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# Catalogue of Services

SUPPLY CHAIN ANALYTICS

TALENT DEVELOPMENT

GAMES & SIMULATORS

THOUGHT LEADERSHIP

<b>About Us</b>	<b>3</b>	<b>Talent Development</b>	<b>17</b>	<b>Thought Leadership</b>	<b>41</b>
<b>Supply Chain Analytics</b>	<b>4</b>	Overview.....	18	Overview.....	42
Overview.....	5	Humanitarian Logistics Management (HLM).....	19	Center for Humanitarian Logistics and Regional Development (CHORD) .....	43
Supply Chain Strategy and Operations .....	6	Medical Logistics in Pandemics (MLP) .....	21	Global State of Humanitarian Logistics Survey .....	44
Supply Chain Design.....	6	Pharma and Health Supply Chain Management (PSM) .....	23	Conferences and Advocacy .....	45
Process Analysis and Transformation .....	6	Executive Supply Chain Management in the Humanitarian Context (ESM) .....	25	Research and Publications .....	46
Supply Chain Risk Management and Resilience.....	7	Supply Chain Risk and Resilience (SCRR) .....	27		
Strategic Foresight & Resilience Indicators .....	7	Importation and Customs Clearance (ICC).....	29		
Supply Chain Resilience (SCR) Simulation .....	8	Certified Humanitarian Procurement Professional (CHPP) .....	31		
Health Supply Chain Resilience Modelling (HSCR) .....	9				
End-to-End Supply Chain Assessments .....	10	<b>Games &amp; Simulators</b>	<b>33</b>		
Life Cycle Assessment (LCA).....	10	Overview.....	34		
Food Supply Chain Assessment (FSA) .....	11	High Energy Biscuit Distribution Game (HEB) .....	35		
Medical Supply Chain Assessment (MSA) .....	12	Business on the Move: The Humanitarian Edition (BOTM) .....	37		
Procurement Optimisation .....	13	Humanitarian Supply Chain Simulator (HSCS) .....	39		
Advanced Spending Analysis (ASA) .....	14				
Supply Chain Investment and Impact Measurement .....	15				
Preparedness Investment Modelling (PIM) .....	16				



## Organisation

HELP Logistics AG was established in 2014 as a non-profit organisation in Schindellegi, Switzerland. It is a subsidiary of the Kühne Foundation. The organisation operates from four regional offices in Amman, Dakar, Nairobi and Singapore and is staffed by 20 logistics and supply chain management experts. These experts work on projects in the Middle East, Africa, and Asia-Pacific regions.



## Purpose

To shape supply chains to benefit humanity.



## Mission

To be a catalyst for transferring supply chain and logistics knowledge that will improve the lives of vulnerable people and their communities and enhance their economic potential.



## Approach

The HELP Logistics approach is to function as an organisation that actively contributes to long-lasting and sustainable impact, aligning with global initiatives like the Grand Bargain, and the Sustainable Development Goals (SDGs). The team strives to achieve its vision and objectives through collaborative partnerships. We partner with over 40 organisations and stakeholders from the private, public, and non-profit sectors.

We offer supply chain analytics, talent development, and operational research services to humanitarian organisations and governments seeking to enhance their supply chain management capabilities and improve the effectiveness and efficiency of their logistics operations.

Our team of dedicated experts offers various targeted services to address supply chain and logistics challenges. We combine supply chain analytics with focused capacity building to ensure sustainable results.





# Supply Chain Analytics

Supply Chain Strategy and Operations

6

Supply Chain Risk Management and Resilience

7

End-to-End Supply Chain Assessments

10

Procurement Optimisation

13

Supply Chain Investment and Impact Measurement

15





## Supply Chain Strategy and Operations

**An adequate supply chain strategy is crucial to achieving an organisation's mission and goals and must be fully integrated into operational execution to achieve optimal outcomes.**

We work closely with our partners to develop and execute supply chain strategies that enable them to serve their beneficiaries proficiently and in a sustainable manner. Our approach is designed to help organisations achieve their goals through optimising their supply chain operations and delivering long-term value to the communities they serve.

