Wifi

Network: UN City Guest

No password is required
WELCOME

LOGISTICS CLUSTER

GLOBAL MEETING

COPENHAGEN, NOVEMBER 2014
#LogClusterGM

logcluster.org  |  logcluster  |  @logcluster

unicef.org/supply  

@unicefsupply
START OF DAY TWO

Session will start at 09:00
<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>08:30-09:00</td>
<td>Coffee</td>
</tr>
<tr>
<td>09:00-09:30</td>
<td>Barcoding: Update</td>
</tr>
<tr>
<td>09:30-10:00</td>
<td>KPIs: Interagency Project Briefing</td>
</tr>
<tr>
<td>10:00-10:30</td>
<td>People That Deliver: Interagency Project /UNICEF</td>
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<tr>
<td>10:30-11:00</td>
<td>Coffee Break</td>
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<tr>
<td>11:00-12:00</td>
<td>Professionalisation in Humanitarian</td>
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<td>12:00-13:00</td>
<td>Lunch Break</td>
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<tr>
<td>13:00-14:00</td>
<td>UNICEF Warehouse Visit</td>
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<tr>
<td>14:00-14:30</td>
<td>PARCEL Project - Concept Plan Phase II: Oxfam and WVI on behalf of the Consortium</td>
</tr>
<tr>
<td>14:30-15:00</td>
<td>GLC Strategy</td>
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<tr>
<td>15:00-15:30</td>
<td>Coffee Break</td>
</tr>
<tr>
<td>15:30-16:15</td>
<td>Cash &amp; Markets: Recap and Update</td>
</tr>
<tr>
<td>16:15-17:00</td>
<td>Open Session</td>
</tr>
</tbody>
</table>
Barcoding: *Update*
Getting value through collaboration

Improving the Humanitarian Relief Chain
by applying GS1 standards

Logistics Cluster Global Meeting – Nov 14
In January, 2014, a roundtable of 6* humanitarian organisations meet together with GS1**.

The key objective was to bring together some of the major decision-makers in humanitarian logistics to discuss future collaboration on developing/mainstreaming standards in Logistics and Supply Chain Management.

* Organisations participated → IFRC, UNHCR, UNICEF, WFP, MSF & WVI

** GS1 → an international not-for-profit association with Member Organisations in over 100 countries, offering a range of standards, services and solutions to improve efficiency and visibility of supply and demand chains
Reason for project

- UNHCR Ongoing Supply Chain Initiatives
- Other organisations trying to introduce barcodes
- UNHCR Inventory Issues
- Planning
- 2nd tier Global Piles
- Packaging & palletizing
- MSRP upgrade

The image illustrates the reasons for the project, focusing on initiatives related to supply chain management and inventory control, including planning and logistics improvements.
Project Goal

Bring dignity to Persons Of Concern by maximising transparency and efficiency along the end-to-end Relief Chain

Achieving this goal means to

• Create a seamless end-to-end relief chain from supplier to beneficiary by using GS1 Standards
• Establish the link between supply chain and distribution (programme function and implementing partners) on the fundament of a universal standard
• Enable interoperability among agencies
• Liaise with other agencies to ensure sector-wide scalability of solution designs
Areas Of Application Of The GS1 System Within UNHCR

Manufacturer 1
Relief Item 2
Delivery 3
Warehouse 4
Distribution Centre 5
Beneficiary 6

Scope Of GS1 System
Current Situation

• UNHCR intends to implement GS1 standards based on the recommendation coming out of the study phase GS1 is carrying out by end of July.

• In parallel, the project Relief Link is run by UNHCR’s Innovation group with the support of UPS.

• The goal of “Relief Link” is to improve control, transparency and efficiency in distribution by managing distribution and capturing distributed items directly in the field, using mobile devices and applications.

• The results of the study phase for Installing GS1 Standards In The Humanitarian Supply Chain show significant potential to further support these goals if/when linking supply with distribution, leveraging those standards.
Findings – Project Context

- Implement GS1 Standards
- Distribution to PoCs ("UPS project")
- MSRP Release Change
- Planning Process
- Standard Packaging and Palletising
- Replenishment Process
- Shipment Tracking
- Warehouse Network

GS1 Switzerland
## Recommendation Overview – Application Area 1-3

### Identify
- **Manufacturer 1**
  - Assign *Global Location Number (GLN)* to manufacturer.
  - Install product identification capability.

