Technical Timeouts: Structure

A. Pre-Read: Short Assignment

B. Theory: Introduction & Theoretical Background

C. Application: Scenario and Exercise

What is in Multimodal Supply Chain (MMSC) SOPs?

By the end of this session, you will be able to:

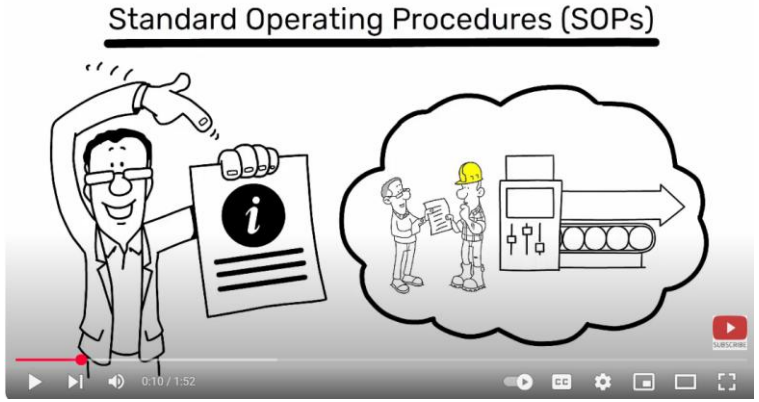
- Define the core structure and components of the SOPs, highlighting critical functions such as order placement, delivery timelines, data flow, supervision, escalation, accountability and sustainability.
- Discuss alignment opportunities between state-led procedures and Zipline's standard processes, focusing on where convergence is possible and where flexibility is needed.
- Clarify roles and responsibilities at every level (Zipline, and State key stakeholders), ensuring SOPs support coordination, not confusion.

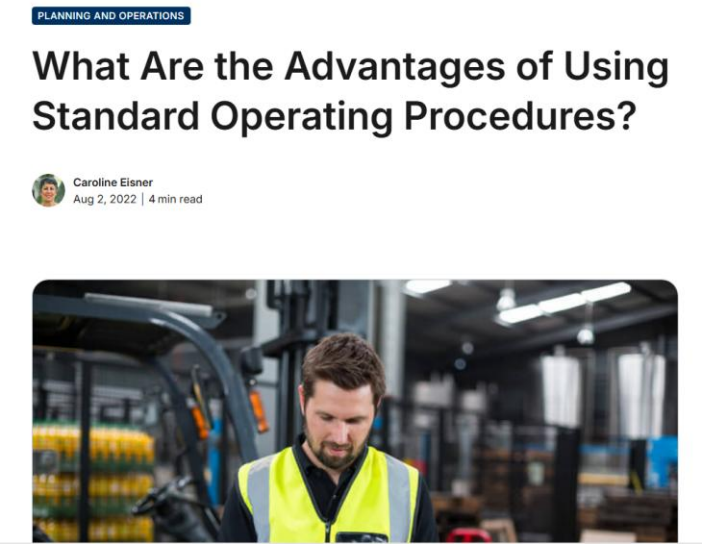
Refer to page 7 in your Team Member Workbook

A **Pre-Read**: What are Standard Operating Procedures?

- Context:
  Having an SOP is essential when carrying out operations with two parties, as it ensures clear roles, consistent processes, and alignment to avoid misunderstandings and operational gaps.

- Your Task:
  - Watch the video *What is an SOP?*, pay close attention to the key benefits of an SOP
  - Read the article *What Are the Advantages of Using Standard Operating Procedures?*, paying close attention to the tips that stood out for you, if it is currently part of your existing SOP/ or not, and if it will be beneficial to incorporate going forward.





B Theory: What are the Components of an SOP?

1

Integration

What aspect of integration is required and at what level, who are the key players, what policy document guides that (State/National), responsible persons etc

2

Operational Process

Implementation phase of the agreement, clearly shows the processes, steps required to be followed: Inventory management, order management, HFs training and onboarding ,regulatory, managing off nominal situations etc

3

Reporting, Data analytics and Review

Information, Data, Cash flow), what format and cadence is required for such, areas for possible research etc