*“HELP Logistics’ analysis and recommendations were invaluable. UNFPA will preposition \$3 million of IARH kits with UNHRD resulting in shorter response times, higher commodity availability during crises, and cost savings.”*

**Shoko Arakaki**

Director, Humanitarian Office  
United Nations Population Fund (UNFPA)

### Supply Chain Design

When responding to humanitarian emergencies, supply chains must be responsive and efficient while meeting the growing demand for cost reduction and environmental sustainability. Designing a supply chain that strikes the right balance between responsiveness and cost-effectiveness can be challenging.

We work closely with our partners to conduct in-depth analyses, provide expert knowledge, and offer data-driven recommendations to help them design supply chains that are effective, efficient, and responsive to the unique demands of their operations. With our support, organisations can optimise their supply chain operations to deliver the best possible outcomes for the communities they serve.

### Process Analysis and Transformation

Establishing robust business processes is essential for implementing effective supply chain strategies. By streamlining these processes, supply chains can become more efficient and effective.

To support our partners, we employ industry best practices, such as Value Stream Mapping, to map and analyse their existing processes. This enables us to identify bottlenecks and redesign core processes to create a more efficient and streamlined supply chain operation. With our support, our partners can achieve a more responsive supply chain that can deliver better outcomes for the communities they serve.



## Supply Chain Risk Management and Resilience

We understand the devastating effects that supply chain disruptions can have on humanitarian operations and development programmes. We employ best practices and state-of-the-art digital supply chain simulations to help organisations understand risks and implement effective mitigation strategies to combat these.

Through our services, we aim to create more resilient supply chains that can withstand disruptions and support critical operations in complex environments. Our approach provides valuable insights and helps organisations better tackle challenges.

### Strategic Foresight & Resilience Indicators

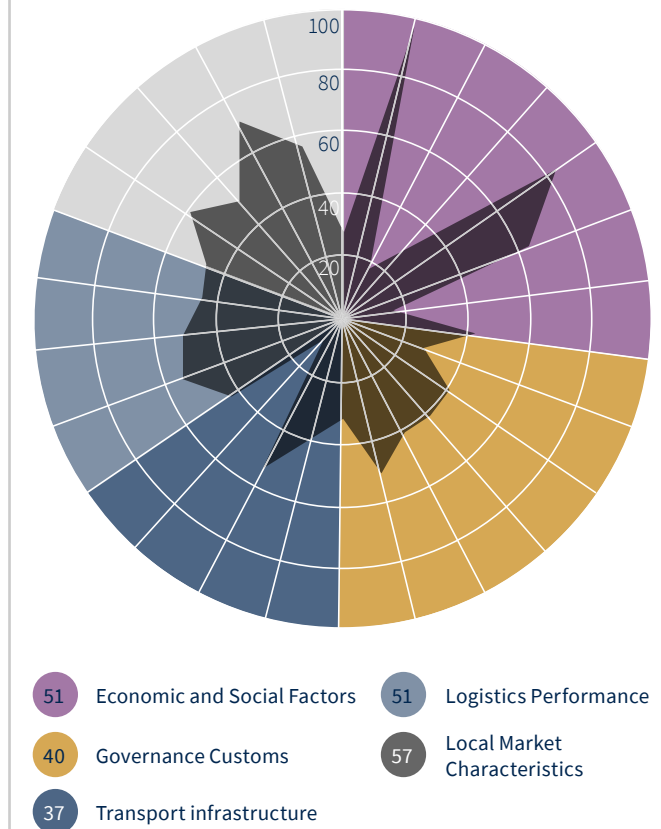
The dynamic nature of supply chains requires a proactive approach to managing risk and uncertainty.

