



The Power of Partnerships : A case study by People that Deliver

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PtD WAS BEHIND USAID'S STRATEGY

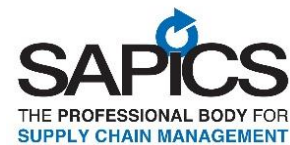
Since 2016 PtD has been advising **USAID** to select its **technical priority areas** for SCM **workforce development**

“

*... to identify, attract, support, capacitate, and retain **adequately skilled** and qualified **supply chain staff**.*

”

THE STRENGTH OF PEOPLE THAT DELIVER IS ITS NETWORK OF EXPERTS



HOW PTD WORKS

People that Deliver coalition
The thought leader in workforce development

TECHNICAL ASSISTANCE

Health workforce in country

Why is leadership important?



A traditional and outdated “command and control” methodology, where the leader retained all knowledge, authority and decision-making power – is limiting the potential of health supply chains to perform optimally.

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What is STEP 2.0?

STEP 2.0 is a leadership and change management programme.

It is intended to solve supply chain operational challenges.

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WHO IS BEHIND STEP 2.0?





STEP 2.0 objectives

- 1. Develop the leadership capabilities** of public-sector supply chain leaders so that the country's health supply chain can provide its population with the health commodities it needs
- 2. Work with leaders** to provide solutions to real supply chain problems that have defied resolution in the past
- 3. Lead workplace improvements** by focusing on your transformation challenge
- 4. Complement national supply chain strategies** by maximising the effectiveness of the health supply chain workforce

Participants are usually members of a country's public health programme who are responsible for supply chain decision making, direction and leadership

A unique feature of STEP 2.0 (and the secret to its success) is the involvement of the private sector

- The programme was built around best private-sector practices
- Private sector experts (the coaches) mentor participants

STEP 2.0 is implemented by a group of **accredited implementing partners**, of which there are currently 10

People that Deliver is the home of the STEP 2.0 hub, which coordinates the programme and donor organisations

Global Health Science and Practice Journal

**20% increase in
competencies in
Rwanda in 2023**



Private sector engagement

- ❖ **Stakeholder mapping & alignment:** Identifying corporate partners whose expertise aligns with national supply chain priorities and workforce needs.
- ❖ **Collaborative governance:** Establishing joint steering committees, defining shared objectives, performance indicators, and risk-sharing mechanisms.
- ❖ **Capacity building & knowledge transfer:** Co-designing training programs, mentorship initiatives, and on-the-job coaching led by private sector experts.
- ❖ **Private sector coaches:** Engaging experienced supply chain coaches from industry to deliver best practices, performance coaching, and ongoing support to health supply chain teams.
- ❖ **Technology & innovation partnerships:** Piloting digital solutions (e.g., last-mile tracking, inventory management systems) and leveraging private logistics networks for scale-up.

Private sector coaches

Coaches are volunteer supply chain experts from leading companies including **Pfizer, GlaxoSmithKline and Johnson & Johnson**



THE STEP 2.0 PROGRAMME NEEDS VOLUNTEER COACHES

Supply chain experts who have a strong willingness to share their skills, experience and knowledge and are capable of guiding participants through their supply chain challenges

Donate a STEP 2.0 coach and their associated expenses (travel, accommodation and meals)

What's in it for my organisation?



Develop the leadership skills of public supply chain managers in LMICs



Build relationships with leaders at country level



Collaborate with elite global donor organisations



Network with companies that have similar business interests



Manage corporate risks and opportunities related to environmental, social and governance goals



