



# Course catalogue

i+academy

**i+**  
solutions

universal access to essential medicines

# Melville PHARMACY



# Course catalogue

i+ Supply Chain  
Management  
(SCM) academy

## Capacity building in health supply chain management

i+solutions has been delivering and designing quality trainings on all aspects of supply chain management of medicines for the past 10 years. We leverage on our core expertise in supply chain management for global health to develop and offer cost-effective training solutions. We currently reach an increasingly global audience throughout the supply chain community both geographically and within different professions.

## About the i+academy

Our courses are available in a variety of formats to suit different needs:

### Fully online approach: ([www.iplusacademy.org](http://www.iplusacademy.org))

An online learning platform offering affordable, flexible solutions for health professionals to learn about or deepen their expertise on the supply chain management of medicines. We cover all steps of the supply chain cycle and focus on essential managerial functions as monitoring and evaluation and quality assurance.

We use an interactive, flexible format, to train a set number of participants at affordable prices without taking them away from their day-to-day duties. Each session is guided by an expert online facilitator and has a duration of 4 to 8 weeks depending on the course. Participants are encouraged to interact with each other (social learning) and are expected to accomplish a weekly workload of 4 to 6 hours.

### Face to face approach:

All courses can be given in a traditional classroom environment over a period of five days with content tailored to specific learning needs.

### Blended approach:

We offer blended solutions combining online and face to face trainings for each separate module, or for a combination of several modules, to match specific learning needs and promote optimal learning impact. The blended method also includes a mix of performance support through supportive visits, on-the-job training, coaching and mentoring and job aids.

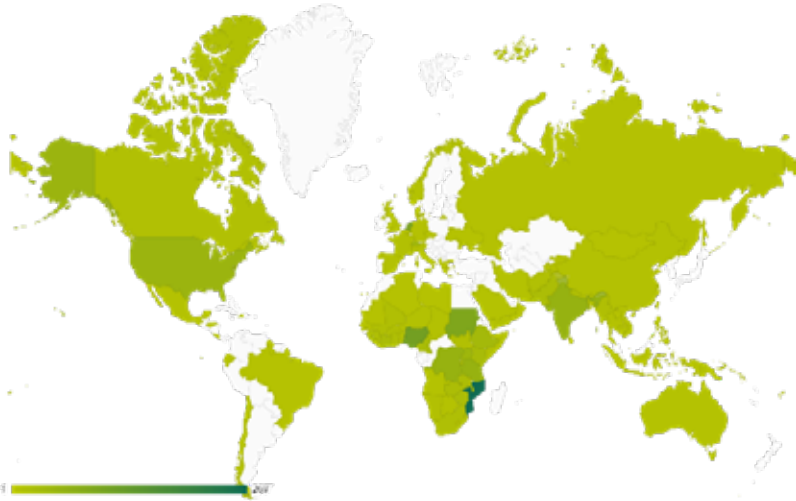
## Learning strategy

Our learning solutions, whether blended, face to face or online, are carefully designed by a crop of professionals with extensive experience in the subject matter and practical learning methodologies.

## Online Learning

The online courses are implemented on the i+academy, a Moodle e-learning platform that is accessible from anywhere at any time with an internet connection, including on tablets and mobile phones. The interactive course materials are presented sequentially under the guidance of expert facilitators who assist the participants during their learning progress, answer questions and stimulate interactions. Lessons are complemented and enlivened by online activities such as discussion forums, quizzes, and assignments.

## Our participants



## Registration fees

Our courses are priced at 390 euros for participants from low and middle income countries. The cost is 450 euros for other participants.

The registration fee includes:

- +Active facilitation with weekly messages, discussion forums, and answers to participants questions
- +A certificate and an e-badge upon successful completion
- +Unlimited access to course material after the course

For groups of ten and more participants, contact us.



## Training:



# Basic Principles of Supply Chain Management for Health Systems (MBA level)

SCM is key for ensuring that resources are utilised optimally and that essential medicines and health products reach their end users. With developing countries spending up to a third of their healthcare budget on medicines, SCM skills in managers and health workers are essential to enhance the performance of the supply chain cycle of medicines and ensure the success of health programmes. The course details all the steps and functions of the supply chain cycle and places each of those steps within the perspective of health system strengthening.