We employ strategic foresight and scenario planning to help our partners understand their supply chain risks and vulnerabilities. Our approach provides a solid foundation for developing effective risk management strategies.

Our “Country Logistics Resilience Indicators” offer a comprehensive overview of 26 macro-indicators across five dimensions, creating a dashboard highlighting context-specific vulnerabilities and risk exposure. With this information, our partners can make informed decisions and take proactive steps to enhance the resilience of their supply chain.

### Supply Chain Resilience Indicators by Country

*Interactive visualization tool scoring supply chain resilience using 26 indicators across 5 categories.*





## Supply Chain Risk Management and Resilience

### Supply Chain Resilience (SCR) Simulation

Our Supply Chain Resilience simulation offers a unique approach to simulating potential disruptions before they occur, empowering organisations to proactively mitigate risks and enhance overall supply chain resilience.

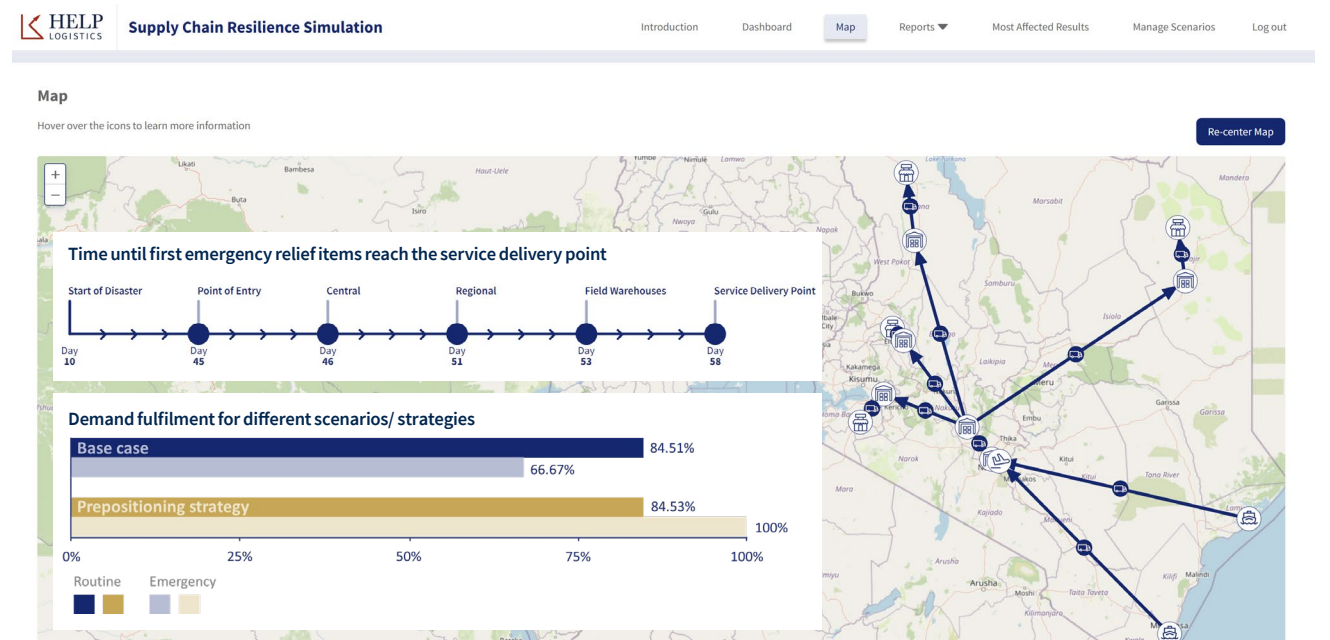
Using a System Dynamics model, our simulation facilitates systems thinking and comprehensively analyses supply chain operations. By exposing bottlenecks and testing various strategies, our simulation offers a platform for making informed decisions that improve the efficiency and effectiveness of the supply chain.

