

Supply chain integration project

Context of the project:

Since 1994, Bioport and Handicap International have worked together without formalizing their respective interactions.

Bioport was managing HI's international freights providing the following activities:

- freight forwarder sourcing
- documentation
- product quality control
- packaging
- consolidation

Following a call for tender in 2016, Bioport's position as the most suitable partner for HI was confirmed. Bioport proactively proposed improvements to our working practise in order to increase the service supplied to the beneficiaries of HI's programmes. HI and Bioport formalized a partnership agreement. **Bioport is now effectively a non-profit third party logistics provider for HI.**

A joint project team was set up and we are now in the final phase of the project.

Summary of the project:

Scope: International freights for purchases managed by the global procurement team at HI headquarters. For goods going through Bioport's platform as well as being directly shipped from supplier to program.

Previous situation: HI Procurement team was the focal point and only interlocutor of all the information flow concerning the international freights. Therefore, there was a lot of waste of time for the procurement team in just forwarding questions and information back and forth between the programmes and Bioport. There wasn't any Key Performance Indicators in place for global transportation and the process of knowledge capitalization (lesson learned) wasn't reliable.

Future state, goal: Put Bioport directly in relation with HI's suppliers and field programme logistics, HI head quarter needs only to give instructions (What? Where? When?) and validate the price offer. Therefore, procurement team can focus on their job, supplying specific products for the programmes. Key Performance Indicators were designed and Bioport became responsible for keeping logistics data on suppliers (capabilities) and HI country's programmess (custom clearance etc..) updated and available.

How: The management of the project was based on continuous improvement methodology. Process mapping (swim lane chart). Supply chain KPIs.

Objectives of the presentation session at the global cluster meeting:

- Present the project, the first results, the first challenges.
- Focus on the methodology and the tools used to implement the new process.
- Open discussion.