being finalized.

#### Next indicators:

**A4 (Inventory Turns) is not reported this time. Reason: An annual indicator.**

**A5 (Total Landed Cost) is not reported this time. Reason: Calculations and sources are being reviewed. This indicator will be reported in FY 2017 Q2.**

### A3. Cycle Time (average) - Tracer product

HIV	Warehouse Fulfillment, Framework Contract Products	Direct Drop Fulfillment, Framework Contract Products	Direct Drop Fulfillment, Non-Framework Contract Products	Direct Drop, VMI/VOI	Malaria	Warehouse Fulfillment, Framework Contract Products	Direct Drop Fulfillment, Framework Contract Products	Direct Drop Fulfillment, Non-Framework Contract Products	Direct Drop, VMI/VOI	PRH - Method Level	Warehouse Fulfillment, Framework Contract Products	Direct Drop Fulfillment, Framework Contract Products	Direct Drop Fulfillment, Non-Framework Contract Products	Direct Drop, VMI/VOI
	Task Order 1	Task Order 2	Task Order 3											
Task Order 1	152.7	63.4	70.8		Task Order 2			165.5		Task Order 3	212.5	154.7	220.5	
First line adult ARVs	44.0	63.7			ACTs					Injectable contraceptives	249.0	119.0		
Second line adult ARVs		76.0			Rapid Diagnostic Tests			138.0		Implantable contraceptives	298.0	172.5		
First line pediatric ARVs		94.5			Sulphadoxine-pyrimethamine					Combined oral contraceptives	195.0			
All laboratory commodities		44.2	65.0		Severe malaria medicines			193.0		Copper-bearing intrauterine devices	159.5			
RUTF (Nutrition)					Other pharmaceutical products					Emergency oral contraceptives				
Male Condoms	183.2	133.0	131.0		LLIN					Progestin only pills				
Female Condoms	115.5				All other non pharmaceutical					Male condoms				
VMMC			130.5							Fertility-based awareness methods			220.5	
All Other TO1 commodities		103.0	118.8							Hormone -releasing intrauterine devices				
										All other TO3 products				

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## A6. Absolute Percent Forecast Error; and variants Mean Absolute Percent Error and Forecast Bias

### Measure Definition

**Numerator:** Absolute value of the differences between the actual quantities desired to be delivered during the period minus the forecasted values.

**Denominator:** Sum of the actual quantities desired to be delivered.

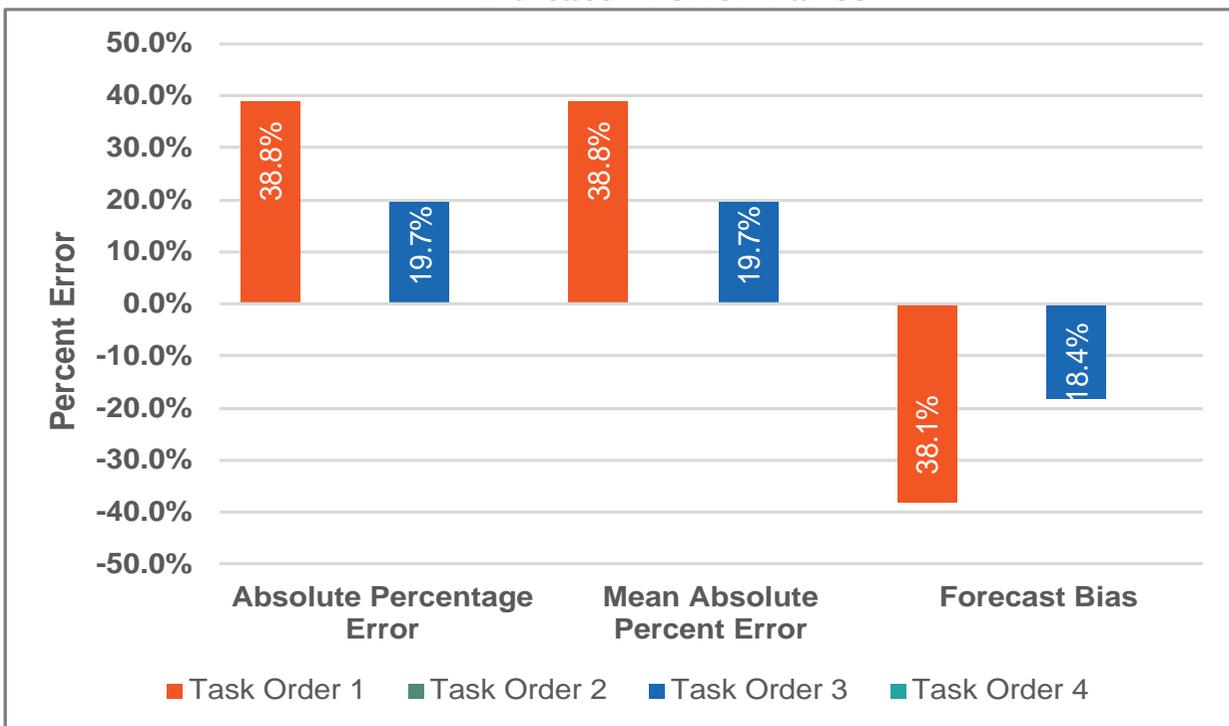
#### Variants:

► **Mean Absolute Percent Error** (MAPE - average absolute percent error over one fiscal year).

► **Forecast Bias** (Calculated using the actual value of the difference between quantities forecasted and quantities desired to be delivered, rather than the absolute value).

Task Order	Target Annual			FY 2017 Q1			Year to Date		
	APE (%)	MAPE (%)	Forecast Bias (%)	APE (%)	MAPE (%)	Forecast Bias (%)	APE (%)	MAPE (%)	Forecast Bias (%)
TO1	N/A	N/A	N/A	38.8%	38.8%	-38.1%	38.8%	38.8%	-38.1%
TO2	No Data								
TO3	N/A	N/A	N/A	19.7%	19.7%	-18.4%	19.7%	19.7%	-18.4%
TO4	No Data								
All TOs*	N/A	N/A	N/A	37.6%	37.6%	-36.9%	37.6%	37.6%	-36.9%

### Indicator Performance



► Task Order 1 saw variance in its ARV forecast due to a large procurement of tenofovir/lamivudine/efavirenz (TLE) for Zambia requested for November. Large orders for male condoms in Ethiopia and Mali led to short-term increases in predicted consumption, but the additional demand did not come through. Countries have begun ordering no logo condoms for 2017-2018 delivery. Demand for blue/gold condoms remains sluggish.

► Task Order 3 performance is generally better, as the team has access to multiple data sources that allows it to better maintain the demand forecasts. The greatest variance in TO3 products was for copper-bearing IUDs, which was impacted by cancellations of several large orders for Tanzania. Demand for progestin only pills was based on previous years' procurement levels, which was not realized in 2016. Reduced demand for the quarter is likely due to high stock levels and UNFPA orders from Senegal, Mali, Niger and Ethiopia.

### Other Comments

- Task Order 1 data includes ARVs and condoms (male and female) only. The Demand Planning team is working to gather, process, and provide data for lab commodities in the future. Supply plans and demand forecasts for rapid test kits are not managed by GHSC-PSM.
- At the present time, GHSC-PSM does not create demand forecasts for Task Order 2 or Task Order 4.

**Next indicator: A7 (Temporary Waiver Percentage) is not reported at this time. Reason: Data sources and flow for this indicator are being reviewed.**

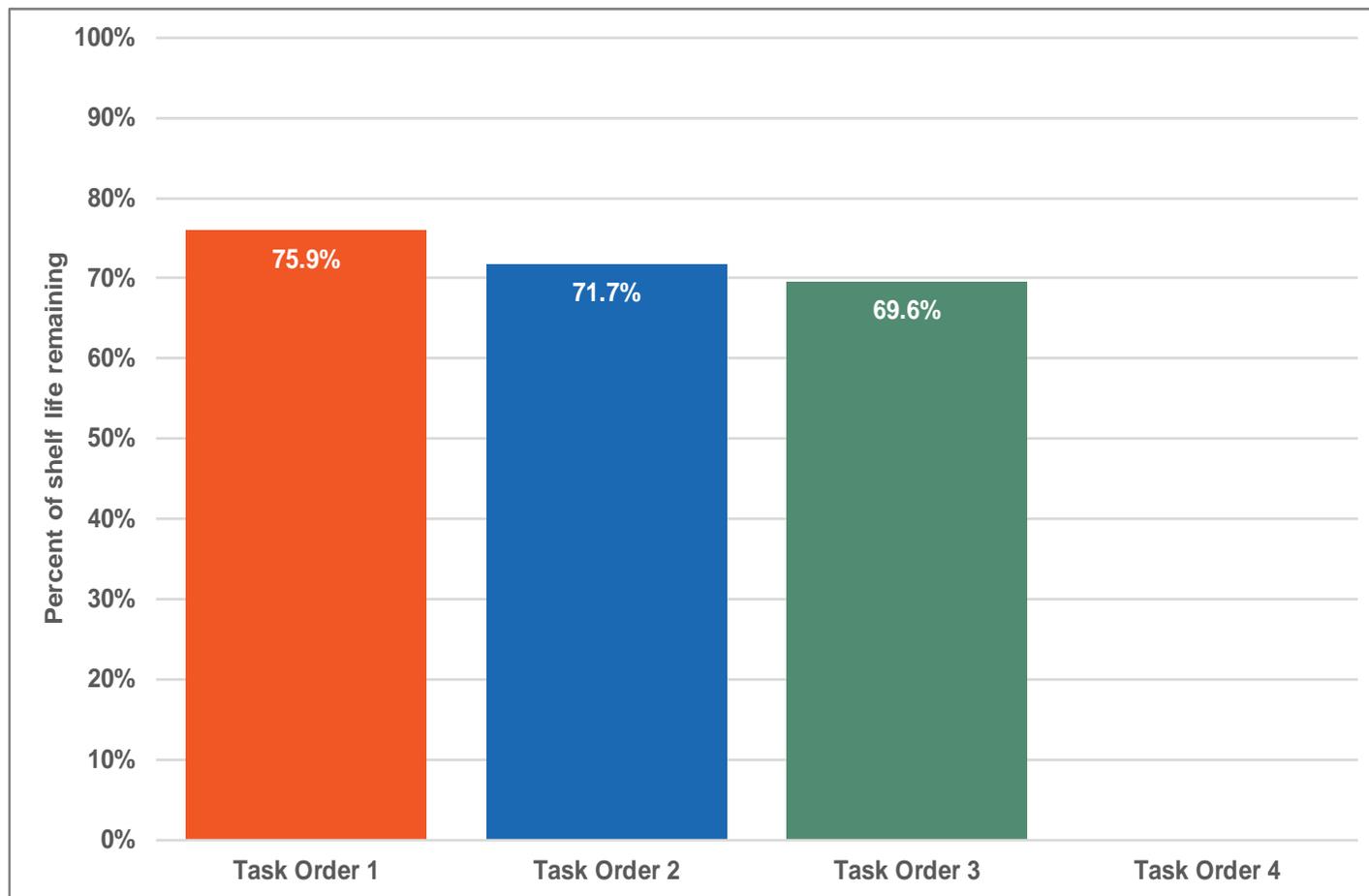
## A8. Average percentage of shelf life remaining for warehoused commodities, weighted by the value of each commodity's stock (Product at Risk Percentage)

### Measure Definition

**Numerator:** Percentage of shelf life remaining, weighted by value of commodities, summed across all products and all days in specified time period.