The insights gained from our simulation are actionable and provide a roadmap for organisations to take concrete steps toward creating a more resilient supply chain. By implementing the strategies identified in the simulation, organisations can mitigate risks, reduce disruptions, and enhance the resilience of their supply chain.

 **Recommended Training p.27:**  
[Supply Chain Risk and Resilience \(SCRR\)](#)

### Supply Chain Resilience Simulation

*The SCR simulation provides a digital platform for simulating supply chain disruptions and testing various strategies. The example charts indicate how long it takes for relief items to reach the service delivery points and demonstrate that adopting a prepositioning strategy can lead to higher demand fulfilment in the emergency supply chain.*





## Supply Chain Risk Management and Resilience

### Health Supply Chain Resilience Modelling (HSCR)

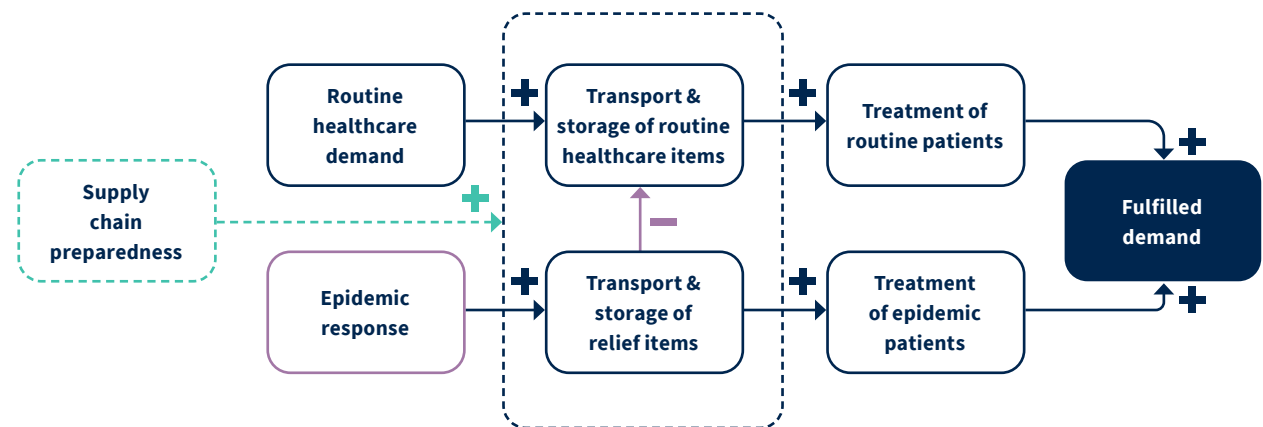
The recent outbreaks of Ebola and COVID-19 have highlighted the vulnerability of healthcare supply chains and their crucial role in responding to epidemics. The outbreaks pose not only immediate obstacles to the functioning of supply chains, but they also detrimentally affect the enduring performance of public healthcare systems.

Our Healthcare Supply Chain Resilience (HSCR) simulation captures the complexity and dynamics of public healthcare supply chain systems before, during, and after epidemics. Using a System Dynamics model, we analyse the performance and resilience of healthcare supply chains over time. By simulating “what-if” scenarios, the tool uncovers bottlenecks and provides insights into the effects of investments in the public health supply chain system.

The simulation results enable our partners to formulate targeted preparedness measures for epidemics and support the strategic decision-making of healthcare supply chain actors.

#### System Dynamics Simulation Model for Strengthening Healthcare Preparedness & Resilience:

*This graphic illustrates the interaction between routine healthcare and epidemic response flows within the public health supply chain. The model helps decision-makers evaluate public healthcare resilience under various scenarios and preparedness measures by analysing key performance indicators, such as fulfilled demand.*



## End-to-End Supply Chain Assessments

Any effort to improve supply chains begins with a comprehensive understanding of the current situation. That is why we offer a variety of tools and methodologies for analysing and assessing supply chains, including those for food value chains, health systems, and sustainable life cycle assessments.