The module was created as part of the MBA program in International Health Management administered by Swiss TPH in association with the University of Basel, Switzerland. The course is available in English, French, Portuguese and Spanish.

“

Really enjoyed the topic  
and I have learned a lot  
that I didn't know

Ellen Mandla, South Africa (course alumni)

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Information  
Ruptures

# Content

- + Health systems. An overview
- + Access to medicines
- + Introduction to the supply chain cycle
- + Selection of essential medicines
- + Quantification
- + Basic principles of medicines procurement
- + Inventory management
- + Warehousing and distribution
- + Rational use of medicines
- + Quality assurance of medicines
- + Human resources for SCM
- + Monitoring and evaluation of supply chain systems
- + Health systems strengthening from a SCM perspective



# Content

- + Introduction to the course
- + Importance of quality assurance
- + Medicines regulation
- + Ensuring quality in the manufacturing process
- + Ensuring quality of medicines during procurement
- + Ensuring quality along the supply chain
- + Medicines quality control testing
- + Stability studies and shelf life determination
- + Pharmacovigilance



## Training:



# Quality Assurance in Supply Chain Management of Medicines

Ensuring the quality of medicines is a major public health challenge for national authorities, international organisations, and health programmes. The widespread presence of substandard and counterfeit medicines, coupled with unreliable supply chains and a crucial lack of resources, not only cause negative health outcomes but also inflict economic losses and result in a loss of trust in health systems. To address these issues through effective strategies, it is important for stakeholders at all levels—from policy makers to primary healthcare workers—to appreciate and comprehend the need for effective quality assurance systems.

This course introduces the participants to the main concepts and principles of quality assurance, and provides them with an overview of many factors affecting the quality of medicines, from the moment they are manufactured until they are dispensed to patients. Some of the topics of this course include medicines regulation, principles of good manufacturing practices, and ensuring quality during procurement, storage distribution and use.

“ The videos and scenarios including articles were appropriate to convey the message

Nomsa Shongwe, Quality Control Pharmacist, Swaziland

## Training:



# Good Manufacturing Practices and GMP Inspections for Medicines and Healthcare Products

The inadequate number of qualified human resources in the pharmaceutical manufacturing sector is one of the challenges for pharmaceutical industries and national medicines regulatory agencies (NMRAs), especially in low and middle income countries. This course provides an introduction to the principles of GMP and GMP inspection, focusing on WHO GMP standards and requirements as one of the major GMPs. Course participants will develop an understanding of the importance of implementing GMP in their daily working routine, starting from personnel hygiene to quality documentation and many other GMP requirements. In the end, these capacity building measures in the area of GMP and GMP inspection will make the local pharmaceutical sector, including the NMRAs, better equipped for production and regulation of quality assured essential medicines in line with national and international standards.

“ The assignments were challenging and very interesting and made me learn more and read more. The course material was so much practical

Victoire Medi Muhigirwa, Depot Central Medico Pharmaceutique, Democratic Republic Of Congo (course alumni)



# Content

- + Development of medicines regulations
- + Good manufacturing practices and other related good practices
- + Quality management - Special focus: medical devices
- + Personnel, organisation and training
- + Sanitation and hygiene
- + Premises and equipment
- + Materials
- + Good practices in production and quality control
- + Qualification and validation
- + GMP requirements for documentation
- + Complaints and recalls
- + Self-inspection and quality audits
- + Introduction to GMP inspections
- + The role of the inspector
- + Types of GMP inspections



# Content

- + Introduction to warehouse operations
- + Warehouse policies and procedures
- + Good storage practices
- + Warehouse layout
- + Warehouse activities - receiving, storing and order picking
- + Inventory management
- + Warehouse information system
- + Warehouse quality inspection

## Training:



# Warehouse Management for Health Systems

Many of the challenges related to healthcare quality and availability of medicines are consequences of poor warehouse management. Proper warehousing of medicines and health products is an essential component of the supply chain management system, required to maintain the integrity of the supplies and prevent stock-outs at any given time.