**Denominator:** Total value of commodities, summed across all products and all days in specified time period.

### Indicator Performance



Task Order	Annual Target	Achievement	
		2017 Q1	Year to Date
TO1	N/A	75.9%	75.9%
TO2	N/A	71.7%	71.7%
TO3	N/A	69.6%	69.9%
TO4	N/A	N/A	N/A
All TOs*	N/A	73.7%	73.7%

### Analysis

► Task Order 1 shelf life remaining is driven by large quantities of tenofovir/lamivudine/efavirnez (TLE), which makes up about 60 percent of TO1 inventory and has about 70 percent shelf life remaining. Condoms make up the next largest portion of TO1 inventory and have generally more shelf life remaining, averaging 85 percent across both male and female condoms.

► Lower shelf life remaining for Task Order 3 is driven by the stock of 3-month injectable contraceptive, which has 59 percent of shelf life remaining.

### Other Comments

- Task Order 1 includes stock at RDCs in Kenya, Ghana, South Africa, and Singapore. Task Order 2 and 3 stock is held in the Netherlands RDC.
- Total value of commodities for each Task Order is as follows: TO1: \$36,545,848.20; TO2: \$3,159,022.10; TO3: \$18,773,999.20. (Note that quarantined TLE in the TO1 RDCs has been excluded from the calculation).
- No inventory is currently managed for TO4.

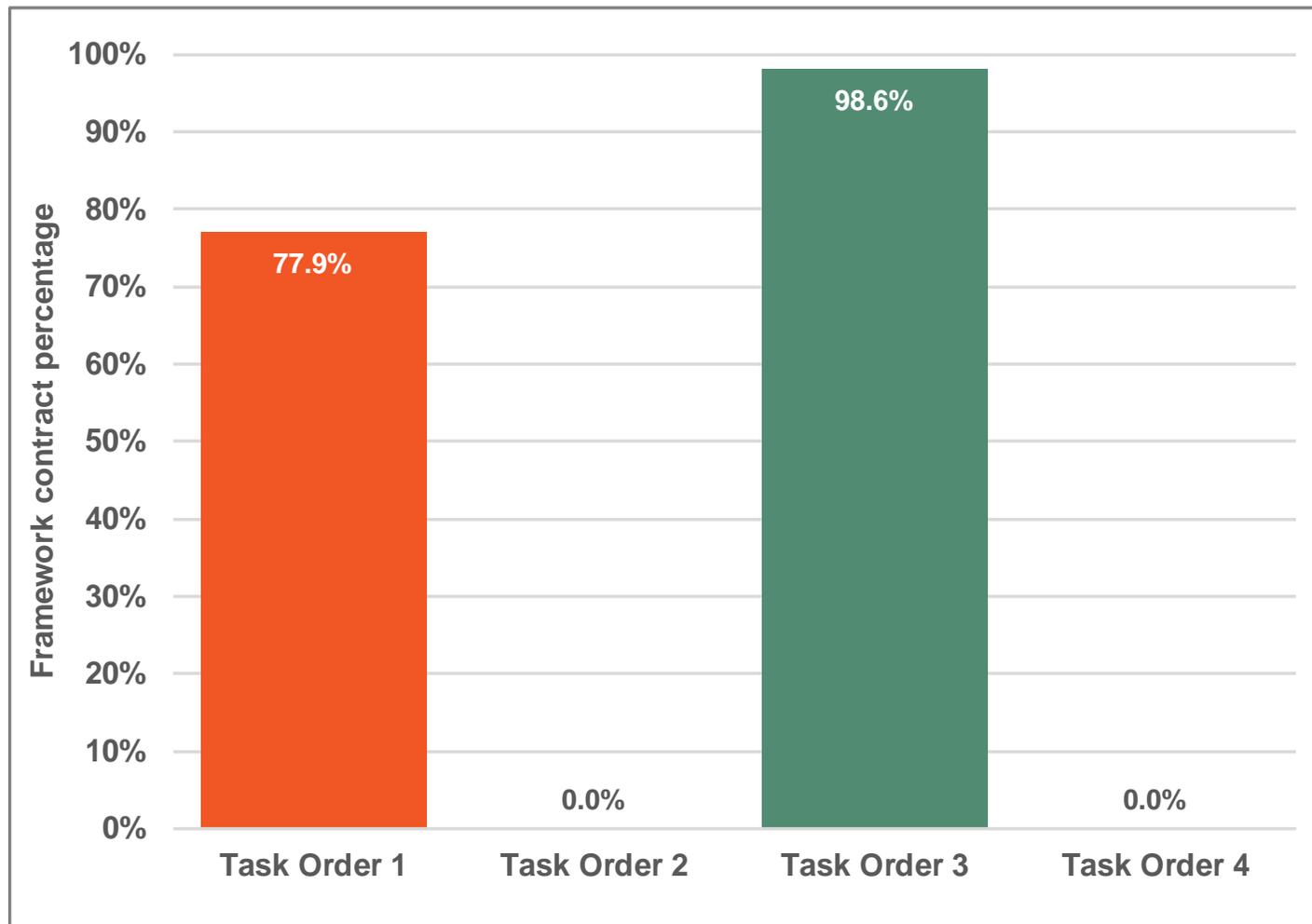
## AI0. Percentage of product procured using a framework contract, within a specified period (Framework Contract Percentage)

### Measure Definition

**Numerator:** Value of product purchased through framework contracts within a specified time period.

**Denominator:** Total value of commodities purchased within a specified time period.

### Indicator Performance



Task Order	Annual Target	Achievement	
		FY 2017 Q1	Year to Date
TO1	N/A	77.9%	77.9%
TO2	N/A	0%	0%
TO3	N/A	98.6%	98.6%
TO4	N/A	0%	0%
All TOs*	N/A	56.0%	56.0%

### Analysis

- ▶ Task Order 1 has put in place IDIQ subcontracts with several suppliers, resulting in a high framework contract percentage for the quarter. 100% of ARV and female condom procurements were under framework agreements. With new framework agreements now in place or in progress for laboratory commodities, the framework contract percentage for these items is expected to rise as well. Total TO1 procurement for the quarter was \$83,174,139.
- ▶ Task Order 2 continued to purchase under one-off subcontracts for all items, as it did in the previous quarter and as pre-determined by its procurement strategy. Long-term agreements for rapid diagnostic tests, ASAQ, and ALu are in progress. Total procurement for the quarter was \$35,510,987.35.
- ▶ The large majority of all Task Order 3 purchasing is under framework agreements, including 100% of purchases of injectable contraceptives and combined oral contraceptives. Total procurement for the quarter was \$4,229,479.
- ▶ The first purchase orders were executed for maternal and child health, for vaccine refrigerators and birth simulators. All were under one-off contracts. Total procurement was \$129,057.

### Other Comments

**Next indicators:**

**AI1 (Catalog Order Percentage) is not reported this time. Reason: Currently being reviewed and will be replaced in the next quarterly report.**

**AI2 (Price variance for non catalog products) is not reported this time. Reason: Currently being reviewed and will be replaced by another indicator that better captures price fluctuations.**

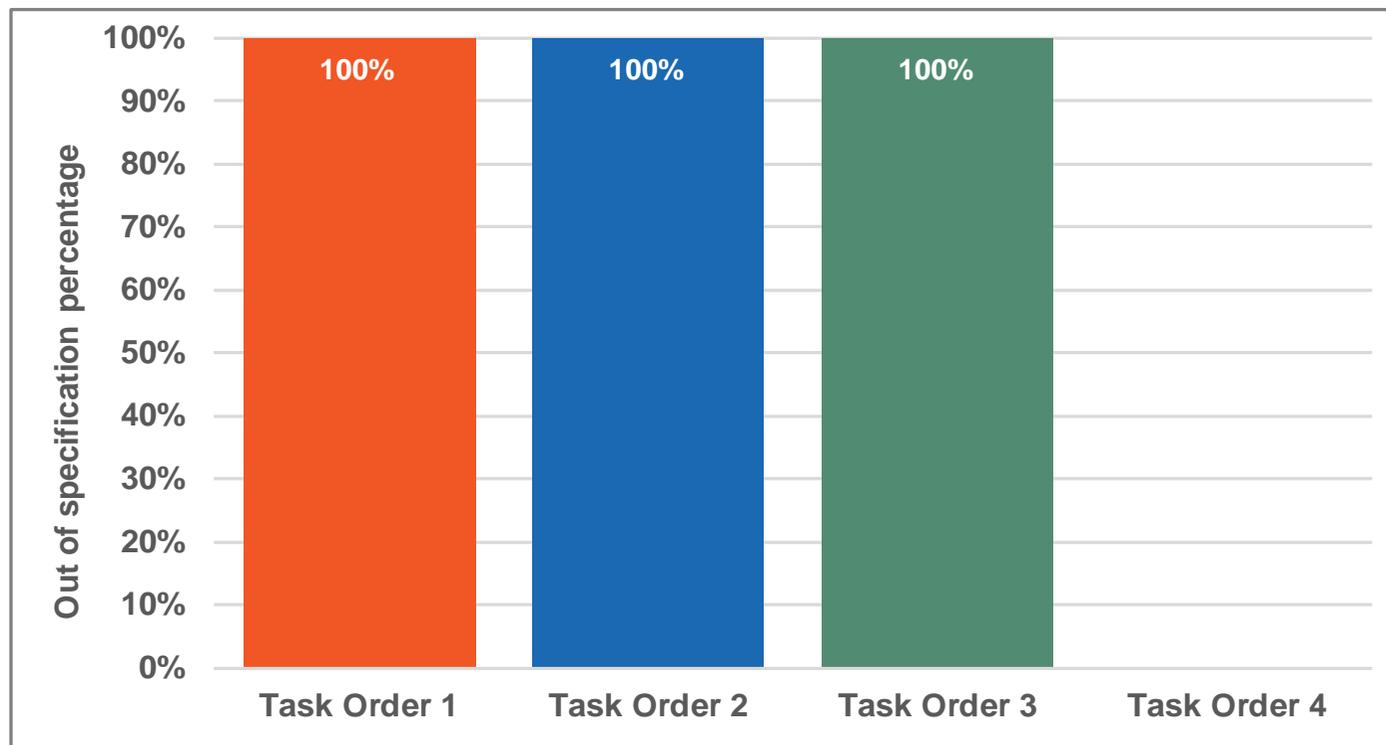
## A13. Percentage of batches of product showing conformity within a specified time period (Within Specification Percentage)\*

### Measure Definition

**Numerator:** Total number of batches of product showing conformity within a specific time period.

**Denominator:** Total number of batches tested within a specified time period.

### Indicator Performance



Task Order	Annual Target	Achievement	
		FY 2017 Q1	Year to Date
TO1	N/A	100%	100%
TO2	N/A	100%	100%
TO3	N/A	100%	100%
TO4	N/A	N/A	N/A
All TOs*	N/A	100%	100%

### Analysis

- ▶ All batches tested for Task Order 2 (42 batches) and Task Order 3 (299 batches) were found to conform to specification. Batch-level data is not available for Task Order 1; however, no QC testing failures were reported.
- ▶ Testing for TO2 included ACTs, RDTs, SP, LLINs, severe malaria medications, and other pharmaceuticals. One out-of-specification investigation was conducted for 4 batches of ACTs, but an assignable cause was found and the out-of-specification result was invalidated. The goods were deemed suitable for use and cleared by QA.
- ▶ Testing the TO3 included one batch of copper-bearing IUDs.