Our approach is based on the latest academic research and best practices, ensuring our clients receive accurate and reliable insights. By utilising our tools and methodologies, organisations can gain a deep understanding of their supply chain and identify areas for improvement to achieve optimal performance and long-term sustainability.

*“The Life Cycle Assessment (LCA) methodology provided a framework for analysing some of our core relief items. Through this analysis, we could define operational activities that reduce the environmental impact of these items step by step.”*

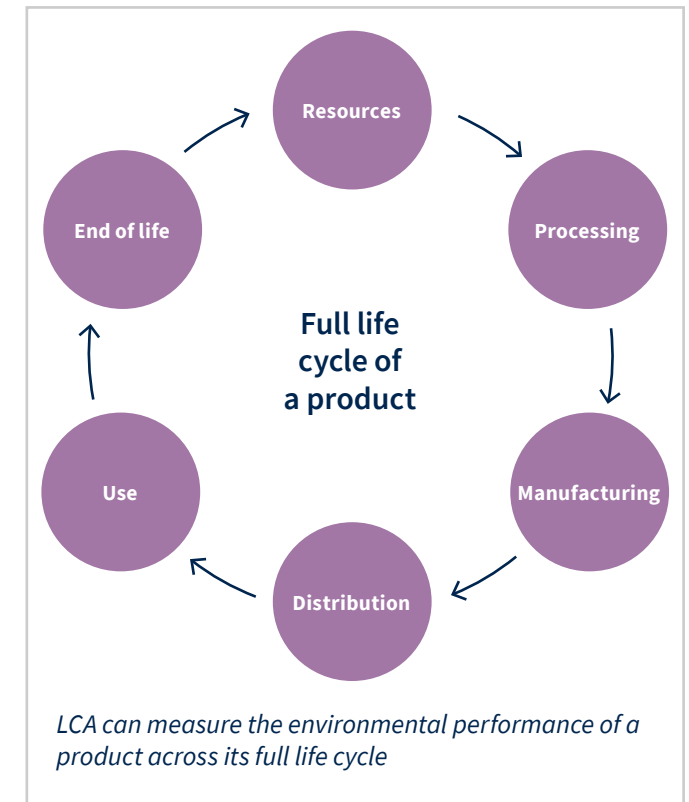
**Danielle Jurman**

Humanitarian Supplies Analyst  
United Nations Population Fund (UNFPA)

### Life Cycle Assessment (LCA)

Life Cycle Assessment (LCA) is a methodology used to evaluate the environmental impact of products or services throughout their life cycle. This includes everything from the extraction of raw materials to the use and disposal of the final product and considers multiple environmental dimensions, such as Greenhouse Gas Emissions (GHG) emissions and ozone depletion, water use, pollution and eutrophication, land use, and mineral resource scarcity.

The LCA methodology effectively identifies environmental “hotspots” at various product life cycle stages. By comparing the environmental impacts of different products or supply chains, organisations can gain valuable insights into reducing their environmental footprint and promoting sustainable practices.