Contribute to corporate social responsibility



Support your employees with personal growth and development



Explore new geographical markets

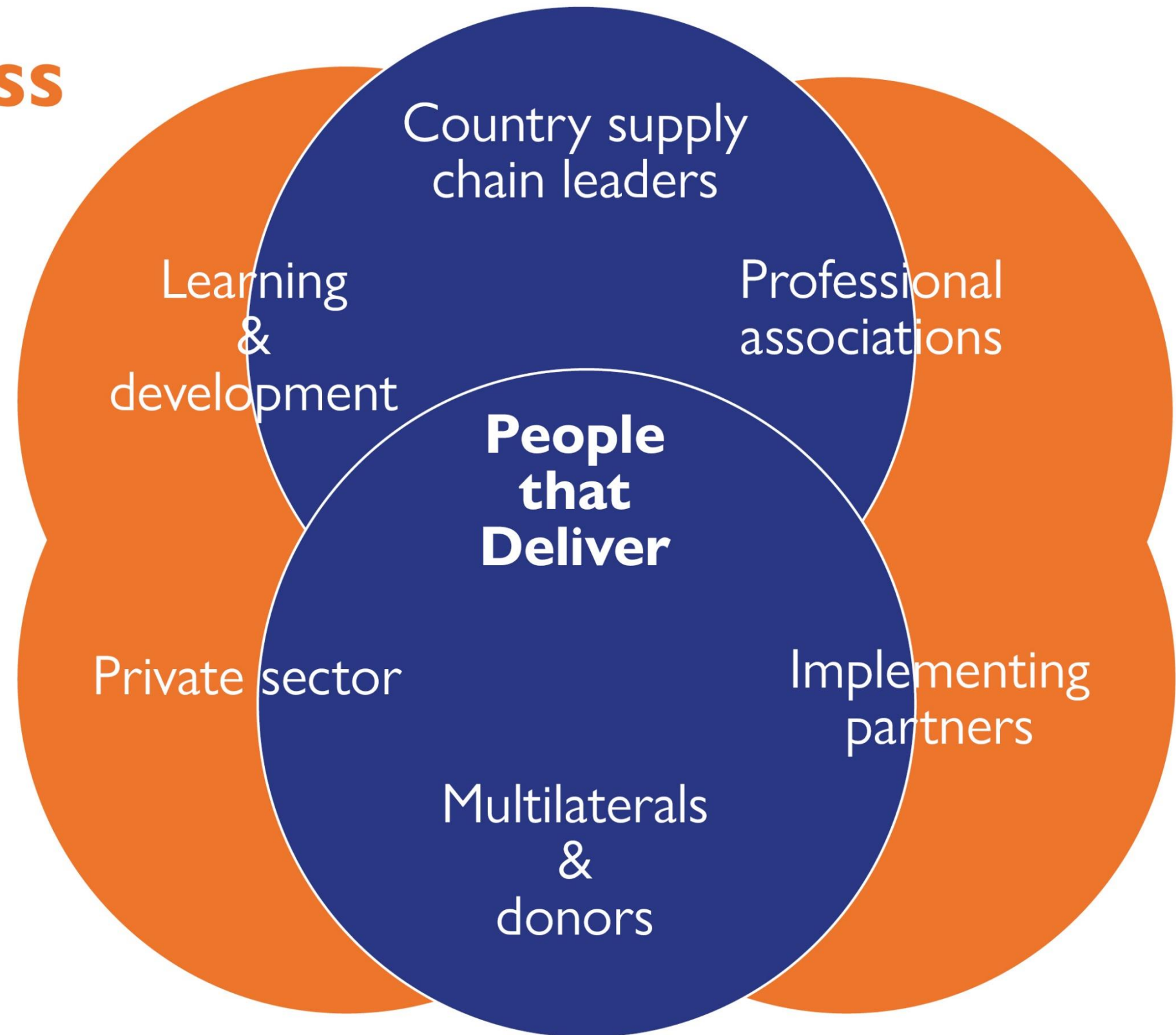
BUT...



**PtD is
much more
than STEP 2.0**

RELATIONSHIPS & RESULTS

Partnerships lead to **buy in** and **progress**



Key takeaways

- 1. PtD's mission:** PtD works to build a competent, supported, and empowered health supply chain workforce worldwide. Since its inception, PtD has supported workforce strengthening initiatives in over **35 countries**.
- 2. Private sector value:** Strategic private sector engagement brings innovation, technical expertise, and operational efficiency. For example, partnerships have reduced procurement lead times by **30%** and introduced digital forecasting tools in **20 countries**, improving order accuracy by **40%**.
- 3. Proven collaborative models:** Case studies demonstrate how joint efforts improve workforce capacity, reduce inefficiencies, and enhance performance. In one initiative, training and mentoring programs led to a **25% increase in supply chain competency scores** among health workers.
- 4. Mutual benefits & shared value:** Cross-sector partnerships support public health goals while offering the private sector opportunities for sustainable impact. By embedding the Shared Value Concept, PtD has enabled projects that deliver a **15% increase in local pharma production** and a **20% improvement in medicine availability** at health facilities.
- 5. Looking ahead:** Continued collaboration is critical to overcoming workforce challenges and fostering resilient, adaptive supply chains. With over **50 partners** engaged globally—including logistics, technology, and manufacturing firms—PtD continues to expand its reach and impact.