This course is designed to introduce participants to good warehousing practices for pharmaceuticals and medical laboratory supplies with a focus on health system strengthening. We will look at warehouse operations in detail, covering the receipt, storage and dispatch of essential health commodities.



## Training:



# Quantification of Medicines and Health Products

Today, there are many challenges presented by the increasing number of stakeholders in the health sector especially in developing countries. These challenges range from different funding mechanism to reporting requirements, and influence the quantification of essential health commodities. This course addresses the major challenges faced during quantification for HIV/AIDS, Anti-Malaria, TB medicines and other health commodities. It aims at building participants' capacity to master the quantification processes, together with a deep analysis of the data required and the appropriate procurement planning process.

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The examples given are totally good and made me understand easily the methods of quantification

Bilene Guintse, ACMS Cameroon (Course alumni)

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# Content

- + Introduction to quantification
- + Quantification process
- + Quantification methods
- + Exercises level one
- + Exercises level two



# Content

- + Introduction to supply chain management
- + Procurement – an overview
- + Stakeholders in the procurement process
- + Standard operating procedures and working instructions
- + Introduction to the tender process
- + Procurement methods and tender documents
- + Client approval and contract award
- + Purchase order and contract terms
- + Measuring supplier performance
- + Basics of transportation and INCO terms
- + Managing client expectations
- + Procurement planning
- + Ethics in procurement

Training:



## Procurement of Medicines and Medical Supplies

This course covers every area of the procurement process with a focus on procuring essential health commodities. To understand how medicines procurement differs from procurement of other goods, one needs to consider the key characteristics of medicines and health commodities in general (such as international non-proprietary name, storage conditions, shelf life, packaging, quality standards, regulatory requirements, psychotropics/narcotics and patents). Procurement plays a critical role in ensuring the availability of essential quality-assured medicines at all times at an affordable price for the people that need them. This course pays special attention to meeting the most common donor requirements and public procurement regulations. The objective of the course is to provide participants solid knowledge about and a good understanding of the procurement process that will help them implement and professionalise procurement processes.

“ Good theoretical background linked to the responsibility along the procurement supply chain from the time of supplier order receipt to country central warehousing

Aude Wilhelm, United Kingdom (course alumni)

## Training:



# Monitoring and Evaluation of the Supply Chain of Medicines

There is a growing interest in the health sector for the development and use of indicators as tools for monitoring and evaluating the quality and performance of the supply chain management of medicines and medical supplies. The use of these tools can assist countries in monitoring progress in program implementation, evaluate performance objectively and revise strategies on the basis of systematic assessment. Improved M&E can contribute significantly towards better planning and management of the supply chain in order to promote efficient and sustainable access to medicines. The course is designed for experienced professionals involved in SCM. They will learn how to systematically use these indicators to monitor the progress, evaluate the performance and improve programs.

“ I like the learning approach and also appreciate that I can still have access to the course material for review of relevant aspects of the course when I need to do so

Course alumni, Europe





# Content

- + What is monitoring and evaluation?
- + Monitoring and evaluation of the supply chain cycle
- + Development of a M&E work plan for SCM
- + Indicators for monitoring and evaluation of SCM
- + Data for M&E of medicines supply chain
- + A functional M&E system to strengthen healthcare

# Content

- + Health systems: an introduction
- + Laboratory services network as part of the health system
- + Introduction to the supply chain cycle
- + Standardisation of laboratory equipment
- + Selection of laboratory commodities
- + Quantification of laboratory commodities
- + Procurement of laboratory commodities
- + LMIS and inventory management
- + Warehousing and distribution of laboratory commodities

## Training:



# Supply Chain Management of Essential Laboratory Commodities

Laboratory services are essential for the successful management of many diseases. A prerequisite to guarantee these services is the availability of quality laboratory commodities that meet the need for diagnosis, and the monitoring and evaluation of treatment efficacy. To achieve this, a reliable and sustainable supply of essential laboratory supplies is required.

The aim of the course is to apply the principles of supply chain management to the management of laboratory commodities in low and middle income countries.

“ Laboratory Standardisation - It was useful to learn the framework and how countries should approach it given this is a key challenge in many countries; I think this was pitched at a good level without getting too specific

Asif Ali, United Kingdom (course alumni)

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universal access to essential medicines