### Other Comments

- ▶ No quality control testing was conducted for Task Order 4.

**Next indicator: A14 (Average vendor rating score) is not reported this time. Reason: Project was ramping up operations, very few supplier related transactions in the last two quarters, project will begin reporting on this next quarter.**

\*For better visualization, This graph shows the inverse of the IDIQ indicator; out of specifications percentage. It depicts percentage of batches tested that are within QA specifications.

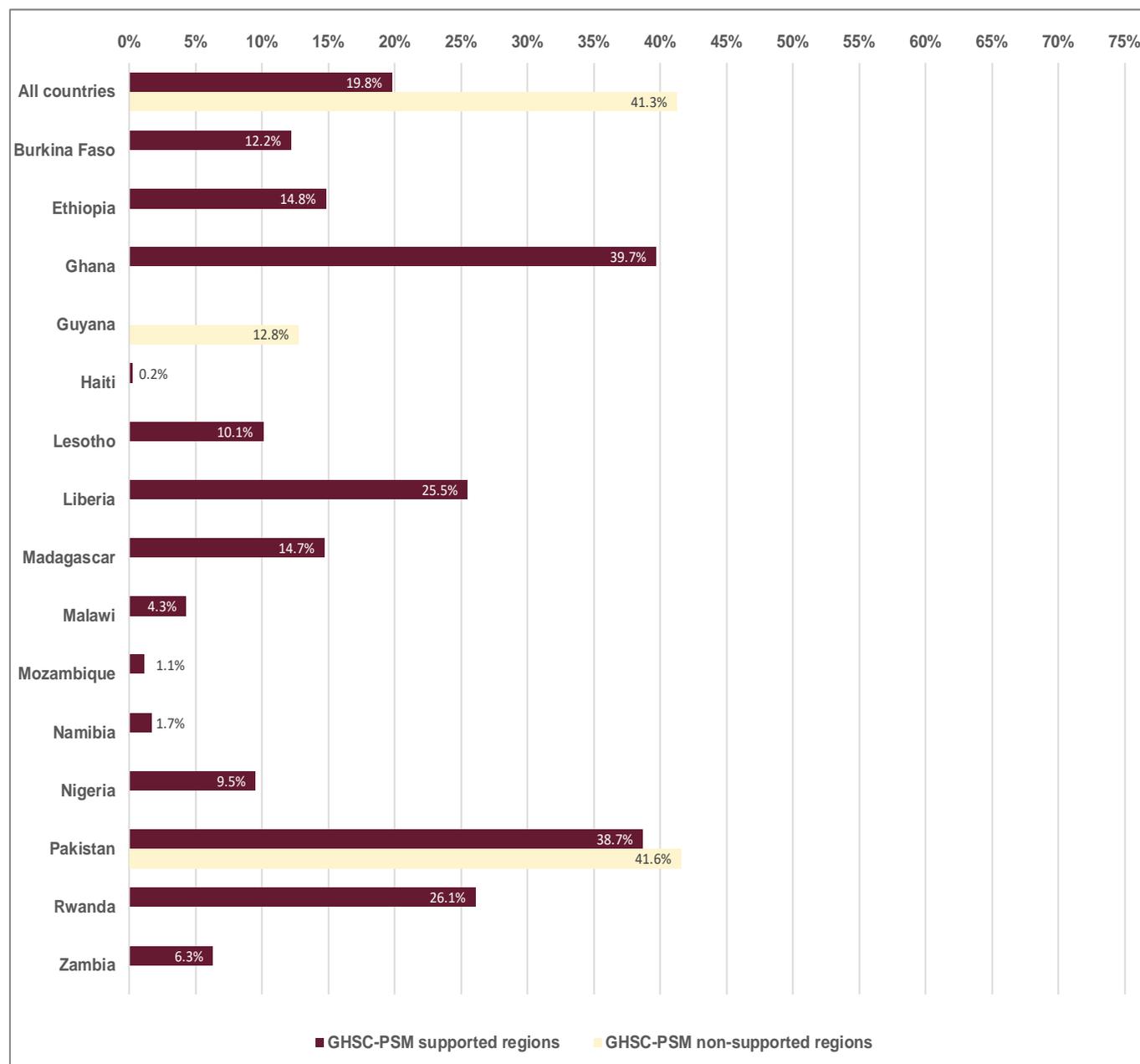
## BI. Stockout rate at SDPs

### Measure Definition

**Numerator:** Number of SDPs that were stocked out of a specific tracer product according to the ending balance of the most recent logistics report (or on the day of site visit).

**Denominator:** Total number of SDPs that reported/were visited in GHSC-PSM supported countries which offer the tracer product.

### Indicator Performance



### Achievement

Task Order	Annual Target	FY 2017 Q1	Year to Date
TO1	N/A	9%	9%
TO2	N/A	13%	13%
TO3	N/A	29%	29%
TO4	N/A	14%	14%
All TOs*	N/A	20%	20%

### Analysis

► The SDP stockout rate across countries this quarter was 20 percent, ranging from 9 percent for Task Order 1 to 29 percent for Task Order 3. Individual country stockout rates ranged from 0.2 percent in Haiti, to 40 percent in Ghana and 39 percent in Pakistan.

► Of the 15 countries reporting on stockout rates this quarter, six achieved rates under 10 percent, while four (Haiti, Namibia, Mozambique, and Malawi) achieved rates under 5 percent.

► Malawi saw strong improvements since last quarter, with stockout rates dropping from 36 percent for all presentations of the antimalarial AL on average, to 5 percent this quarter (with only 2 percent of SDPs stocked out of presentations of AS/AQ on average, reported for the first time this quarter). For family planning methods as a whole, the stockout rate fell from 5 percent to 3 percent. It attributed this success to PSM's monthly stock distribution schedule. PSM will continue to work closely with the MOH to develop monthly distribution lists, and to use LMIS data for redistributing overstocks.

► The high stockout rates observed in Pakistan, a TO3 country only, were concentrated in the Lady Health Worker (LHW) and MNCH programs in Punjab and Sindh, due to challenges with their requisitioning system, and also in sites offering progestin only pills and emergency contraceptives, where stockouts were as high as 75 to 86 percent. Both of these products have been procured in limited quantities in recent times, in part due to low social acceptance in the case of emergency contraceptives. PSM-supported sites (39 percent stocked out) performed slightly better than non-PSM-supported sites (42 percent).

► In Ghana, stockouts are reported through the early warning system (EWS), which does not contain data on all PSM tracer products, is not representative of all SDPs in Ghana, and has low reporting rates.

## BI: Granular Level Analysis

- ▶ Among stockout rates by PMI supported country and by tracer product (see tables on pages that follow), of note is that 5 of the 6 PMI supported countries reporting on the “inability to treat” for malaria (stockouts of all four presentations of AL) reported stockout rates of 10 percent or lower (with three at 0 percent); however, Ethiopia had an “inability to treat” stockout rate of 44 percent. Ghana reported stockouts of 60 and 80 percent, respectively, in its two presentations of its (AS/AQ) antimalarials. In Madagascar, the most commonly used contraceptives (combined orals and injectables) were widely available, while less frequent used products like IUDs were more often stocked out (47 percent). Although its overall stockout rates were low, some of Lesotho’s reported stockouts were in fact incorrectly reported data due to bin cards not being updated. The project team in Lesotho is putting a heavy focus on correct completion of bin cards during supportive supervision visits alongside frequency data quality assessments.
- ▶ Across countries (this analysis not shown in table), stockouts for EID lab consumables (5.7 percent) and adult 1st line ARVs (6.2 percent) experienced the lowest stockouts of all tracer products. The products most frequently stocked out across countries were emergency oral contraceptives (69 percent), and progestin only pills (68 percent), owing mainly to stockouts of those products in Pakistan.

### Other Comments

- ▶ Pakistan and Guyana were the only countries which reported on non-project-supported regions. In Pakistan, as noted, stock out rates were lower in project-supported regions, though non-supported sites are comprised of a single region. PSM in Guyana only works at the central level, so all SDP-level reporting relates to non-GHSC-PSM-supported sites.