- **Relief Item 2**
  - **Consumer Unit**
    - Assign and apply GTIN with EAN-13 symbol.
  - **Trade Unit**
    - Apply GS1-128 symbol with GTIN, batch, best before and expiry dates.

- **Delivery 3**
  - Assign *Global Shipment Identification Number (GSIN)* represented as GS1-128 symbol on shipping docs.
  - Apply Serial Shipping Container Code (SSCC) to pallets, where in use. Encode batch, best before and expiry dates.

### Capture
- **Capture**
  - May scan TU or pallet label internally and upon goods issue (not mandatory from UNHCR standpoint).
  - **CU mainly captured during distribution.**
  - **TU captured in warehousing activities.**

### Share
- **Share**
  - Consider EDI with top suppliers based on transaction volume.
  - Share master data with all locations & partners handling the CU or TU.
  - Send shipment data to receiving warehouses ahead of shipment through interface or EDI.
### Recommendation Overview – Application Area 1-3

**Identify**
- Assign Global Location Number (GLN) to warehouse.
- Install product identification capability.

**Capture**
- Scan GSIN/ SSCC/TU
- Logistics Service Providers:
  - Use scanning equipment
  - Use own WMS
- Country warehouses:
  - Install scanning equipment
  - Install basic WMS
- Scan distribution card (GDTI) to verify entitlement to ongoing distribution.
- Scan distributed items.
- Concatenate distributed items with distribution card.
- Scan fingerprint to verify legitimization to use card.
- Scan card to verify legitimization to participate in current distribution.

**Share**
- Logistics Service Providers:
  - Implement EDI to send and receive movement data
- Country warehouses:
  - Implement interface to send and receive movement data.
- Exchange distribution relevant data btw programme DB and distribution app.
- Share aggregated distribution information with Supply Chain
  - E.g. quantity per CRI and day.
- Share GDTI information among agencies operating in same theatre.

---

**Warehouse**
- 4

**Distribution Centre**
- 5

**Beneficiary**
- 6
Benefits

Technical” Summary

• Unique identification of all locations
  ▪ suppliers, warehouses, distribution centres
• CRIs and Trade Units identifiable through scanning, along the entire “relief chain”.
• IT-supported warehouse management, interfacing with MSRP.
• Delivery information electronically exchanged.
• Item and beneficiary information concatenated during distribution.
Delivers **qualitative benefits** along the entire **“Relief Chain”**

- Supports linking Supply Chain and **Distribution**
- Increases **Transparency** and **Control** along the entire chain, including distribution records.
- Increases **Process Reliability**, particularly in warehouses and distribution to beneficiaries.
  - Improves respect of beneficiary dignity by enabling timely and accurate information in distribution database.
  - Provides (inventory) information across and within locations more timely and more accurately
- Supports and facilitates conformance with IPSAS-requirements
- Facilitates information exchange with logistics service providers
- Enables **Interoperability** among agencies
Thank you
KPIs: Interagency Project Briefing
Sector-Wide KPI Project: Managing Performance of Humanitarian Supply Chains

November 2014
GLC Semi-Annual Meeting
Introduction

1. Humanitarian Supply Chain KPIs: Ten years on

2. KPI Working Group: Who we are and our roles

3. Sector-wide KPI Pilot: Phase I of IV

4. Looking ahead
Humanitarian Sector KPIs: Ten years on

- Humanitarian Logistics Conferences
  - *Since 2003, sustained focus on improving Humanitarian Supply Chain Management*

- HLC 2012
  - Heads of Operations & Logistics of 30+ humanitarian agencies
  - Incl. UN, NGOs, Red Cross / Red Crescent Movement, and Donors
HLC 2012: KPI Project takes flight

- Participants affirmed urgent need for performance measures to improve organizational and supply chain management function.
- Recognition of the extra value of a sector-wide framework

- KPI Working Group created
Objectives of Standardized KPI

- Allow links to Program
- Pursue specific competitive advantages
- Enable change management
- Communicate externally with common language & process definitions
- Evaluate own processes effectively
- Catalyze KPI implementation organization wide
- Enable benchmarking

- Describe process elements with standard terms
- Prioritize with best practice/benchmark data
- Learn of best practices
- Improve cooperation with service providers and other organizations
- Evaluate efficacy of alternatives
- Increase leverage with management for focus & investment
- Improve efficiency
Objectives of Standardized KPI: Addresses Key Issues for S&L

