Health Supply Chain Competency Questionnaire for Leaders and Managers

Personal Report

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Introduction

This report is based on the Health Supply Chain Competency Questionnaire, a self-assessment test that assesses a person's competencies in critical areas of health supply work set out in the People that Deliver (PtD) Health Supply Chain Competency Framework for Managers and Leaders.

The competency framework outlines six domains for health supply chain management, and each domain has groups of competencies linked to them. The six domains in this framework are subdivided into technical and management domain groupings. You can get further information about the competency framework from www.peoplethatdeliver.org

Please keep the following points in mind as you consider the results of your assessment.

- The purpose of the assessment is to help you identify the technical and management knowledge, skills, and competencies that you need to be an effective leader in the health supply chain.

- Your profile is based on what you have said about yourself through your responses to the questionnaire, so what we are measuring is your own perception of your technical and management skills and competencies.

- Your results can be affected by your strategy for answering the questionnaire -- whether this was conscious or unconscious -- for example, whether you felt under pressure to convey a positive impression of your technical and management skills.

- Your results are reported using standard ten scores (Stens). The table below shows how different Sten scores are interpreted.

- The assessment is intended to help you clarify your view of yourself and help you to develop your skills and achieve your potential. If you do not recognize yourself in the following pages, check what other people think by taking views from bosses, peers, and direct reports.

Summary Scorecard

The summary scorecard describes your current skills and competencies in six high level competency areas of health supply chain work activity. These areas provide an overview of your current competencies and effectiveness in the technical and managerial aspects of health supply chain work.

Technical Scorecard

The technical effectiveness scorecard assesses 90 competencies across twenty areas of the People that Deliver (PtD) Health Supply Chain Competency Framework for Managers and Leaders. This scorecard indicates your current knowledge and skills in the technical aspects of health supply chain work such as selection, procurement, storage, distribution, and usage of medical products and equipment.

Management Scorecard

The management effectiveness scorecard assesses 144 competencies across twenty-five areas of the People that Deliver (PtD) Health Supply Chain Competency Framework for Managers and Leaders. This scorecard indicates your current knowledge and skills in the management aspects of health supply chain work activity covering human and capital resource management and leadership.

Scoring Approach

Score	Percentile Meaning	Proficiency	Development Priority
9-10	9 is higher than about 95% of the comparison group	Very high proficiency	Very low
7-8	7 is higher than about 75% of the comparison group	High proficiency	Low
5-6	6 is higher than about 60% of the comparison group	Average proficiency	Average
3-4	4 is higher than 25% of the comparison group	Basic proficiency	High
1-2	2 is higher than 5% of the comparison group	Very basic proficiency	Very high

Summary Scorecard

This scorecard summarises your competencies in six critical areas of health supply chain management and leadership.

Technical	1	2	3	4	5	6	7	8	9	10
Selecting Selecting and quantifying medical supplies and services that are needed.					<	···	>			
Procuring Procuring medical supplies and services that have been selected for the work situation.				<	···	>				
Storing Storing and distributing procured medical supplies and services to facilities.				<	···	>				
Using Ensuring best possible outcomes from use of supplies where patients are treated.			<	···	>					

Management	1	2	3	4	5	6	7	8	9	10
Managing resources Managing human and capital resources to ensure the supply chain works effectively.				<	···	>				
Professional and personal Managing day-to-day responsibilities and creating a path for future career development.					<	···	>			

Technical Scorecard

This scorecard summarises your competencies in 20 technical elements of health supply chain leadership.

Selecting	1	2	3	4	5	6	7	8	9	10
Selecting — Selecting the appropriate medical product.			<	…	>					
Specifying — Defining the specifications and quality of the product.					<	…	>			
Special cases — Allowing for any special considerations for the product.					<	…	>			
Forecasting — Forecasting and quantifying product needs.					<	…	>			

Procuring	1	2	3	4	5	6	7	8	9	10
Costing — Managing procurement costs and budget.					<	…	>			
Relating — Building and maintaining supplier relationships.						<	…	>		
Tendering — Managing tendering processes and supplier agreements.			<	…	>					
Contracting — Undertaking contract management and risk and quality monitoring.			<	…	>					
Monitoring — Ensuring health commodities meet quality standards.			<	…	>					
Importing and exporting — Managing import and export of products.						<	…	>		
Donating — Managing donations of products.			<	…	>					
Preparing — Preparing for product supply during disasters and emergencies.						<	…	>		
Manufacturing — Managing manufacturing or compounding of products.			<	…	>					
Repackaging — Managing re-packing of products.		<	…	>						

Technical Scorecard (cont.)										
Storing	1	2	3	4	5	6	7	8	9	10
Storing Undertaking storage, warehousing, and inventory management.						<	…	>		
Supplying Supplying health commodities to facilities.	<	…	>							
Transporting Managing transport of health commodities.			<	…	>					
Disposing Managing disposal of expired, damaged, or redundant products.			<	…	>					
Dispensing Providing health commodities to patients/users.					<	…	>			
Using	1	2	3	4	5	6	7	8	9	10
Understanding Understanding use of medicines and equipment.			<	…	>					

Management Scorecard

This scorecard summarises your competencies in 25 managerial elements of health supply chain leadership.