### Total number of GHSC-PSM-supported health facilities reporting per tracer product:

▶ <b>Burkina Faso</b> (TO2-AL6*1-1,893, TO2-AL6*2-1,893, TO2-AS/AQ100/270mg*3-1,893, TO2-AS/AQ100/270mg*6-1,893, TO2-RDT-1,893 TO2-LLINs-1,893, TO2-SP-1,893).	▶ <b>Lesotho</b> (TO1-TiebreakerRTK-14, TO1-CD4reag-4, TO1-EIDreag-1, TO1-female condom-17, TO1-RTK1st-16, TO1-male condom-36, TO1-ARV1stadult-120, TO1-ARV1stped-107, TO1-ARV2ndadult-105, TO1-RTK2nd-16, TO1-VLreag-1).
▶ <b>Ethiopia</b> (TO1-TieBreakerRTK-113, TO1-CD4consum-7, TO1-CD4reag-65, TO1-RTK1st-348, TO1-male condom-866, TO1-ARV1stadult-1,076, TO1-ARV1stped-811, TO1-ARV2ndadult-143, TO1-RTK2nd-257, TO1-VLconsum-7, TO1-VLreag-3, TO2-AL6*1-135, TO2-AL6*2-453, TO2-AL6*3-505, TO2-AL6*4-857, TO2-RDT-316, TO3-COC-1,205, TO3-Implants-1,157, TO3-Injectable-1,394, TO3-DepotMedroxyprog.Acetate150mg-1,394, TO3-Etonogestrel68mg/rod-1,157, TO3-Levonorgestrel/EthinylEstradiol150/30mcg+Fe75mg-1,205, TO4-MgSO4-226, TO4-Amoxicillin-117, TO4-Inj.Gentamicin-84, TO4-ORS-Zn-116, TO4-Oxytocin-349).	▶ <b>Malawi</b> (TO2-AL6*1-580, TO2-AL6*2-575, TO2-AL6*3-559, TO2-AL6*4-576, TO2-AS/AQ100/270mg*3-102, TO2-AS/AQ100/270mg*6-153, TO2-AS/AQ25/67.5mg-171, TO2-AS/AQ50/135mg-138, TO2-RDT-567, TO2-SP-406, TO3-COC-518, TO3-CuIUD-138, TO3-EOC-395, TO3-female condom-323, TO3-injectable-530, TO3-male condom-522, TO3-POP-395, TO3-Depot-Medroxyprog.Acetate150mg-530, TO3-Etonogestrel68mg/rod-429, TO3-Levonorgestrel75mg/rod-423, TO3-Levonorgestrel0.75mg-tablet-395, TO3-Levonorgestrel30mcg35tablets/cycle-395, TO4-MgSO4-306, TO4-oxytocin-429).
▶ <b>Ghana</b> (TO1-1stRTK-185, TO1-male condom-192, TO1-ARV1stadult-81, TO1-ARV2ndadult-77, TO1-RTK2nd-104, TO2-AL6*4-176, TO2-AS/AQ25/67.5mg-175, TO2-AS/AQ50/135mg-176, TO2-RDT-192, TO2-SP-190, TO3-COC-184, TO3-implants-176, TO3-injectable-188, TO3-male condom-192, TO3-DepotMedroxyprog.Acetate150mg-188, TO3-Levonorgestrel75mg/rod-176, TO3-Levonorgestrel/EthinylEstradiol150/30mcg+Fe75mg-184).	▶ <b>Mozambique</b> (TO1-CD4consum-36, TO1-CD4reag-36, TO1-EIDconsum-5, TO1-EIDreag-5, TO1-ARV1stadult-1,039, TO1-ARV1stped-838, TO1-ARV2ndadult-192, TO1-VLconsum-8, TO1-VLreag-8). ▶ <b>Pakistan</b> (TO3-COC-11,586, TO3-CuIUD-9,059, TO3-EOC-9,059, TO3-injectable-11,586, TO3-male condom-11,586, TO3-POP-9,059, TO3-Levonorgestrel/EthinylEstradiol150/30mcg+Fe75mg-11,586, TO3- DepotMedroxyprog.Acetate150mg-11,586, TO3-Levonorgestrel30mcg35tablets/cycle-9059, TO3-Levonorgestrel0.75mgtablet-9059).
▶ <b>Guyana</b> TO1-ARV1stadult-20, TO1-ARV1stped-9, TO1-ARV2ndadult-18).	▶ <b>Nigeria</b> (TO1-TiebreakerRTK-1,728, TO1-CD4consum-222, TO1-CD4reagent-222, TO1-EIDconsum-24, TO1-EIDreag-24, TO1-RTK1st-3,043, TO1-ARV1stadult-2,970, TO1-ARV1stped-763, TO1-ARV2ndadult-481, TO1-RTK2nd-3,440, TO1-VLconsum-23, TO1-VLreag-24, TO2-AL6*1-3,305, TO2-AL6*2-3,292, TO2-AL6*3-3,286, TO2-AL6*4-3,285, TO2-LLINs-1,614, TO2-RDT-3,300, TO2-SP-2,963, TO3-COC-1,404, TO3-CuIUD-273, TO3-female condom-1,042, TO3-implants-504, TO3-injectable-1,410, TO3-male condom-1,411, TO3-DepotMedroxyprog.Acetate150mg-1,406, TO3-Norethest.Enanthate-1,401, TO3-Etonogwestrel68mg/rod-477, TO3-Levonorgestrel75mg/rod-434, TO3-Levonorgestrel/EthinylEstradiol150/30mcg28tablets/cycle-1,362).
▶ <b>Liberia</b> (TO2-AS/AQ100/270mg*3-25, TO2-AS/AQ100/270mg*6-25, TO2-AS/AQ25/67.5mg-25, TO2-AS/AQ50/135mg-25, TO2-RDT-25, TO2-SP-25, TO3-COC-25, TO3-CuIUD-25, TO3-female condom-25, TO3-fertility awareness-25, TO3-implants-25, TO3-injectable-25, TO3-male condom-25, TO4-MgSO4-25, TO4-amoxicillin-25, TO4-oxytocin-25).	▶ <b>Zambia</b> (TO1-CD4reag-256, TO1-EIDreag-11, TO1-RTK1st-1,389, TO1-ARV1stadult-325, TO1-ARV1stped-325, TO1-ARV2ndadult-325, TO1-RTK2nd-1,389, TO1-VLreag-11, TO2-AL6*1-1,353, TO2-AL6*2-1,353, TO2-AL6*3-1,353, TO2-AL6*4-1,353, TO2-RDT-1,353, TO2-SP-1,353, TO3-COC-1,353, TO3-CuIUD-1,353, TO3-female condom-1,353, TO3-implants-1,353, TO3-injectable-1,353, TO3-male condom-1,353, TO3-female condoms-1,353, TO3-POP-1,353, TO3- DepotMedroxyprog.Acetate150mg-1,353, TO3-Levonorgestrel75mg/rod-1,353, TO3-Norethest.Enanthate-1,401, TO3-Etonogestrel68mg/rod-477, TO3-Levonorgestrel75mg/rod-434, TO3-Levonorgestrel/EthinylEstradiol150/30mcg28tablets/cycle-1,353, TO4-Mg- SO4-1,353, TO4-amoxicillin-1,353, TO4-inj.gentamicin-1,353, TO4-ORS-1,353, TO4-oxytocin-1,353, TO4-zinc-1,353).
▶ <b>Rwanda</b> (TO1-CD4consum-54, TO1-CD4reag-51, TO1-EIDconsum-6, TO1-EIDreag-6, TO1-RTK1st-500, TO1-ARV1stadult-539, TO1-ARV1stped-491, TO1-ARV2ndadult-486, TO1-VLconsum-9, TO1-VLreag-9, TO2-AL6*1-440, TO2-AL6*2-565, TO2-AL6*3-482, TO2-AL6*4-505, TO2-RDT-282, TO3-COC-464, TO3-female condom-227, TO3-fertility awareness-171, TO3-hormone releasIUD-242, TO3-implants-565, TO3-injectable-495, TO3-male condom-521, TO3-POP-392, TO3-Levonorge-strel75mg/rod-385, TO3-Etonogestrel68mg/rod-246, TO3-DepotMedroxyprog.Acetate150mg-495, TO3-Levonorgestrel30mcg35tablets/cycle-392, TO3-Levonorgestrel/EthinylEstradiol150/30mcg+Fe75mg-464, TO4-amoxicillin-374, TO4-ORS-524, TO4-oxytocin-565, TO4-zinc-368).	<b>Countries reporting for Q4 FY2016:</b> ▶ <b>Cameroon</b> (TO1-ARV1stadult-95, TO1-ARV1stped-84, TO1-ARV2ndadult-95). ▶ <b>Zimbabwe</b> (TO1-TiebreakerRTK-1,692, TO1-female condom-1,741, TO1-RTK1st-1,692, TO1-male condom-1,745, TO1-ARV1stadult-1,308, TO1-ARV2ndadult-1,267, TO1-RTK2nd-1,692, TO2-AL6*1-1,640, TO2-AL6*2-1,666, TO2-AL6*3-1,640, TO2-AL6*4-1,640, TO2-RDT-1,494, TO2-SP-1,396).





## BI. Percentage of SDPs with Stockouts of Tracer Products

\*The population and reproductive health “method level” refers to the percent of facilities stocked out of all products the facility offers within a given method. A stock out at the “product level” refers to the number of sites stocked out of that particular product (depending on what is offered at a particular facility). A facility could be stocked out of one product and not stocked out at the method level.

	HIV Lab						PRH - Product Level															
	CD4 consumables	CD4 reagents	EID consumables	EID reagents	Viral load consumables	Viral load reagents	Injectable contraceptives	Depot Medroxyprogesterone Acetate 104 mg/0.65 mL	Depot Medroxyprogesterone Acetate 150 mg Vial, SR	Norethisterone enanthate	Implantable contraceptives	Etonogestrel 68 mg/rod, 1 rod Implant	Levonorgestrel 75mg/rod, 2 rod Implant	Combined oral contraceptives	Levonorgestrel/Ethinyl Estradiol 150/30 mcg + Fe 75 mg, 28 Tablets/Cycle	Levonorgestrel/Ethinyl Estradiol 150/30 mcg 28 Tablets/Cycle	Emergency oral contraceptives	Levonorgestrel 0.75 mg Tablet	Levonorgestrel 1.5 mg Tablet	Progestin only pills	Levonorgestrel 30 mcg 35 Tablets/Cycle	
Ethiopia GHSC-PSM-supported	57%	35%			29%	67%			0%			15%			8%							
Ethiopia non-GHSC-PSM-supported																						
Ghana GHSC-PSM-supported								21%				32%		45%								
Ghana non-GHSC-PSM-supported																						
Guyana GHSC-PSM-supported																						
Guyana non-GHSC-PSM-supported																						
Haiti GHSC-PSM-supported								0%				0%		0%								
Haiti non-GHSC-PSM-supported																						
Lesotho GHSC-PSM-supported		0%		100%		0%																
Lesotho non-GHSC-PSM-supported																						
Liberia GHSC-PSM-supported																						
Liberia non-GHSC-PSM-supported																						
Madagascar GHSC-PSM-supported																						27%
Madagascar non-GHSC-PSM-supported																						
Malawi GHSC-PSM-supported								3%			3%	2%						2%				2%
Malawi non-GHSC-PSM-supported																						
Mozambique GHSC-PSM-supported	0%	3%	20%	60%	0%	0%																
Mozambique non-GHSC-PSM-supported																						
Namibia GHSC-PSM-supported																						
Nigeria GHSC-PSM-supported	1%	28%	4%	4%	4%	33%		3%	4%		13%	7%			5%							
Nigeria non-GHSC-PSM-supported																						
Pakistan GHSC-PSM-supported								21%						20%		72%						86%
Pakistan non-GHSC-PSM-supported								26%						26%		75%						76%
Rwanda GHSC-PSM-supported	78%	61%	0%	0%	22%	0%		16%			18%	27%		14%								29%
Rwanda non-GHSC-PSM-supported																						
Zambia GHSC-PSM-supported		6%		0%		9%		4%				4%			17%							
Zambia non-GHSC-PSM-supported																						

## BI. Percentage of SDPs with Stockouts of Tracer Products

Out of cycle countries (reporting on Q4 FY2016)	HIV							Malaria										PRH - Method Level							MCH															
	Task Order 1							Task Order 2										Task Order 3							Task Order 4															
	First line adult ARVs	Second line adult ARVs	First line pediatric ARVs	First RTKs	Second RTKs	Tie-breaker RTKs	Male condoms	Female condoms	First-line ACTs (AL 6X1)	First-line ACTs (AL 6X2)	First-line ACTs (AL 6X3)	First-line ACTs (AL 6X4)	First-line ACTs (AL inability to treat)	First-line ACTs (AS/AQ 100/270mgx3)	First-line ACTs (AS/AQ 100/270mgx6)	First-line ACTs (AS/AQ 25/67.5mg)	First-line ACTs (AS/AQ 50/135mg)	Rapid diagnostic tests for malaria	Sulphadoxine-pyrimethamine (SP)	LLINs	Injectable contraceptives	Implantable contraceptives	Combined oral contraceptives	Copper-bearing intrauterine devices	Fertility-based awareness methods	Hormone -releasing intrauterine devices	Male condoms	Emergency oral contraceptives	Female condoms	Progestin only pills	Oxytocin (10 IU injectable)	MgSO4 (50% injectable)	Injectable gentamicin	ORS+zinc (together)	Chlorhexidine gel	Amoxicillin (125mg or 250mg dispersible tablets)	Zinc (alone)	ORS (alone)	PCV vaccine	
Cameroon GHSC-PSM-supported	3%	38%	61%																																					
Cameroon non-GHSC-PSM-supported																																								
Zimbabwe GHSC-PSM-supported	8%	0%	5%		2%	1%	39%	1%	3%	21%	16%	20%	32%	27%	2%			14%	16%																					
Zimbabwe non-GHSC-PSM-supported																																								

## BI: Granular Level Analysis

- ▶ Cameroon faced political unrest this quarter, along with internet blockages, hindering access to data from most project-supported regions. Therefore, the most recent SDP-level data which the project was able to obtain came from September 2016. The high stockout rate of adult second-line ARVs (38 percent) is related to the switch in national policy from LPV/r 200/50mg to ATV/r 300/100mg without appropriate transition measures such as training and proper communication between the national and SDP levels. Health facilities started requesting for sufficient amounts of ATV/r only when they could no longer get LPV/r. Sixty-one percent of SDPs experienced stockouts of pediatric ARVs due to the recent
- ▶ Zimbabwe reports on SDP stock status on a quarterly, rather than a monthly basis, which prevents the most recent quarter's data from being available in time for the GH-SC-PSM reporting cycle; therefore, these data represent the fourth quarter of FY2016. Zimbabwe reported low stockouts of nearly all TOI tracer products, with the exception of the tiebreaker RTK, Chembio. Chembio was used as a second test in some sites, in an effort to increase its consumption due to reported overstocks at some sites; however this led to stockouts at other sites. Concerning antimalarials, while stockouts of each presentation of AL were high, only two percent of sites were stocked out of all four presentations. This reporting period also occurred during the off-season for malaria.

