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## The relevance of training in supply chain management of pharmaceutical products

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The Supply Chain Management (SCM) process can be complicated especially as there are various facets to the process. A typical Pharmaceutical supply chain will typically consist of the following entities:

1. Primary manufacturing (this can be a contractor site)
2. Packaging site (this can be a contractor site)
3. Storage and distribution centre (this can be a contractor site)
4. Wholesalers, Retailers/ hospitals

The SCM process is an integrated process as each aspect of the chain is interdependent on each other. There it will not come as big surprise that proper training of personnel to current Good Manufacturing Practice (GMP) and Good Distribution Practice (GDP) is integral to successful operation of the supply chains.

The personnel involved each of these processes need to fully comprehend the Quality Assurance governing the GMP technical activities that spans and supports the entire Pharmaceutical Supply Chain Process:

The benefits of having trained staff:

1. Ensures that the Medicine (finished dosage form) reaching the patient is safe, efficacious and of the desired quality.
2. Demonstrates a commitment by the organization to keeping staff on the cutting edge of knowledge and practice; Staff are updated on new and enhanced skills, with a view to aligning them to the business goals and objectives.
3. Provides credibility of the organization during a GMP audit inspection.
4. Staff confidence is built, enabling team development and contributing to better team/organization morale.
5. Staff are kept current on new job-related information, thereby contributing significantly to better client service.
6. Bridge the gap between skills requirement and skills availability.

As the saying goes "knowledge is power". Knowledgeable employees create a powerful organization.

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