

FPLM

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Implemented by John Snow, Inc. (contract no. CCP-C-00-95-00028-04), and subcontractors (The Futures Group International and the Program for Appropriate Technologies in Health [PATH]), the FPLM project works to ensure the continuous supply of high-quality health and family planning products in developing countries. FPLM also provides technical management and analysis of two USAID databases, the contraceptive procurement and shipping database (NEWVERN); and the Population, Health, and Nutrition Projects Database (PPD).

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Abstract

Logistics, a mission-critical function in any health or family planning program, ensures that essential products, necessary for any successful program, are consistently available to customers. Policymakers and managers should understand that logistics or, more broadly, supply chain management makes critical contributions to program impact, service quality, and cost-effectiveness. Modern supply chain management focuses more on people than on goods—the people who make the supply chain work and the customers who are served by the supply chain. The goal is to put products into the hands of customers.

In *Programs That Deliver* examples from family planning and health logistics systems in Latin America, Africa, and Asia illustrate the major components of logistics operations: performance improvement, logistics management information systems, forecasting, procurement, and distribution (including inventory control, storage, and transport). A strategic process of diagnosing, planning, implementing, measuring, and monitoring can transform developing country family planning and health logistics systems from *as-is* to *could-be* operations. An improved logistics system, with strong leadership and a capable staff, provides more effective, efficient customer service. Improvements in public health supply chains can be measured by product availability at service delivery points and by cost ratios.

Global trends in health reform, donor policies, customer expectations, economics, and technology currently challenge all public health and family planning supply chains in developing countries. With adequate resources and policy-level support, *logistics helps programs deliver*.

Photographs on pages 28 and 100 courtesy of Marcel Crozet/WHO.

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