## BI. Percentage of SDPs with Stockouts of Condoms (TO1 and TO3)

Country	Country Program	GHSC-PSM support	Task Order	Tracer Product	Number of SDPs	Number of SDPs	Stockout rate
Lesotho	Lesotho	Supported	TO1-HIV/AIDS	HIV-Female condoms	17	7	41.2%
Namibia	Namibia	Supported	TO1-HIV/AIDS	HIV-Female condoms	22	0	0.0%
Total Performance for TO1 Female Condoms					39	7	17.9%
Lesotho	Lesotho	Supported	TO1-HIV/AIDS	HIV-Male condoms	36	1	2.8%
Namibia	Namibia	Supported	TO1-HIV/AIDS	HIV-Male condoms	22	1	4.5%
Ethiopia	Ethiopia	Supported	TO1-HIV/AIDS	HIV-Male condoms	866	71	8.2%
Ghana	Ghana	Supported	TO1-HIV/AIDS	HIV-Male condoms	192	68	35.4%
Total Performance to TO1 Male Condoms					1116	141	12.6%
Total Performance for all TO1 Condoms					1155	148	12.8%
Zambia	Zambia	Supported	TO3-PRH	PRH-Female condoms	1353	45	3.3%
Rwanda	Rwanda	Supported	TO3-PRH	PRH-Female condoms	227	164	72.2%
Nigeria	Nigeria	Supported	TO3-PRH	PRH-Female condoms	1042	59	5.7%
Liberia	Liberia	Supported	TO3-PRH	PRH-Female condoms	25	18	72.0%
Malawi	Malawi	Supported	TO3-PRH	PRH-Female condoms	323	13	4.0%
Total Performance for TO3 Female Condoms					2970	299	10.1%
Pakistan	Pakistan	Supported	TO3-PRH	PRH-Male condoms	10887	2489	22.9%
Zambia	Zambia	Supported	TO3-PRH	PRH-Male condoms	1353	234	17.3%
Rwanda	Rwanda	Supported	TO3-PRH	PRH-Male condoms	521	68	13.1%
Nigeria	Nigeria	Supported	TO3-PRH	PRH-Male condoms	1411	65	4.6%
Haiti	Haiti	Supported	TO3-PRH	PRH-Male condoms	210	0	0.0%
Liberia	Liberia	Supported	TO3-PRH	PRH-Male condoms	25	2	8.0%
Malawi	Malawi	Supported	TO3-PRH	PRH-Male condoms	522	16	3.1%
Total Performance to TO3 Male Condoms					15121	2942	19.5%
Total Performance for all TO3 Condoms					18091	3241	17.9%
Total performance for all condoms					19246	3389	17.6%

## B2. Percentage of stock status observations in storage sites, where commodities are stocked according to plan, by level in supply system (Tracer Products)

### Measure Definition

**Numerator:** Number of stock status observations for a tracer commodity (refer to the tracer list in this document) that are within the designated minimum and maximum quantities at storage sites.

**Denominator:** Total number of stock status observations for a tracer commodity at storage sites.

Task Order	Annual Target	Achievement	
		FY 2017 Q1	Year to Date
TO1	N/A	31%	31%
TO2	N/A	8%	8%
TO3	N/A	12%	12%
TO4	N/A	8%	8%
All TOs*	N/A	11%	11%

	TO 1 and TO 2 products	Central	Sub-National 1	Sub-National 2	TO 3 and TO 4 products	Central	Sub-National 1	Sub-National 2
HIV	Task Order 1	42%	28%		Task Order 3	25%	17%	12%
	First-line adult ARVs	65%	40%		Injectables	23%	24%	16%
	Second-line adult ARVs	35%	36%		Implantables	35%	15%	11%
	First-line pediatric ARVs	14%	32%		COCs	23%	17%	14%
	First RTKs	56%	28%		Cu-IUCD	44%	13%	5%
	Second RTKs	24%	33%		Fertility-based awareness methods	0%	7%	50%
	“Tie-breaker” RTKs	70%	4%		Hormone-releasing intrauterine devices			
	Male condoms	25%	10%		Male condoms	33%	15%	8%
	Female condoms	25%	5%		EmOCs	22%	9%	6%
	CD4 consumables			20%	Female condoms	10%	23%	
	CD4 reagents	53%	14%		Progestin only pills	8%	19%	7%
	EID consumables							
	EID reagents	57%						
	Viral load consumables			0%				
Viral load reagents	14%		0%					
Malaria	Task Order 2	20%	15%	7%	Task Order 4	33%	16%	7%
	ACTs (AL 6X1)	33%	18%		Oxytocin (10 IU inj.)	50%	20%	9%
	ACTs (AL 6X2)	22%	8%		MgSO4 (50% inj.)	38%	26%	4%
	ACTs (AL 6X3)	35%	6%		Inj. gentamycin	40%	14%	11%
	ACTs (AL 6X4)	24%	21%		ORS+Zinc		0%	
	ACTs (AS/AQ)	15%	16%	11%	Chlorhexidine gel	0%	24%	
	ACTs (AS/AQ)	8%	15%	12%	Amoxicillin (125mg) dispersible tablets	60%	13%	
	ACTs (AS/AQ 25/67.5mg)	0%	11%	6%	Zinc (alone)	17%	8%	5%
	ACTs (AS/AQ 50/135mg)	0%	7%	11%	ORS (alone)	0%	16%	5%
	RDTs for malaria	23%	22%	3%	PCV (alone)			6%
	SP	25%	26%	7%				
	LLINs	0%	0%	3%				

► Only 11 percent of tracer products were stocked within the minimum and maximum levels at storage sites this quarter, ranging from 8 percent for TO2 and TO4 to 31 percent for TO1.

► At the central level, “tie-breaker” RTKs (70 percent), 1st line adult ARVs (65 percent), and Amoxicillin (60 percent) were the most likely products to be stocked according to plan. However, there were only seven observations for “tie-breaker” RTKs, three for Amoxicillin, and fifteen for 1st line ARVs.

► The products most likely to be understocked were malaria RDTs (89 percent, with 7 countries reporting understocks for this product), and viral load reagents (67 percent understocked). In Nigeria, the understock of viral load reagents (100 percent of the three central level observations) was caused by an increase in consumption; the forecast was kept conservative to mitigate any risk of expiries.

► Supply plans have taken into account this increased consumption and procurement is underway.

► In Zambia, 100 percent of malaria RDT and SP observations were understocked; the central medical store placed an emergency order that was expected to arrive in January 2017.

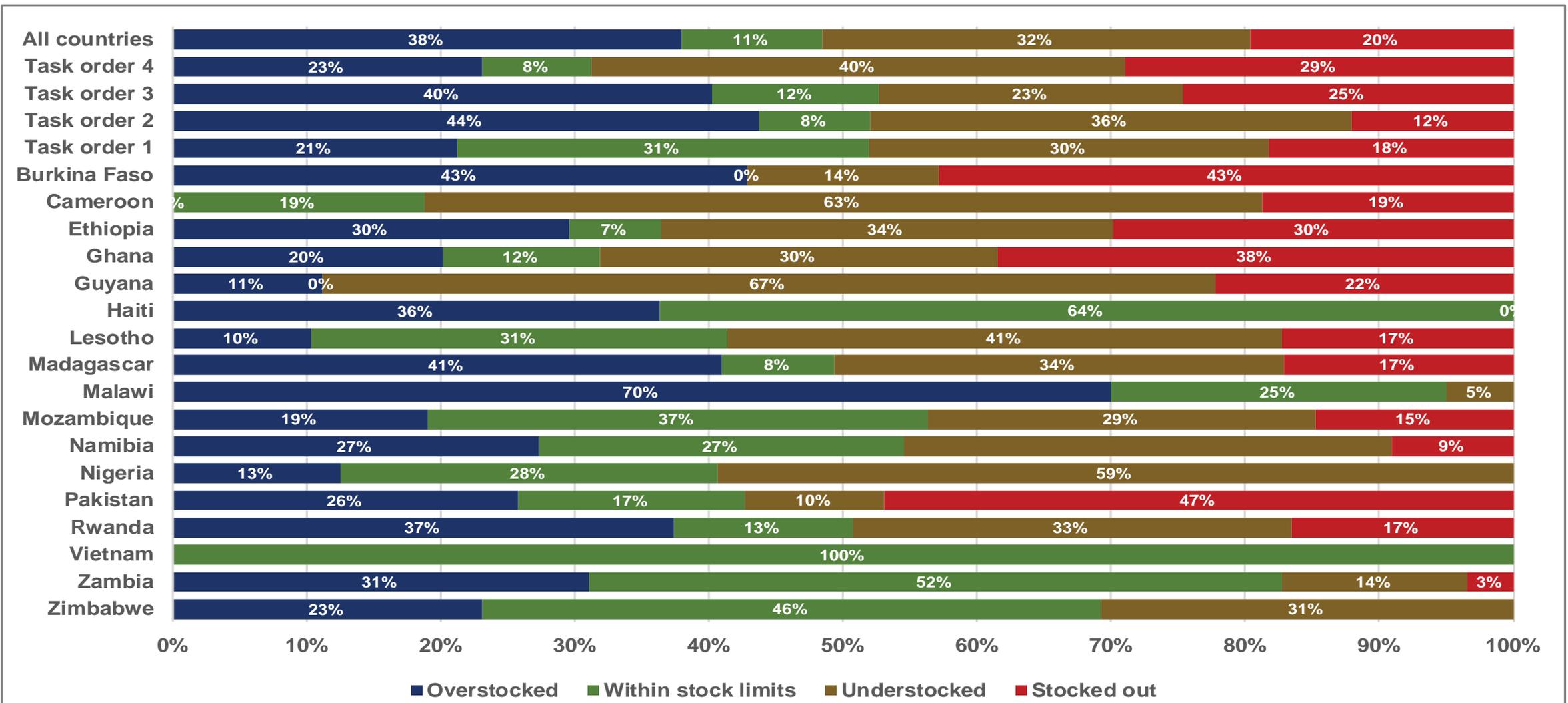
Subnational level 1 tracer products were more likely to be stocked according to plan (19 percent), while only 9 percent of subnational level 2 tracer products were stocked according to plan.

