

## FROM RECEIVING TO DISPATCH

Request for delivery of health commodities from health facilities is sent to Botswana Postal Services call centre either by fax or email (sometimes dropped as hard copies if there is network problem).

-Request for delivery is then relayed to Central Medical Stores – Logistics Management Unit. An order should be properly filled bearing name of facility, order type, facility code and all fields and lines in the requisition clearly filled.

-After receiving of requisition form, vetting process is undertaken; where quantity requested by health facilities and Average Monthly Consumption (AMC) is checked on Logistics Management Information System reports. Vetting is carried out to ensure request consistency by health facilities for the past months is checked, and for equitable distribution of the available stock.

-Picking exercise is performed by Botswana Postal Services, to check if the medical commodities that are requested at facility level are available on CMS stock. Picking is determined by the outcome of the vetting process.

-Botswana Postal Services Quality Assurance Unit is tasked with checking the batch, quality and if it is of the right quantity. Different products are checked by different personnel for different quantities.

-After Botswana Postal Services QA Unit batch checking, products packaging is carried out. Packaged boxes are labelled as per their facilities and relayed to the sorting bay. After being sorted they are moved to dispatch Unit as they are ready for loading.

-Gen 12 and way bill accompany the ordered stock to the facility.

-Requisition form with order number is used to verify delivery of medicines to the facility.

**Health commodities are finally delivered to Ministry of Health facilities across the country.**

## TRANSPORTATION OF MEDICAL COMMODITIES

Services of transporting medical commodities have been outsourced to Botswana Postal Services on contractual basis. The company convey the medical consignments to designated delivery points at various facilities across the country.

The contract signed is subject to renewal, depending on the prevailing circumstances.

The warehouse management is the responsibility of both Botswana Postal Services and Central Medical Stores.



### CONTACT US:

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Republic of Botswana  
**MINISTRY OF HEALTH**

*Central Medical Stores*



## PROCESS FLOW



Central Medical Stores comprise of the core Units being Logistics Management, Procurement and Quality Assurance Unit.

Other Central Medical Stores Units are Contracts Management, Information Technology, Finance and Accounts, Procurement Oversight, Human Resources and Public Relations Unit.

### **LOGISTICS MANAGEMENT UNIT**

Logistics Management Unit provides oversight on the entire inventory management of the Warehouse and Distribution Services that are outsourced company.

The Unit is tasked with quantification, stock management of health commodities in Central Medical Stores as well as order management in health facilities country wide.

### **PROCUREMENT UNIT**

This Unit drives the entire procurement processes for the Country's healthcare product needs. The procured products range from medicines, medical devices, laboratory reagents and medical gases.

They also meet the internal needs of the organization, such as stationary, office and IT equipment, uniforms, minor works, workshops, and disposal of unserviceable and expired products.

### **QUALITY ASSURANCE UNIT**

The Unit provides an oversight towards ensuring best quality in all procurements made by Central Medical Stores.

Quality Assurance responsibilities entails;

- Supplier registration, Pre-qualification and supplier audits.
- Ensure that all medicines and medical devices procured, received and distributed comply with regulatory requirements.
- Evaluation of tender bids documents for technical information.
- Inspection of received products for physical identity, packaging & labelling defects.
- Sampling for Laboratory analysis.

- Ensure adherence to manufacturer recommended storage conditions (cold chain) during transportation.
- Ensure that the product supplied has at least 80% remaining shelf life upon receipt.
- Attending to all product quality complaints from hospitals (post market surveillance).
- Preparation of Quality Management System (QMS), updating and review of Standard Operating Procedures (SOP's).

### **CONTRACT MANAGEMENT UNIT**

Key activities of the Contract Management Unit are contracts administration, supplier performance, supplier relationships and management of all contracts including outsourced services.

### **FINANCE AND ACCOUNTS UNIT**

The Unit's responsibility encompasses overseeing and execution of the allocated budget, staff travel payments, and leave concession. Central Medical Stores Finance and Accounts Unit also, in collaboration with Procurement Unit, facilitate supplier payments. Moreover, Finance and Accounts Unit is tasked with collection of revenue through tenders and auction sales.

### **INFORMATION TECHNOLOGY UNIT**

The Information Technology Unit ensures network availability, host the software applications which are up to date and perfectly running. It also ensures cyber security, disaster prevention and recovery measures are in place. The Unit provides support and maintenance that includes the exceptional Warehouse Management System (WMS) used to manage medicines and other health commodities.

### **PROCUREMENT OVERSIGHT UNIT**

Procurement Oversight Unit ensures compliance in the procurement procedures and assess whether the procurement process is done appropriately as per Public Procurement Act (2021).

It also offers advisory services on issues pertaining to risk management and control, review of draft policies, guidance, systems and work processes.

### **HUMAN RESOURCES UNIT**

The major roles of Human Resources Unit in Central Medical Stores are;

- Administrative tasks include hiring and monitoring of employees, managing payroll and benefits and advises both management and employees on policies and guidelines.

- Change Management role entails maintaining organizational culture, execution of any major changes in Central Medical Stores as the organisation move forward and assist employees to adapt to the new environment.

- People management, on the other hand is to contribute to employee development, conflict resolution, employee motivation and engagement.

### **PUBLIC RELATIONS UNIT**

Public Relations Unit supervises and assesses public attitudes by maintaining mutual relations and understanding between an organization and its public. It improves channels of communication and institute new ways of setting up a two-way flow of information and understanding.

### **CENTRAL MEDICAL STORES RECEIVING PROCESS**

**Receiving of Goods**-arrival of goods at receiving bay should always be accompanied by delivery note and the invoice. The goods are checked against GPO and Invoice to verify if they meet standards set by Quality Assurance Unit.

**Capturing & put away**- after inspection by Quality Assurance Unit, medical commodities that have been approved are captured in the system followed by stacking on proper pallets and labelling each box by Stock Keeping Unit (SKU). Each pallet must have storage label for ease of identification within the warehouse.

- Adherence to receiving and put away standards e.g. capturing and put away should be done 24hrs after receiving goods.

- Provision of daily receipts is a necessity.