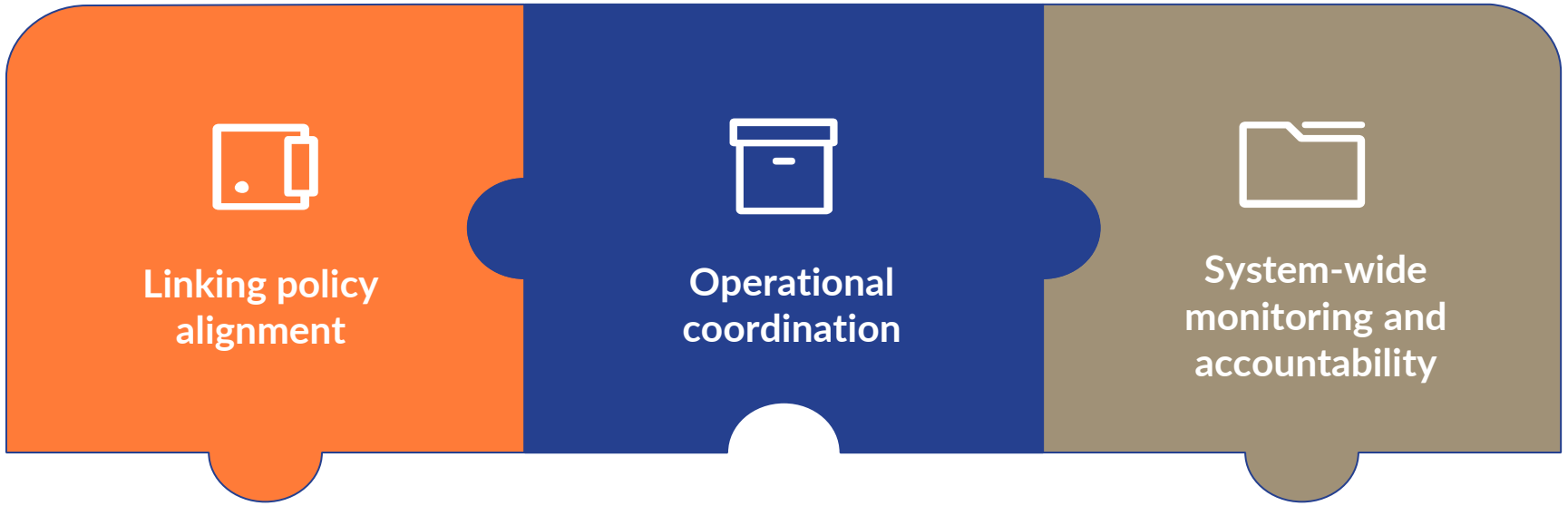
4

Accountability

Embedded in each step, where responsible person/office is captured, the flow of accountability and decision making elaborated.

B **Theory**: Integration Between States and Zipline

- **Core Premise:** Successful integration between Zipline and State Governments is achieved through a multi-tiered approach:



- This model strengthens public health delivery by embedding Zipline's aerial logistics into the state's existing supply chain architecture.

B State Policy Level: Governance and Strategic Alignment

Core Elements

- **Supply Chain Policy Integration:** Embedding Zipline's services into state supply chain strategies, DRF operations, and routine immunization delivery frameworks.
- **Stakeholder Ecosystem Coordination:** Alignment with SMOH, SPHCDA, LMCU, and DRF Boards.
- **Service Level Agreements (SLAs):** Define funding models, service expectations, and roles across state and Zipline teams.

Expected Outcomes

- Policy sustainability for drone logistics
- Multi-year budgeting inclusion
- Clarity of roles and escalation processes

B Operational Level: Warehousing, Distribution and Health Facility Linkages

Core Elements

- **Warehousing:** Zipline's Nest serves as a regional distribution hub aligned with state central stores.
- **Distribution:** Aerial logistics integrated into last-mile delivery for vaccines, essential medicines, lab samples, and outbreak response.
- **Health Facility Engagement:** Facilities request and receive commodities via Zipline based on defined workflows (ComCare/Qualtrics, SMS, or call-in).
- **LGA-Level Coordination:** LIOs, CCOs, and field supervisors collaborate with Zipline teams for quantification, delivery schedules, and supportive supervision logistics.

Expected Outcomes

- Stockout reduction
- Faster resupply turnaround times
- Increased reach to remote and hard-to-reach communities

B Monitoring & Evaluation: Data, KPIs, and Health Outcomes

Core Elements

- **Reporting Integration:** Zipline integrates delivery records with state M&E teams via tools like DHIS2, ComCare, and dashboard exports.
- **Key Performance Indicators (KPIs):** % of successful deliveries; Refill timeliness rates; Emergency request fulfillment rates; Stock availability improvement at HF level
- **Health Outcome Tracking:** Improvements in immunization coverage, maternal and child health indicators, and emergency response turnaround times are measured in collaboration with M&E officers.

Expected Outcomes

- Evidence-based decision-making
- Stronger accountability across supply chain actors
- Documented impact on health system performance

Gavi The Vaccine Alliance · Zipline · ARC_ESM Africa Resource Center for Excellence in Supply Chain Management · People That Deliver · EMPOWER School of Health

B Strategic Benefits of this Model

1

Governance

Anchors Zipline in the health system, ensuring alignment with state goals

2

Efficiency

Reduces delays and strengthens last-mile distribution

3

Equity

Ensures underserved areas receive time-sensitive health commodities

4

Innovation

Showcases drone logistics as a functional, scalable part of the public sector

5

Sustainability

Enables transition from donor support to state-owned and budgeted systems

C Application: Operationalizing an SOP

Understanding an SOP

Demonstrate the understanding of a basic SOP.

Group Exercise

Scenario: Read the case scenario of a partnership with an SLA: ***Public–Private Partnership for Essential Medicines Delivery and Cash Collection***. As a group, quickly note key facts, objectives, and challenges.

Exercise:
Group Activity: As a group, your task is to carefully read this case and identify 3 aspects:

1. The key facts of the partnership arrangement
2. The objectives of the SLA
3. The challenges undermining performance and accountability across the supply chain

Plenary Discussion: Nominate a group member to summarize and share out your discussion.

Refer to pages 8 and 9 in your Team Member Workbook