## B2. Percentage of stock status observations in storage sites, where commodities are stocked according to plan, by level in supply system (Tracer Products)

	Central	Sub-National 1	Sub-National 2	Analysis
Injectable contraceptives				<p>► Pakistan faced high levels of stockouts in progestin only pills at the district (subnational 2) level. The majority of the districts with stockouts are in Punjab province. The lack of availability of transportation funds for key stakeholders since June 2016 continues to contribute to this problem.</p> <p>► In Mozambique only 12.5 percent of TO3 tracer products were stocked according to plan, while stock shortages and some stockouts were prevalent at the central level, due to large family planning campaigns that took place during the last two quarters.</p> <p>► In Zambia, family planning products were mostly overstocked, however the MOH is stepping up sensitization and health promotion campaigns to adolescents on the use of contraceptives, which is expected to create additional demand.</p>
Depot Medroxyprogesterone Acetate 104 mg/0.65 mL				
Depot Medroxyprogesterone Acetate	13%	15%	31%	
Norethisterone enanthate				
Implantable contraceptives				
Etonogestrel 68 mg/rod, 1 rod Im-	14%	7%		
Levonorgestrel 75mg/rod, 2 rod Implant	25%	5%		
Combined oral contraceptives				
Levonorgestrel/Ethinyl Estradiol 150/30 mcg + Fe 75 mg, 28 Tablets/	20%	10%	25%	
Emergency oral contraceptives				
Levonorgestrel 0.75 mg Tablet	0%	10%	6%	
Levonorgestrel 1.5 mg Tablet				
Progestin only pills				
Levonorgestrel 30 mcg 35 Tablets/cycle	13%	18%	0%	

PRH - Product Level

## B2. Percentage of stock status observations in storage sites, where commodities are stocked according to plan, by level in supply system (Tracer Products)



### B2: Country-level Analysis: Performance; Trend in performance; Discussion of disaggregation trends and performance

- ▶ On a whole, countries tended to be overstocked (38 percent) or understocked (32 percent), while only 11 percent were stocked according to plan.
- ▶ In Vietnam's central warehouse, four observations were made for each of the two tracer products, all of which were stocked according to plan. Zimbabwe, Zambia, and Haiti all had about 50 percent of products stocked according to plan. Burkina Faso faced stockouts of AL, due in part to delays in procurement from the government and the World Bank, and due to a recent initiative to provide free medical care for children under 5 and pregnant women, increasing consumption. In Cameroon, due to low data visibility at the central level, observations were only taken at 4 out of 10 regional warehouses. Understocks were prevalent there due to low storage capacity; 3 out of 4 warehouses are unable to adequately stock 4 months of HIV commodities, while national guidelines recommend 3-6 months of stock. Nigeria faced budget constraints that reduced procurement of ACTs, leaving the central medical store understocked in all eight ACT formulations.
- ▶ Total number of stock status observations: Burkina Faso (TO2-7); Cameroon (TO1-16); Ethiopia (TO1-247, TO2-138, TO3-77, TO4-140); Ghana (TO1-154, TO2-220, TO3-216); Guyana (TO1-9); Haiti (TO1-5, TO3-6); Lesotho (TO1-29); Madagascar (TO2-8,819, TO3-5,336, TO4-3,490); Malawi (TO2-30, TO3-24, TO4-6); Mozambique (TO1-180, TO2-216, TO3-288, TO4-252); Namibia (TO1-11); Nigeria (TO1-48, TO2-48); Pakistan (TO3-1,202); Rwanda (TO1-87, TO2-98, TO3-150, TO4-34); Vietnam (TO1-4); Zambia (TO1-10, TO2-6, TO3-7, TO4-6); Zimbabwe (TO1-7, TO2-6).

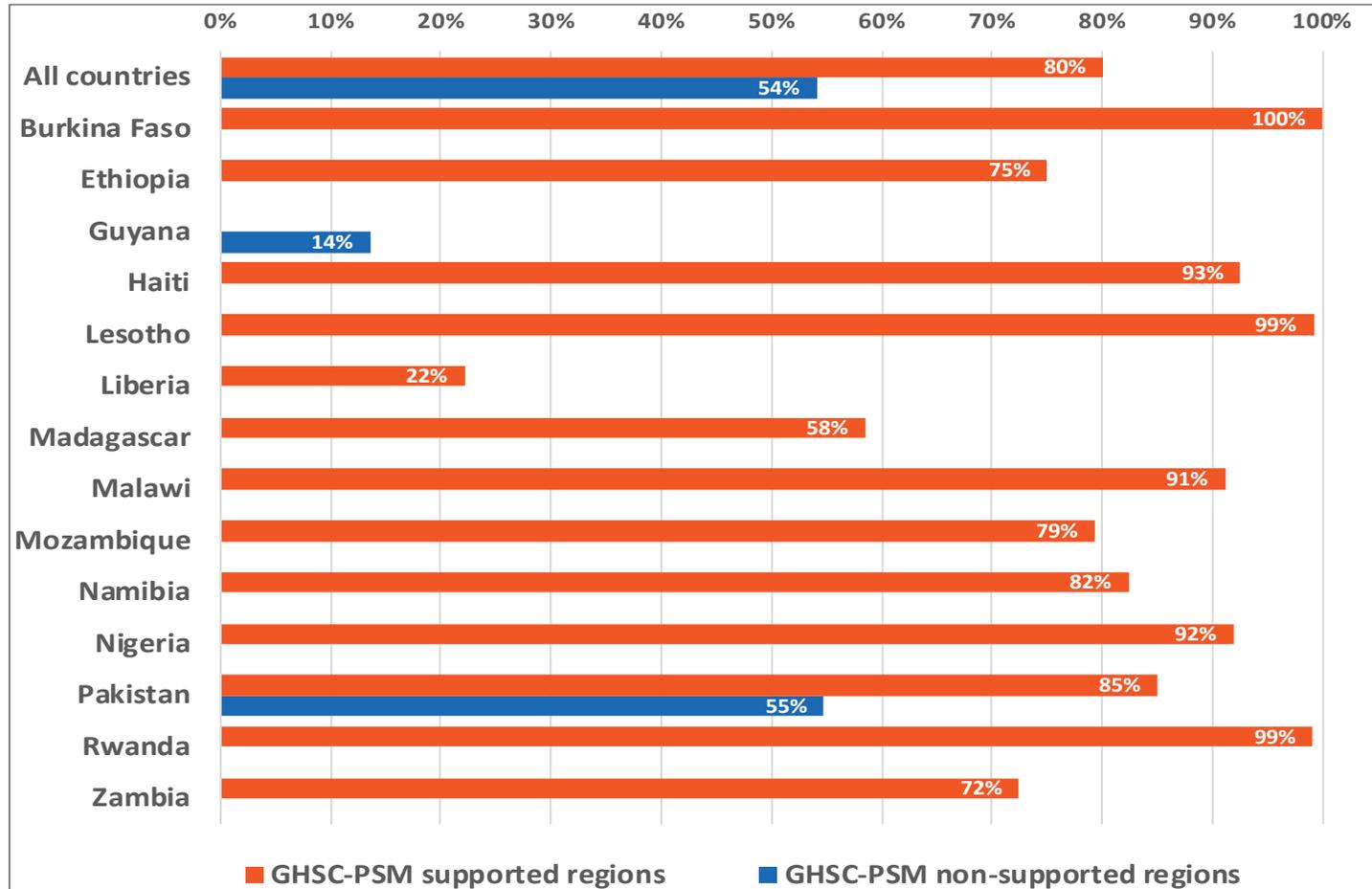
### B3. Service Delivery Point (SDP) reporting rate to the Logistics Management Information System (LMIS)

#### Measure Definition

**Numerator:** Number of SDPs that submitted the required LMIS report(s) or order form(s) during the previous reporting period.

**Denominator:** The total number of SDPs in country which should be reporting.

#### Indicator Performance



Task Order	Annual Target	Achievement	
		FY 2017 Q1	Year to Date
TO1	N/A	85%	85%
TO2	N/A	80%	80%
TO3	N/A	79%	79%
TO4	N/A	74%	74%
All TOs*	N/A	79%	79%

#### Analysis

► Reporting rates were similarly high among all four TO's, ranging from 74 percent for TO4 to 85 percent for TO1. Among countries, the most notable were Burkina Faso (100 percent), Lesotho (99 percent), and Rwanda (99 percent).

► In the case of Burkina Faso, although 100 percent of sites reported within a month of the deadline, the majority reported several weeks late due in part to the lack of internet connection in some districts and low connection speed in others. The project is advocating for the MOH to consider extending internet access to all districts to improve reporting.

► Rwanda achieved a substantial improvement in its SDP reporting rate since last quarter, from 47 to 99 percent. The factors contributing to this success include data cleaning activities aimed at ensuring data accuracy in the system and increased awareness about the importance of using the system, as well as the MOH's Logistics Management Office (LMO) issuing guidelines for facilities to improve system use. The MOH/LMO was highly engaged and took the leadership to oversee these efforts.

#### Other Comments

##### Total number of SDPs in GHSC-PSM-supported regions expected to report:

Burkina (TO2-1,893) Ethiopia (TO1-2,039, TO2-2,039, TO3-2,039, TO4-2,039) Guyana (TO1-22) Haiti (TO1-140, TO3-210) Lesotho (TO1-121) Liberia (TO2-113, TO3-113, TO4-113) Madagascar (TO2-2,649, TO3-2,649, TO4-2,649) Malawi (TO2-653, TO3-653, TO4-653) Mozambique (TO1-1,204, TO2-1,501, TO3-1,511, TO4-1,511) Namibia (TO1-51) Nigeria (TO1-3,949, TO2-3,642, TO3-1,585) Pakistan (TO4-12,806) Rwanda (TO1-565, TO2-565, TO3-565, TO4-565) Zambia (TO1-1,872, TO2-1,885, TO3-1,885, TO4-1,885)

##### Out of cycle countries:

Cameroon (TO1-115); Zimbabwe (TO1-1,745, TO2-1,675)

### B3. Service Delivery Point (SDP) reporting rate to the Logistics Management Information System (LMIS)

	HIV	Malaria	PRH	MCH		HIV	Malaria	PRH	MCH		HIV	Malaria	PRH	MCH
Countries Supported	Task Order 1	Task Order 2	Task Order 3	Task Order 4	Countries Supported	Task Order 1	Task Order 2	Task Order 3	Task Order 4	Countries Supported	Task Order 1	Task Order 2	Task Order 3	Task Order 4
Burkina Faso GH-SC-PSM-supported		100%			Liberia GHSC-PSM-supported regions		22%	22%	22%	Nigeria GH-SC-PSM-supported	91%	93%	91%	
Burkina Faso non-GH-SC-PSM-supported					Liberia non-GH-SC-PSM-supported					Nigeria non-GH-SC-PSM-supported				
Ethiopia GH-SC-PSM-supported	75%	75%	75%	75%	Madagascar GH-SC-PSM-supported		56%	54%	65%	Pakistan GH-SC-PSM-supported			85%	
Ethiopia non-GH-SC-PSM-supported					Madagascar non-GH-SC-PSM-supported					Pakistan non-GH-SC-PSM-supported			55%	
Guyana GH-SC-PSM-supported					Malawi GHSC-PSM-supported regions		91%	91%	91%	Rwanda GH-SC-PSM-supported	96%	100%	100%	100%
Guyana non-GH-SC-PSM-supported	14%				Malawi non-GH-SC-PSM-supported					Rwanda non-GH-SC-PSM-supported				
Haiti GHSC-PSM-supported regions	81%		31%		Mozambique GH-SC-PSM-supported	83%	77%	76%	76%	Zambia GH-SC-PSM-supported	74%	72%	72%	72%
Haiti non-GH-SC-PSM-supported					Mozambique non-GH-SC-PSM-supported					Zambia non-GH-SC-PSM-supported				
Lesotho GH-SC-PSM-supported	99%				Namibia GH-SC-PSM-supported	82%								
Lesotho non-GH-SC-PSM-supported					Namibia non-GH-SC-PSM-supported									

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#### Out of Cycle Countries (reporting on Q4, FY2016)

