



Supply Chain Management of Pun Hlaing Siloam Hospitals

As the only hospital in Myanmar to be accredited for patient safety and quality by the Joint Commission International (“JCI”), USA, PHS’s Service Delivery protocols and procedures are benchmarked against JCI standards from the USA and the Australian Council of Healthcare standards (ACHS) from Australia hospital. As such, PHS sets and strictly adheres to the following criteria and standard procedures in selecting vendors by carrying out a proper due diligence on our suppliers and partners to ensure the best quality of care is delivered to our patients and customers.

Mission Statement

- A corporative effort working to enhance the routine and emergency medical material support of the health system by providing the highest-valued supplies and services; ensuring their availability at the lowest delivered cost in support of high-quality patient care while maintaining fiscally responsible operations.

Objectives:

- To reduce procurement risk, to ensure quality and reliability of items,
- To have a proper planning and control system of facility and goods in the hospital supply chain, while maintaining long-term relationships between suppliers and PHS.
- To develop the key performance indicators (KPIs) in terms of supply chain management, warehousing and inventory management to support the missions of Pun Hlaing Siloam Hospitals.

The Procedure

- To use Supplier Evaluation Form
- To use Supplier Evaluation Log Sheet and 10 suppliers per month schedule and to give remarks for each supplier.
- Log sheet should be submitted to the Facilities and Administration Director after evaluation.
- The most suitable suppliers will be selected according to supplies evaluation procedure.
- To ensure the integrity of the suppliers in hospital’s supply chain, team leader will do the supplier evaluation every 6 months with the support of procurement staff.
- The background of the supplier, its prompt service and the warranty for long term partnership will be also taken into account.
- Any failure of on time delivery by any supplier will be recorded by store staff to prevent the risks of disrupting the supply chain and operational processes of PHS. These records will be taken into account in supplier evaluation.

Key Performance Indicators

- Stock holding to be less than 30% of Gross Operating Revenue (GOR)
- Material Cost (MC) to be less than 39% of Net Operating Revenue (NOR)
- Stock turnover to be greater than 3