1. Secure Management support for SCM
   - Show improvement trend, Value of SCM,

2. Improve cooperation with external party
   - Common targets

3. Establish internal targets on “best-in-class” examples
   - How do you determine BIC?

4. Show improvements made over time
   - Use KPIs to establish baselines and set targets
# KPI Working Group Members

<table>
<thead>
<tr>
<th>British Red Cross</th>
<th>IFRC</th>
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<tbody>
<tr>
<td>Catholic Relief Services</td>
<td>International Rescue Committee</td>
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<tr>
<td>Mercy Corps</td>
<td>MSF</td>
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<tr>
<td>Oxfam-GB</td>
<td>Save the Children International</td>
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<tr>
<td>UNHCR</td>
<td>UNICEF</td>
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<tr>
<td>WFP</td>
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</tbody>
</table>
Sector-wide KPIs: 4 phase project

1. Supply chain assessment, prototype KPIs
   - Assess/recommend initiatives to improve operations; Pilot agency checks and trials

2. Working Group Review
   - Refine, adapt KPIs w WG

3. Test with organizations outside WG
   - Provide view of SC activity & links to performance quality

4. Publish & disseminate
   - Provide for KPIs’ wide dissemination
We are here: Phase One

1. Supply chain assessment, prototype KPIs
   - Assess/recommend initiatives to improve operations; corresponding KPIs for CRS and Oxfam

2. Working Group Review
   - Refine, adapt KPIs w WG for other organizations’ use

3. Test with organizations outside WG
   - Provide view of SC activity & links to performance quality

4. Publish & disseminate
   - Provide for KPIs’ wide dissemination
Pilot Project participants

• Pilot agencies
  – Catholic Relief Services
  – Oxfam-GB

• Project management
  – Fritz Institute

• KPI Working Group
KPIs for Sector-wide use

Review existing frameworks

Adapt existing frameworks for sector-wide use

“Balanced Scorecard”

SCOR® model
To All Interested Organizations

You are cordially invited to join the KPI Working Group

RSVP
# Value Proposition to Stakeholders

<table>
<thead>
<tr>
<th>VALUE</th>
<th>STAKEHOLDERS</th>
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<tbody>
<tr>
<td></td>
<td>Organizations</td>
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<tr>
<td>Allows Links to Programs</td>
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<tr>
<td>Improve efficiency</td>
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<td>Enable change management</td>
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<td>Ability to benchmark</td>
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<td>Learn of best practices</td>
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<tr>
<td>Evaluate own processes effectively</td>
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<tr>
<td>Pursue specific competitive advantage</td>
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<tr>
<td>Standard descriptions of process elements</td>
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<tr>
<td>Use benchmark / best practice data to prioritize</td>
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<tr>
<td>Communicate externally using common language and process definitions</td>
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<td>Evaluate efficacy of alternatives</td>
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<tr>
<td>Improve cooperation with other organizations and service providers</td>
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<tr>
<td>Catalyst to push forward implementation organization wide of kpis</td>
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<tr>
<td>Increased leverage with management for focus and investment</td>
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People That Deliver
The People that Deliver Initiative, a global focus on HR issues in Health Supply Chains

Andrew Brown
Executive Manager PtD
27th November 2014
The People that Deliver Initiative

Improving health outcomes by promoting sustainable workforce excellence in health supply chain management

70+ member organizations

- country governments
- international agencies
- academic institutions
- implementing partners
- Non-governmental organizations
- private companies
Health logistics and supply chain?

Humanitarian Logistics

Health logistics and supply chain

Logistics and supply chain
The need for a focus in this sector

- **Shortage of 4.3 million health workers globally**
- **2.4 million doctors, nurses and midwives**
- **1.9 million management and support staff, including health administrators, managers, and logisticians**
- **57 countries with critical shortages**

‘Imagine’ health worker video: http://www.youtube.com/watch?v=tCSmIYmPOi4
The desired paradigm for HR in SCM

 Characteristics

- Long term focus
- Requires reform of perceptions, policies and practices
- Converts existing expenditures into investment
- Capacity benefits accumulate over time
- Inherently sustainable and country-driven

National institutions provide relevant qualifications

Qualified staff hired/contracted for SCM positions

Elevated status for SCM and SCM workforce

Appropriate career incentives provided

High staff satisfaction and retention

SCM jobs desirable; qualifications sought
Structure of PtD

Board

Secretariat

AKMWG

TWG

RWG

Focus countries
The PtD Board
PtD Focus Countries

- Dominican Republic
- Ethiopia
- Indonesia
- Burkina Faso
- Liberia
- Mozambique
- Namibia
I. Global recognition that strong supply chains are essential for positive health outcomes and require a competent, recognized and supported supply chain workforce with significant technical and managerial capacity.