	Task Order 1	Task Order 2	Task Order 3	Task Order 4
Cameroon GHSC-PSM-supported regions	97%			
Cameroon non-GHSC-PSM-supported regions				
Zimbabwe GHSC-PSM-supported regions	99%	97%		
Zimbabwe non-GHSC-PSM-supported regions				

#### Next indicator:

**B4 (In-country data confidence) is not reported this time. Reason: Annual indicator.**

**B5 (Annual Forecast Reviews) is not reported this time. Reason: Annual indicator.**

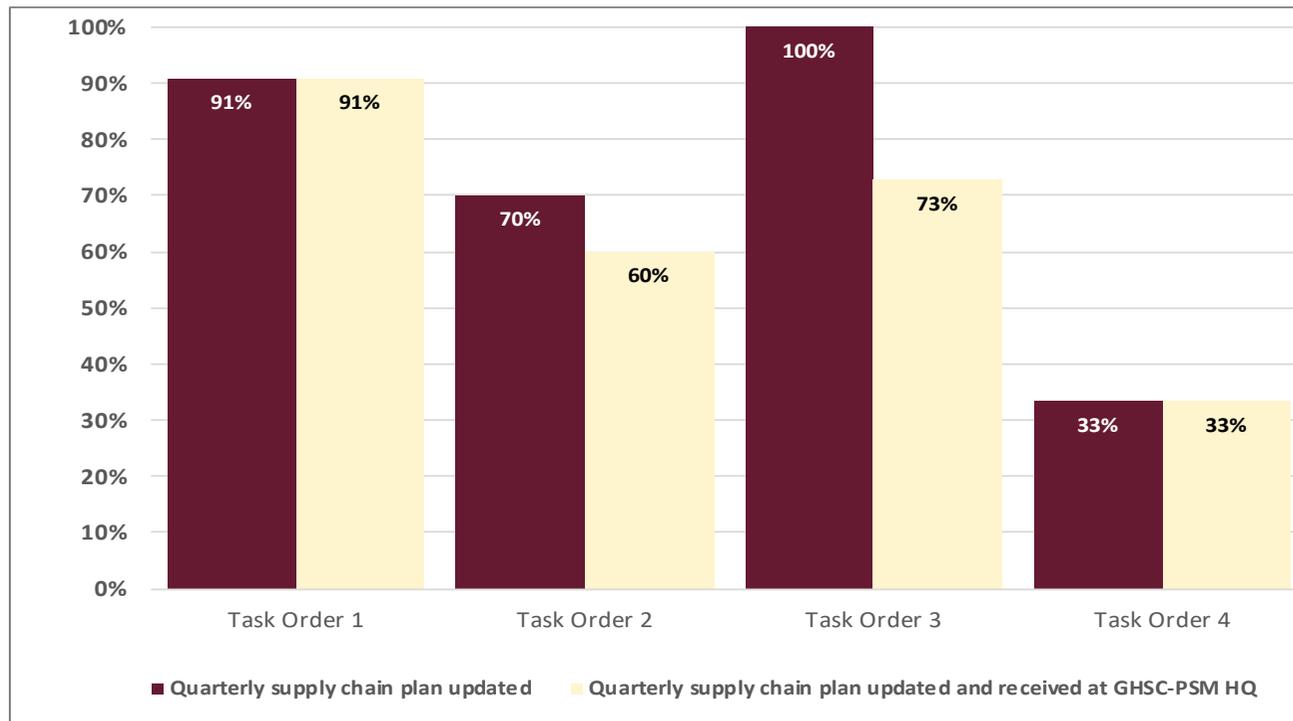
## B6. Percentage of countries conducting quarterly supply plan updates.

### Measure Definition

**Numerator:** Number of all GHSC-PSM-supported countries that conducted supply plan updates in each quarter.

**Denominator:** Total number of GHSC-PSM-supported countries.

### Indicator Performance



### Achievement

Task Order	Annual Target	Achievement	
		FY 2017 Q1	Year to Date
TO1	N/A	91%	91%
TO2	N/A	70%	70%
TO3	N/A	100%	100%
TO4	N/A	33%	33%
All TOs*	N/A	76%	76%

### Analysis

► This quarter, 76 percent of required supply plans were developed. All of the required TO3 supply plans were developed, however only 73 percent were submitted to HQ. The overall rate of supply plans submitted to HQ was 66 percent.

► For TO1, all countries but Guyana who were required to develop supply plans did so. For PMI supported countries (TO 2), all required countries but Ethiopia, Madagascar, and Nigeria developed supply plans.

► For TO4, only Ethiopia, Mozambique, and Rwanda developed supply plans this quarter, due to the task order's recent inclusion in PSM country programs. Mozambique developed and submitted all four of its supply plans.

► At HQ, the supply planning systems strengthening team is working to confirm that submissions directions are clear for all field offices, and to improve tracking and follow up to ensure all required supply plans are submitted.

► (TO1: 10/11 created, 10/11 submitted to HQ) (TO2: 7/10 created, 6/10 submitted to HQ) (TO3: 11/11 created, 8/11 submitted to HQ) (TO4: 3/9 created, 3/9 submitted to HQ).

### Next indicators:

**B7 (Percentage of total spent or budgeted on procurement of commodities by government, USG, the Global fund, or other is not reported at this time. Reason: Annual indicator.**

**B8 (Percentage of initially GHSC-PSM supported supply chain functions carried out by national authorities that done without external technical assistance) is not reported at this time. Reason: Annual indicator.**

**B9 (Supply chain workforce loss ratio) is not reported at this time. Reason: Annual indicator.**

**B10 (Functionality of logistic coordination mechanism) is not reported at this time. Reason: Annual indicator.**

**B11 (Percentage of leadership positions in supply chain management filled by women) is not reported at this time. Reason: Semi-annual indicator.**

**B12 (Consumption forecast accuracy) is not reported at this time. Reason: Indicator definitions still being finalized, will be reported next quarter.**

**C1 (Innovations-quantitative and qualitative). Number is not reported at this time. Reason: Some innovations are still in planning or pilot phase, and are described in the executive summary. Numbers will be reported when concrete and final innovations have been implemented.**

## C2. Number of People Trained by supply chain functional area and sex.

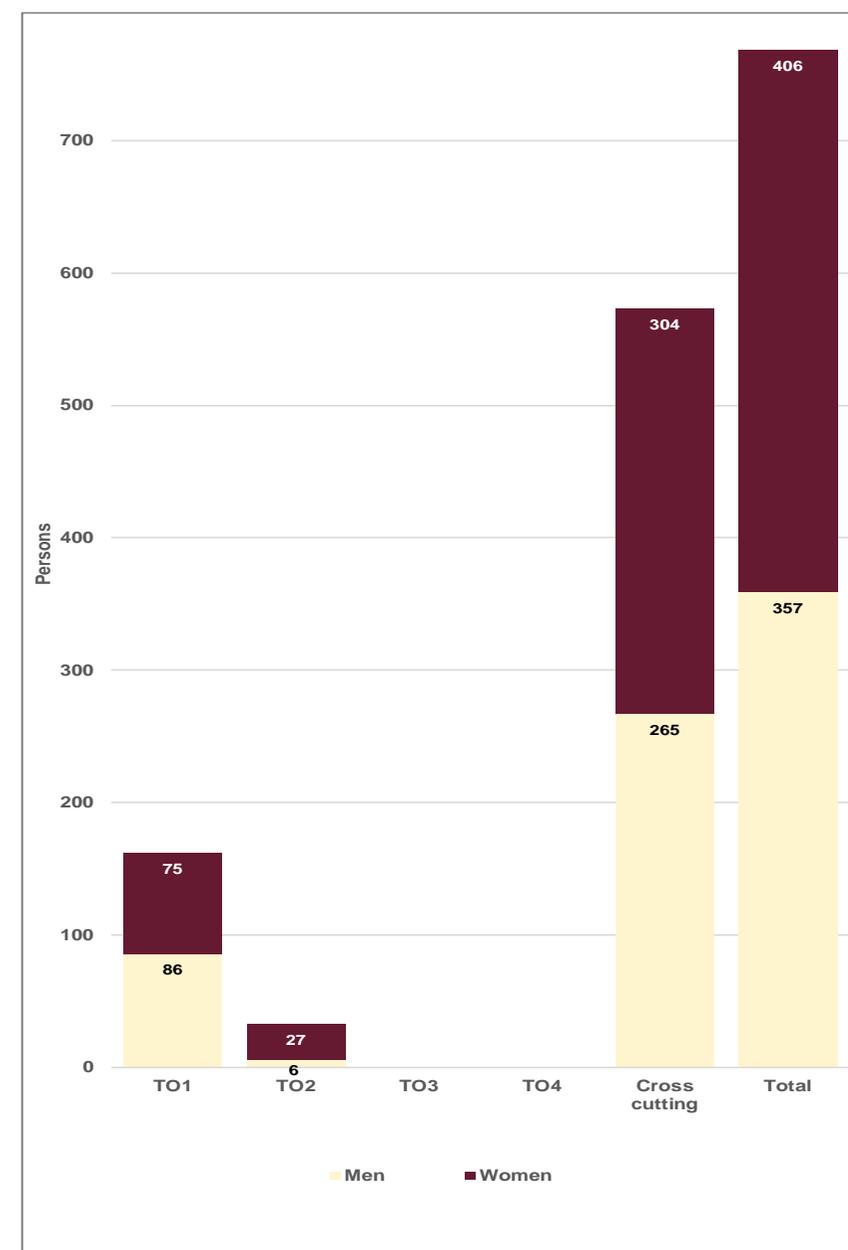
### Measure Definition

Number of people trained. "People trained" refers to any type of participant, student, or learner in a training event, regardless of its duration. People trained may refer to the different categories of participants (e.g., physicians, nurses, social workers).