Managing resources	1	2	3	4	5	6	7	8	9	10
Planning Planning and implementing health supply projects.			<	…	>					
Deciding Executing strategic decision making.						<	…	>		
Partnering Managing partners and stakeholders.				<	…	>				
Teamworking Directing and participating in team work.				<	…	>				
Resourcing Managing resources and financial activities.			<	…	>					
Recruiting Selecting and recruiting and staff.					<	…	>			
Training Managing staff training and retention.						<	…	>		
Supervising Supervising staff.				<	…	>				
Quality assuring Implementing quality assurance activities.			<	…	>					
Risk taking Implementing risk management activities.			<	…	>					
Sustaining Understanding the requirements of a sustainable supply chain system.					<	…	>			
Using local information Overseeing the operation of a management information system.						<	…	>		
Outsourcing Managing outsourcing of supply chain management functions.	<	…	>							

Management Scorecard (cont.)										
Professional and personal	1	2	3	4	5	6	7	8	9	10
Literacy and numeracy Demonstrating basic generic work skills.					<	…	>			
Using technology Demonstrating a command of technology.						<	…	>		
Communicating Demonstrating strong communication skills.						<	…	>		
Showing cultural awareness Practicing cultural awareness.					<	…	>			
Problem solving Applying problem solving skills.						<	…	>		
Negotiating Negotiating with suppliers and partners.	<	…	>							
Managing time Practicing effective time management.					<	…	>			
Acting ethically Exhibiting professional and ethical values.			<	…	>					
Learning Engaging in continuous professional development.				<	…	>				
Leading Demonstrating leadership abilities.				<	…	>				
Managing stress Showing resilience and ability to manage stress.							<	…	>	
Regulating Abiding by rules, laws, and legislation.								<	…	>

Next Steps

1. Review your results in conjunction with the competency requirements set out in the People that Deliver (PtD) Health Supply Chain Competency Framework for Managers and Leaders.

2. Set learning goals to improve any areas of limitation or weaknesses in the six domains of supply chain management.

3. Consider how to create new strengths and/or outstanding strengths building on competencies where you are already proficient or strong.

4. Think about which competencies are most important for your current job, and which competencies are going to be important for the next level. Demonstrating competencies that are important for the next level in your current job is a good indicator that you will be successful in the next level.

5. Develop SMART goals - specific, measurable, agreed upon, realistic and time-based - and write these down in a personal development plan.

6. Identify a mix of learning activities that will help you achieve your development goals. It is important to find solutions that match your learning style using formal types of learning such as PSA's own courses, but also through informal activities such as coaching, mentoring, shadowing, reading, and web browsing.

Training Courses

PSA can support you and your organization to bridge your knowledge and skills gaps. Our aim is to develop reflective professionals who understand the supply chain from a 21st-century perspective, and who think and act in ways that are truly oriented towards the beneficiaries.

Our training courses have been developed by health and humanitarian supply chain experts to reflect current and emerging best practices in supply chain management and supply chain capacity development.

We share practical skills and up-to-date real-world knowledge through active learning and participation, and we provide mentoring to help you translate what you learn into reality, and to help you plan your career path.

Our pragmatic, hands-on approach will prepare you to immediately apply your newly acquired knowledge and skills in the workplace.

Contact us at **info@pamsteele.co.uk** to discuss your learning needs and development plans.

About PSA

Pamela Steele Associates Ltd. (PSA) is a niche technical consultancy and training organisation that specializes in supply chain capacity development for the public health and humanitarian sectors in developing countries.

PSA helps organisations and individuals develop their capacity and manage change in order to strengthen supply chains and reduce dependency on external technical support. PSA's customers include international NGOs, the United Nations, and governments.

PSA was founded in 2013 with headquarters in Oxford, UK, and opened an East Africa regional office in 2016 in Nairobi, Kenya, with a vision to engage in Asia. PSA employs a core team of supply chain specialists from Africa and the West who have a wide range of experience that spans the aid sector and academia. The team is supplemented by a network of experienced independent consultants.

PSA collaborates with higher learning institutions to provide work experience for young bright minds and to promote knowledge of the supply chain and humanitarian sectors. PSA's collaboration with the University of Oxford has received high praise from partners and the student community.

PSA is ISO 9001:2008 certified and is accredited by the British Accreditation Council for Independent Further and Higher Education as a Short Course Provider.