II. Government and national health institutions demand, recruit and retain appropriately qualified personnel for positions with supply chain responsibilities.
Four PtD Strategic Goals

III. Adequate personnel from relevant cadres with appropriate supply chain competencies and qualifications are available.

IV. A repository of evidence-based resources for HR for SCM is established, accessible, used and disseminated.
PtD Goal 1 – Global recognition

PtD, through its Secretariat and members has been active in:

- Direct contributions to global supply chain strengthening activities, including **UN CO LSC promising practices brief**, **GAVI supply chain strategy**, **WHO/AMDS report to World Health Assembly** (on Access to ART).

- Advocacy presentations to: DFID, Global Fund PSM, World Bank, UNFPA, and UNICEF
PtD Goal 2 – Country government action

✓ HR for SCM assessments completed in at leased 15 countries.

✓ **Burkina Faso** - Regulatory changes implemented to delineate SCM cadres, development of academic course & public service structural change. Health logisticians have been deployed in 17 districts.

✓ **Ethiopia** - Govt. HR planning process engaging SCM partners with a focus on: education and standards. Newly formed HR for SCM task force is accelerating momentum.
PtD Goal 3 – Adequate personnel trained

- **Benin** - LOGIVAC center at the L'Institut Régional de Santé Publique (IRSP)

- **Burkina Faso** - University of Burkina Faso, Bioforce

- **Ethiopia** - Jimma University, Govt lead

- **Namibia** - University of Namibia, USAID

- **Pacific Island Countries** - University of Canberra, UNFPA

- **South Africa** - African Supply Chain Academy, IHS & Divinci UNI.

- **LAPTOP (Learning & Professional Training Opportunities)** - RHSC
PtD Goal 4 – Tools and resources

✓ **Advocacy tools.** Who is PtD? Why focus on HR in SCM? and how to make smart investments in HR for SCM

✓ **Assessment and planning.** HR for SCM Assessment Guide and Tool (USAID|DELIVER), has been used in at least 15 countries: Ethiopia, Guatemala, Indonesia, Namibia, Rwanda

✓ **Competency mapping.** The PtD Competency Compendium for Health Supply Chain Management (University of Canberra). With technical advise following application in Namibia through SCMS.

✓ **Funding guide.** Country Guide: Applying for Public Health Supply Chain Management Development Funds
PtD 2nd Global Conference outputs

- PtD virtual conference pack (advocacy, technical, research)
- Joint PtD UNICEF press release
- PtD conference statement and call to action

www.peoplethatdeliver.org

- Conference presentations available through PtD website

- Special open access issue of the Journal of Pharmaceutical Policy and Practice (Dec 14)
Efficient and effective health supply chain performance is essential for ensuring access to health supplies, and meeting the goals of universal health coverage.
The health supply chain workforce must be managed within local contexts & ensure:

i. Engaged stakeholders and supply chain leaders are present in both policy and technical areas related to national health supply chains.

ii. Policies & plans are in place to support planning of workforce needs and sustainable approaches to workforce development.
Key PtD conference messages

iii. Needs based approaches are considered for **workforce development**, addressing pre-service and continuing professional development.

iv. **Performance management** approaches are in place and appropriately funded.

v. **Professionalism** of supply chain cadres is increased to demonstrate the importance of cadres working in SCM,
Governments need to make appropriate policy changes to support the professionalization of human resources in health supply chains.