### Indicator Performance

Functional category		Central	Sub-National 1	Sub-National 2	SDP		Central	Sub-National 1	Sub-National 2	SDP	
HIV	Forecasting and Supply Planning	7				PRH					
	Procurement										
	Quality Assurance										
	Warehousing and Inventory Management										
	Transportation and Distribution										
	MIS	154									
	Governance and Financing										
	Human Resources and Capacity Devt.ment										
	Monitoring and Evaluation										
Malaria	Forecasting and Supply Planning					MCH					
	Procurement										
	Quality Assurance										
	Warehousing and Inventory Management		33								
	Transportation and Distribution										
	MIS										
	Governance and Financing										
	Human Resources and Capacity Devt.ment										
	Monitoring and Evaluation										
Cross cutting	Forecasting and Supply Planning	32									
	Procurement										
	Quality Assurance										
	Warehousing and Inventory Management		37	377							
	Transportation and Distribution			24							
	MIS	27	60								
	Governance and Financing										
	Human Resources and Capacity Devt.										
	Monitoring and Evaluation	12									

Task Order	Annual Target	FY 2017 Q1	Year to Date
TO1	N/A	161	161
TO2	N/A	33	33
TO3	N/A		
TO4	N/A		
Cross cutting	N/A	569	569
All TOs*	N/A	763	763

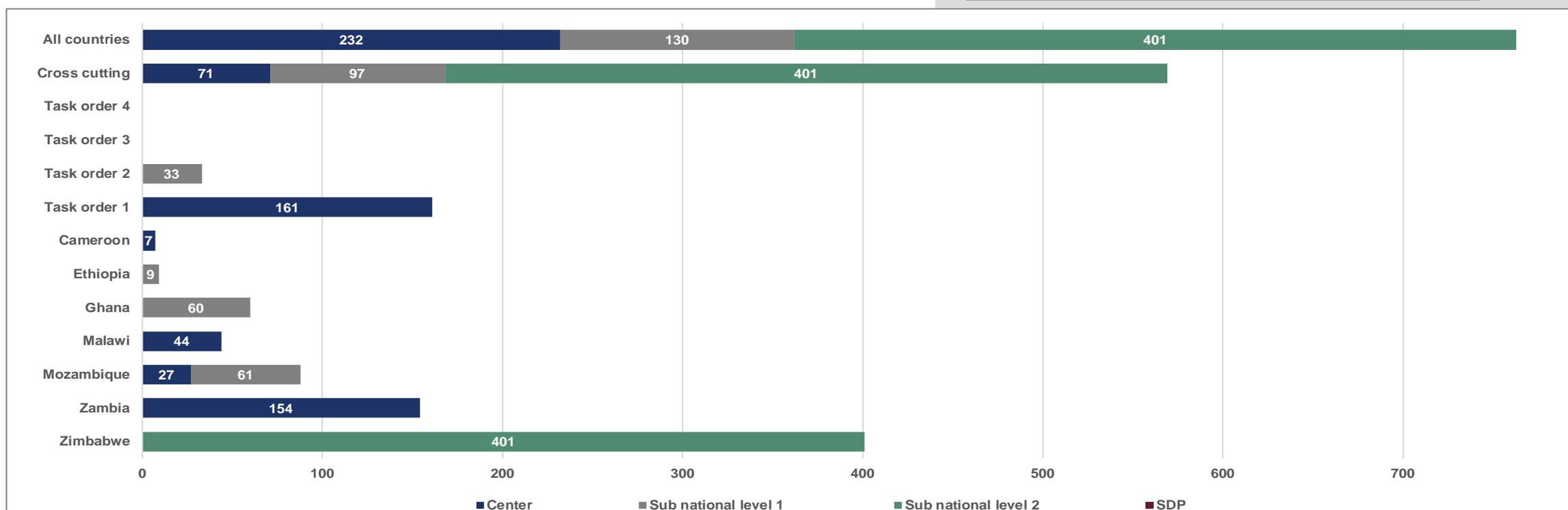


## C2. Number of People Trained by Task Order, Supply Chain Level and Country.

### Measure Definition

Number of people trained. "People trained" refers to any type of participant, student, or learner in a training event, regardless of its duration. People trained may refer to the different categories of participants (e.g., physicians, nurses, social workers).

Task Order	Annual Target	FY 2017 Q1	Year to Date
TO1	N/A	161	161
TO2	N/A	33	33
TO3	N/A		
TO4	N/A		
Cross cutting	N/A	569	569
All TOs*	N/A	763	763



### Other Comments

- ▶Cameroon: Laboratory personnel were trained on using ForLab to forecast commodities to meet viral load scale-up targets.
- ▶Ethiopia: GHSC-PSM supported the practical attachment of 9 pharmaceutical supply chain post graduate students from Jimma University on supply chain management.
- ▶Ghana: The project supported a 2-day refresher training in the use of the Early Warning System for 60 participants at ART sites and in the Regional Medical Store. Following the training, EWS reporting rates for the region improved from 10% to 50%, and is expected to improve further.
- ▶Malawi: GHSC-PSM oriented MOH and project staff on conducting national stock counts to determine stock levels and inform planning, and on collecting data for the supply chain data management system baseline assessment.
- ▶Mozambique: Trainings conducted in MIS, warehousing and inventory management, and LLINs management. 56 percent of training participants were women.
- ▶Zambia: GHSC-PSM trained 154 pharmacy technology students at Evelyn Home College in ARV logistics systems. 47 percent of participants were women.
- ▶Zimbabwe: The Zimbabwe office rolled out the ZAPS distribution system to all provinces this quarter, resulting in a spike in training activities. 401 people were trained on the system, 61 percent of whom were women.

### Next indicators:

**C3 (Customer Satisfaction rating) is not reported at this time. Reason: Annual Indicator.**

**C4,5 & 6 (Complete, Accurate and Timely submissions to BI&A) are not reported at this time. Reason: Operationalizing sources and indicator calculations, this indicator will be reported starting in Q3 FY 2017.**

## C7. Percentage of product lost due to theft, damage, or expiry, while under GHSC-PSM control (Product Loss Percentage)

Measure Definition

**Numerator:** Total value of product lost due to theft, damage, or expiry in a specific time period.

**Denominator:** Total value of product delivered in a specified time period.

Task Order	Annual Target	FY 2017 Q1	Year to Date
TO1	N/A	1.14%	1.14%
TO2	N/A	0.0004%	0.0004%
TO3	N/A	0.0022%	0.0022%
TO4	N/A		
All TOs*	N/A	0.98%	0.98%

	Storage loss (%)	Storage loss (\$)	Transit loss (%)	Transit loss (\$)		Storage loss (%)	Storage loss (\$)	Transit loss (%)	Transit loss (\$)
HIV	Damage				PRH	0.0022%	27		
	Expiry	3.12%	336,544						
	Theft								
	Other			0.01%		2,028			
Malaria	Damage				MCH				
	Expiry								
	Theft	0.0004%	14.1						
	Other								

► Nigeria reported three small losses of ARVs that could not be accounted for on distribution routes. These values are being recouped from the 3PL providers, according to their contracts (total value \$1,300.24).

► In Malawi, a worker from a company contracted to install a cooling system was discovered to have stolen a small amount of ALu from the warehouse in Lilongwe. The suspect admitted the theft and was taken into police custody. The value of the product (\$14.10) is being reimbursed.

► In Haiti, a change in protocols resulted in the expiry of \$336,544.28 of HIV products at the central warehouse. The team will improve coordination with the Ministry of Health around changes in procedure to prevent future expiries by ensuring that all products in stock are distributed before a new protocol goes into effect. Additionally, a small amount of PRH product (\$27) was damaged in the warehouse, and \$727.71 of product was missing after an unauthorized distribution, but was reimbursed by the 3PL.

### Next indicators:

**C8 (Number of global advocacy engagements) is not being reported at this time. Reason: Semi-Annual Indicator.**

**C9 (Submissions to the global knowledge management platform) is not being reported at this time. Reason: Global knowledge management platform not final.**

## C10. Percentage of GHSC-PSM-procured molecular instruments that remained functional during the reporting period

Measure Definition

**Numerator:** Total number of molecular instruments that remained functional for the entire reporting period.

**Denominator:** Total number of molecular instruments.

**Bubble Size:** Estimated or approved FY2017 TA budget

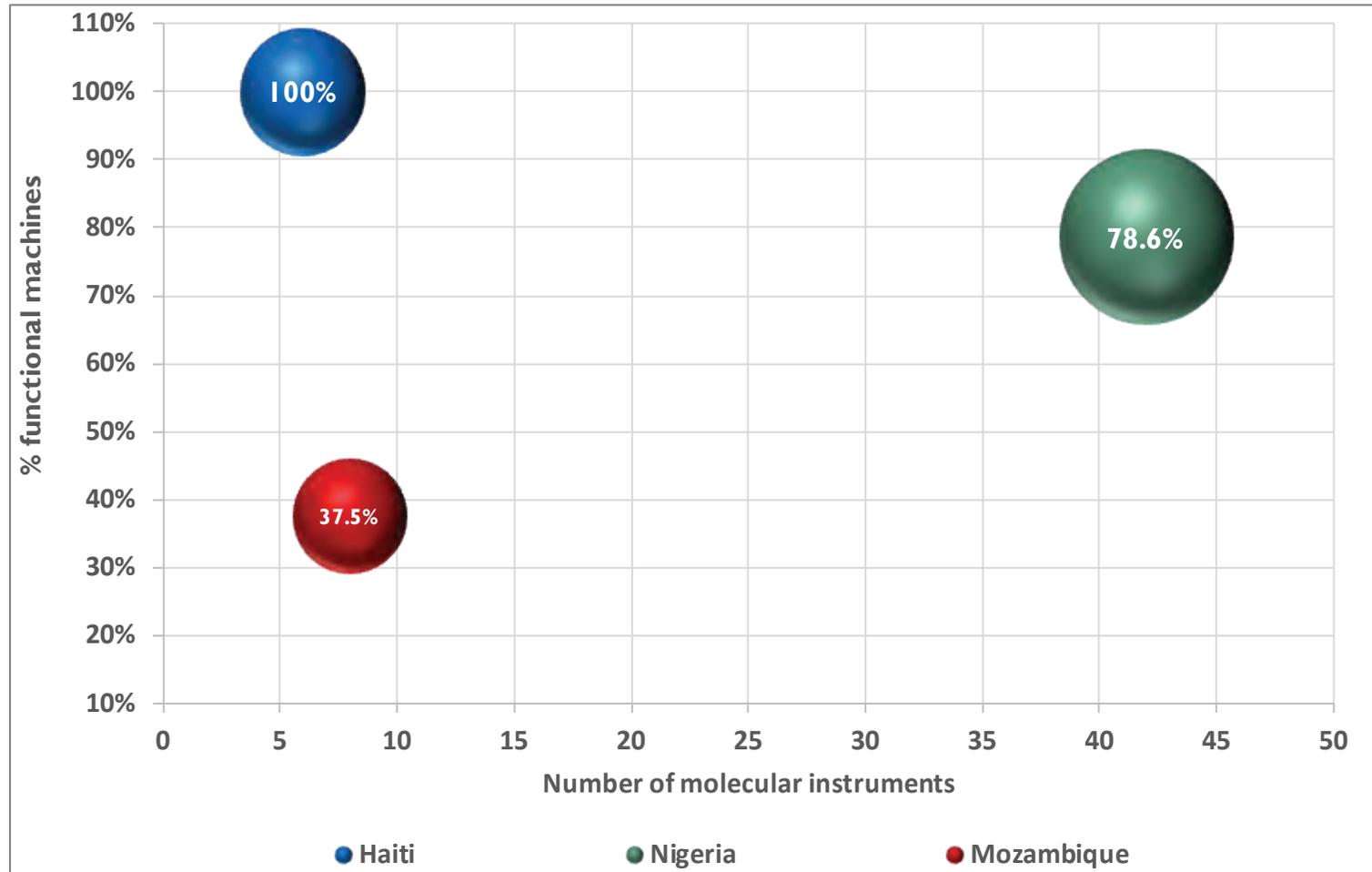
Achievement

Target

FY 2017 Q1 Year to Date

TO I	N/A	75%	75%
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### Indicator Performance



### Analysis

► Nigeria reported breakdowns in 9 out of 42 instruments during the quarter. Issues included delays in the arrival of spare parts and frequent breakdowns of older equipment. All equipment was repaired and functional by the end of the quarter. The team has engaged the vendor Roche and developed plans for gathering real time information on equipment functionality, monitoring monthly service plans, and conducting an assessment to identify instruments that need to be replaced.

► Mozambique reported outages in 5 of 8 instruments during the quarter. The team is working with the government's Central Laboratory Department and Maintenance Departments to develop standard operating procedures for equipment management and reporting on equipment downtime.

► All equipment in Haiti (6 instruments) remained functional for the period.

### Other Comments

**Next indicators:**

**DI-DI0: (Global malaria indicators) will not be reported at this time. Reason: Annual indicators.**

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251 18th Street South, Suite 1200  
Arlington, VA 22202  
United States