Specific country based action should be the main emphasis of the next two year phase of the People that Deliver Initiative and its members.
PtD next steps and key activities

- Review Operational plan with an increased focus on country based action
  - Advocacy within global organisations to ensure key messages reach country offices
  - Develop business case for HR in SCM with World Bank
  - Engage with interagency partners to co-ordinate a country and regional approach to advocate with governments for change
  - GAVI/UNICEF SD People and Practice activities: (leadership development, EVM HR module)
  - EAC Centre of Excellence in SCM, Rwanda. (eg. Global Health Supply Chain Community professional Portal)
<table>
<thead>
<tr>
<th>Expected customers</th>
<th>PtD core services</th>
<th>How to access PtD</th>
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<tbody>
<tr>
<td>PtD Members</td>
<td>❯ Provision of <strong>advocacy materials</strong>, to requests on strategies issues relating to HR for SCM</td>
<td>❯ PtD secretariat</td>
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<tr>
<td></td>
<td>❯ <strong>Development and/or application</strong> of country specific best practice approaches, <strong>tools and evidence</strong></td>
<td><a href="mailto:info@peoplethatdeliver.org">info@peoplethatdeliver.org</a></td>
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<td>❯ <strong>Facilitation of linkages</strong></td>
<td>❯ PtD working group leads</td>
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<tr>
<td>Regional networks and organizations</td>
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<td><a href="http://www.peoplethatdeliver.org">www.peoplethatdeliver.org</a></td>
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<tr>
<td>Country governments</td>
<td></td>
<td>❯ Use of procurement and Supply Management (PSM) Tool box</td>
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<td>International organizations &amp; initiatives</td>
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<td><a href="http://www.psmtoolbox.org/en/">www.psmtoolbox.org/en/</a></td>
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<td></td>
<td>❯ Exchange of country – experiences (peer-to-peer)</td>
<td>❯ Laptop SCM education repository</td>
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<td><a href="http://www.rhsupplies.org/resources-tools/laptop.html">www.rhsupplies.org/resources-tools/laptop.html</a></td>
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<tr>
<td></td>
<td></td>
<td>❯ PtD Website</td>
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</table>
Get engaged with PtD

- Become a PtD member (go to www.peoplethatdeliver.org)
- Join a PtD working group (e-mail info@peoplethatdeliver.org)
- Become a PtD Twitter follower (@PplthatDeliver)
- Update LAPTOP with SCM courses offered by your own institution (www.rhsupplies.org/resources-tools/laptop)
- Tell us your HR for SCM stories or projects
- Advocate for HR for SCM within your organization and country based offices
- Use PtD tools and evidence and …
“At last, someone has recognized the work of the supply chain team, because [our] superiors never do.”

- Yesenia Aguirre de Barahona
Paracentral Region Warehouse
El Salvador
Session will re-start at 11:00
Professionalisation: Career Pathways Project

George Fenton, HLA
BUILDING A CAREER PATHWAY

Members:

- HLA
- British Red Cross
- WorldVision International
- Save the Children International
- Oxfam GB
- CILT
CAREER PATHWAYS PROJECT

Vision
Those who want to develop within humanitarian logistics need guidance (via a career pathway) based on a recognised sector wide competency framework. Such guidance does not currently exist.

Objective
To develop a career pathway for humanitarian logisticians to facilitate their personal development through identified learning experiences, enhancing the professionalization of the sector and defining competencies that course providers should aim towards.
CURRENT INITIATIVES

Based on ELRHA scoping and consultation to date, current collaboration for the creation of:

“a sustainable system to recognize and develop skills, knowledge, and competence of humanitarian workers.”

Possible Outputs:

- A global Professional Development Framework (PDF) for humanitarian workers
- Quality standards and process for quality assurance of training providers and assessment centres
- Assessment criteria and processes for humanitarian workers
- An information management system containing profiles and records of individuals, organizations, and learning and development providers and opportunities
- A sustainable business model for maintaining the integrity and further development of the overall system
CURRENT INITIATIVES - BRC

Demo version online career development tool:

<table>
<thead>
<tr>
<th>Example Career Pathways</th>
<th>Competencies Framework</th>
<th>Self analysis</th>
<th>Learning Resources</th>
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</thead>
<tbody>
<tr>
<td>Senior Management/Leadership</td>
<td>Head of Logistics</td>
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<td>Management/Coordination</td>
<td>Logistics Officer</td>
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<tr>
<td>Implementation</td>
<td>Logistics Support Officer</td>
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<td>Administration Support</td>
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<tr>
<td>Entry Level</td>
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Self analysis

General

Analysis and Use of Information
- Ensures systems are in place to address business needs
- Acquainted with the validity, relevance and limitations of different sources of evidence
- Analyses the significance of external events and situations
- Follows guidelines to identify issues
- Identifies trends from conflicting or complex data
- Interprets basic written information
- Takes steps to address the root causes of highly complex problems
- Interacts confidently with data before making decisions

Decision making

...
NEXT STEPS & HOW TO ENGAGE
Professionalisation

Jean-Baptiste Lamarche, ACF
Professionalisation in Humanitarian Logistics

Where we are? What next?

27th November 2014
Professionalization in Humanitarian Logistics

“Where we are?”: Context review

- Security contexts
- Emergency Responses
- New programs
- Beneficiaries
- Budgets
- Long term programs
- Internal & external (partners, donors, Governments, …) actors
- Internal & Donors rules & regulations

Super Log
Professionalization in Humanitarian Logistics
“Where we are?”: Log HR focus

Soft skills
- Motivation
- Loyal & committed
- Stress resistant
- Communication
- Multilingual
- Good team player
- Etc...

Management
- Teams
- Partners
- Security
- Trainings
- Accountability
- Etc...

Technic
- Supply chain
- Facilities management
- ICT - NT
- Fleet management
- Etc...

Procedures  Recruitment  Trainings  Management...
Talent recruitment is a challenge

- Private sector benchmarking example:

High turnover for some staffs categories

Gaps (to be considered as a parameter of our activity)

Logistics limits of the nationalization for some staff positions
Humanitarian Logistics Professionalization
“What next?”

- Organizational optimization
- Processes & tools simplification
- Market Logistics added value
Humanitarian Logistics Professionalization
“What next ?” : Organizational optimization

Field

Employees
• Moderate turn over & low gaps
• Develop field technical specifics trainings
• Increase talent development

Middle Management
• High turnover & regular gaps
• Increase management skills requirements
• Split into specifics departments : Supply Chain, Facility Management, Partner Management...
• Assess nationalization feasibility

Top Management
• Moderate turn over & low gaps
• Management is a strategic skills priority
• Involve logistics staff in career management
• Increase Field deployment (Back up)

→ Re-visit recruitment process & criteria

Soft skills
Humanitarian Logistics Professionalization
“What next?” : Processes & tools

Logistics Risks Management approach

Implemented on all Logistics scope and at all levels to identify major risks

Priories their management

Simplicity & adaptability

Stop harmonizing everything

Make it simple to reach the goal

Leave some space to adapt it to each operations

New technologies

Invest in appropriate software to manage logistics and to support strategic decisions
Humanitarian Logistics Professionalization

“What next ?” : Market Logistics added value

• Position Logistics as a strategic asset of the organization

• Develop internal and external logistics legitimacy by demonstrating evidences of our added value
  - Direct impact on operation efficiency
  - Direct impact on funding
  - Impact on HR interest
Humanitarian Logistics Professionalization
“Where we are? What next?”

- Working Group 20 min

1. What next for logistics professionalization?

2. How can we work together to achieve more?
LUNCH BREAK

Session will re-start at 13:15
UNICEF Warehouse Visit
PARCEL Project - Concept for Phase II:
Oxfam and WVI on behalf of the Consortium
PARCEL : Enhancing national partner capacity in humanitarian response

Global Logistics Cluster
25-27 November 2014

Martijn Blansjaar, Head of Logistics and Supply, Oxfam GB
on behalf of the PARCEL Project consortium
The PARCEL consortium is...

An INGO collaboration to increase the capacity and independence of local partners to respond to humanitarian emergencies.
Rigorous pilot feedback loops to build materials:

Over **150 INGO & NGO staff participating together** in the PARCEL Project.

Over **70 local partners** engaged.

Across five sector-wide key country locations:

**Pakistan | Ethiopia | Mozambique | Jordan | Haiti**
Results for the sector so far

- **Sector-wide Standards** for partners: 6 logistics process areas
- Partners logistics capacity **Assessment Tool**
- **“Pick up and Go”** training materials including Training of Trainers
- Open access **online learning course**
- **Logistics Toolkit**
- **Available**
  - 31 December 2014!
Critical next steps

Increase effectiveness in humanitarian sector by:

- Continuing adoption of sector-wide Standards by more organisations
- Support multiple INGOs to increase operational capacity to deliver
- Sector involvement to shape project and develop innovation
We propose

- Implement coordination of PARCEL in **12-15 priority countries** using blend of country or regional approach
- Increasing **on the ground support** for INGO country teams in preparing partner capacity building
- Development of **in-country sustainability networks**
Gains for...

**INGOs**

- Receive training and coaching in use of PARCEL assessment tool and training materials
- Receive coaching in translating assessment results into practical capacity building
- Attend Training of Trainers activities with peer network

**Partner organisations**

- Assess own capacity to be able to plan learning and actions needed for improvement
- Access capacity building activities based on needs
- Benefit from sustainable capacity building relationship with the INGO
What does involvement mean?

- Willingness to adopt Standards and Ways of Working aimed at good practice capacity building
- Commitment of staff, resources, and partners time for sustainable capacity building
How can I get involved?

Use **contact sheet** to sign up for:

- Use of final PARCEL products on 31 December 2014
- Staying informed about project progress
- Questions?
  - [Parcel@oxfam.org.uk](mailto:Parcel@oxfam.org.uk)
  - [www.parcelproject.org](http://www.parcelproject.org)
- Thank you!
Open Session
COFFEE BREAK

Session will re-start at 15:30
Cash & Markets: Recap and Update
Actions from Paris 2014

Cash and Markets Forum

- Share forum resources with participants
- Web presence - knowledge transfer
- Logistics Community

- Paper on compliance ‘pain points’
- Cross-cluster engagement and coordination
- Representing Logistics

- Communications materials
- Tools – collate, share, develop
www.logcluster.org/cashandmarkets
GLC Strategy
3-YEAR STRATEGY

THE GOALS

1. OPERATIONAL SUPPORT
   Provide crucial operational services and information to support the humanitarian community.

2. ACCOUNTABILITY
   Remain accountable to all stakeholders.

3. POLICY
   Remain effectively engaged in policy development.
GOAL 1

OPERATIONAL SUPPORT

TIMELY DEPLOYMENT OF QUALIFIED STAFF
- Deployment Roster
- Field Handbook

AVAILABILITY OF SUPPORT FROM THE GLCSC
- Secondee System

TOOLS AND SERVICES TO REMAIN RELEVANT
- Logistics Operational Guide (LOG) Update
- Digital Logistics Capacity Assessment (D-LCA)
- Website
GOAL 1 (continued..)

OPERATIONAL SUPPORT

SUSTAINABLE FUNDING MODEL

ومة Advocacy Strategy
ومة Identify New/Alternative Funding Streams
ومة Develop & Maintain Standard Donor Briefings

BUILD & MAINTAIN TECHNICAL & RESPONSE CAPACITY

ومة Focus update of LCAs on at-risk Countries
ومة Logistics Cluster Coordinator Training
ومة Regional Training for WFP Logistics Officers
ومة Technical Trainings for GLC Personnel

Done  On-going  Not Started
GOAL 2
ACCOUNTABILITY

SYSTEMATIC & RELIABLE COMMUNICATIONS WITH STAKEHOLDERS

- Standard End of Mission Reports [✓]
- Standard Performance Monitoring [✓]
- Report on Value of Services Delivered by Op [✘]
- Maintain Stakeholder Map [✘]
- Communications Strategy [✓]
- Multi-Language Key Documents [✘]
- Broader Inclusion of Stakeholders in GLM [✓]
GOAL 2 (continued...)

ACCOUNTABILITY

MEASURE THE PERFORMANCE OF THE CLUSTER

- Develop Key Performance Indicators (KPIs)
- Develop Lessons Learned Protocol
- Regular Surveys
- Develop Tools to Track Service Provision
- Conduct Regular Reviews of the Strategy

ENSURE STAKEHOLDER PARTICIPATION IN PROJECTS

- Establish Working Groups
- Regular Global Meetings
GOAL 3

POLICY

✅ Develop & Maintain Standard Briefings for WFP
✅ Work with other Clusters on Inter-Cluster Policy
✅ Develop Official WFP Cluster Guidance
✅ Develop Official WFP Logistics Guidance on Transitions from Cluster to Sector activities
✅ Develop the Function of the Civ-Mil Liaison Officer

Done  On-going  Not Started
Next Steps...

- Consultation and new Strategy Development: April 2015
- Strategy Verification Global Cluster Meeting: Oct / Nov 2015
- New Strategy Launched: Dec 2015
END OF DAY TWO

UNICEF Supply Chain is kindly hosting a reception in the UNICEF Canteen at 17:30

Time of bus departure to Imperial Hotel: 19:00
RECEPTION

Kindly hosted by UNICEF Supply Chain

**Time:** 17:30

**Location:**
UNICEF Supply Chain Canteen

Time of departure for bus to Imperial Hotel: 19:00