## End-to-End Supply Chain Assessments

### Food Supply Chain Assessment (FSA)

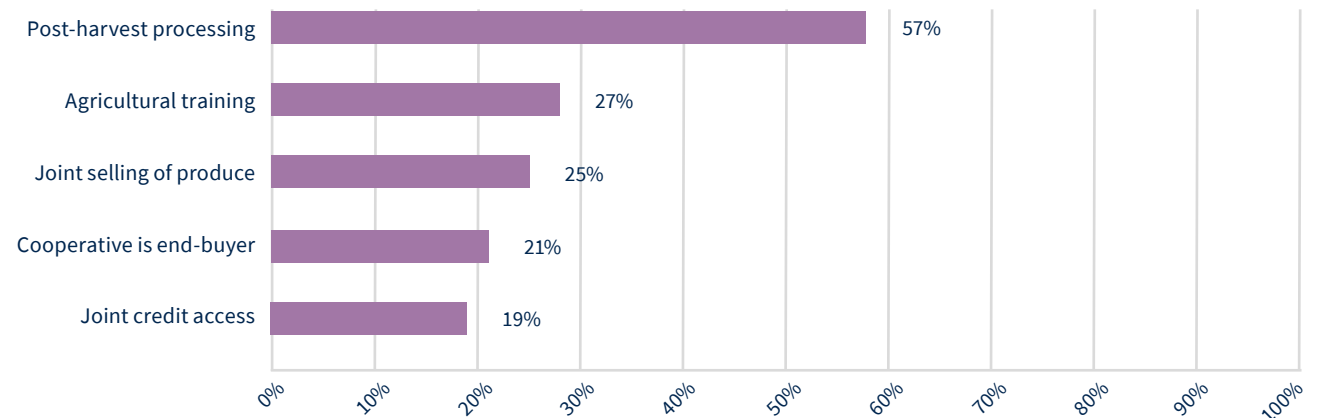
Smallholder farmers play a crucial role in ensuring food security in developing countries. However, their participation in food supply chains is often limited. To address this issue, we invented the Food Supply Chain Assessment (FSA), a mixed-method approach to understanding smallholder farmers' participation patterns and decision-making processes.

The FSA involves collecting and visualising data in digital dashboards highlighting gaps in coordination, infrastructure, information flows, or food loss. Governments can use the insights from the assessment to improve food supply chains and ensure cost-effective market arrangements among supply chain actors.

The FSA enables organisations to develop targeted solutions to enhance food supply chains and promote sustainable practices by providing a detailed understanding of smallholder farmers' participation patterns and decision-making rationale.

#### Small-scale farmer engagement with cooperatives

*The analysis revealed that small-scale farmers in Liberia engage with cooperatives primarily in post-harvest processing (57%), followed by agricultural training (27%) and joint selling (25%).*



## End-to-End Supply Chain Assessments

### Medical Supply Chain Assessment (MSA)

The Medical Supply Chain Assessment (MSA) is a data collection tool that enables organisations to identify the strengths and weaknesses in their medical supply chains. The tool covers various areas, including assessing storage practices, warehouse infrastructure, inventory management, demand planning, and human capacity.

By using our tool, organisations can gain valuable insights into the performance of their medical supply chains, which can inform decision-making and lead to improved operational efficiency and quality control. With a better understanding of their supply chain, organisations can enhance their response to medical emergencies and ensure they are better equipped to provide critical healthcare services.

*“HELP Logistics has shown exceptional commitment and innovation in Pharma and Health Supply Chain Management, making a significant impact in Nigeria’s health system strengthening efforts.”*

**Azuka Okeke**

Chief Executive Officer  
Africa Resource Center Nigeria





## Procurement Optimisation

We offer procurement optimisation services that enable organisations to understand their procurement practices and achieve better value for money. Our approach combines the latest tools and methodologies with the expertise of our consultants, ensuring that our clients can make informed decisions and optimise their procurement practices.

Our strategic sourcing services empower organisations to identify and engage with the most reliable and cost-effective suppliers. Our category management assessments can improve supply chain management systems and enable our clients to segment and manage their procurement spend more effectively.

Through a deep understanding of the distinctive needs and market dynamics within the humanitarian sector, we help organisations refine their purchasing strategies, unlock savings and foster stronger supplier relationships.

*“The independent study of our procurement spend validated many of our concerns and added much value by attaching quantitative figures to the assertions. This will aid us in the comprehensive monitoring and performance measurement of our procurement functions. The results of this procurement assessment have provided greater insight into what and how the procurement team should work to become an effective and efficient unit of the organisation.”*

**Nirpa Dhami**

Regional Supply Chain Advisor  
World Vision East Asia



## Procurement Optimisation

### Advanced Spending Analysis (ASA)

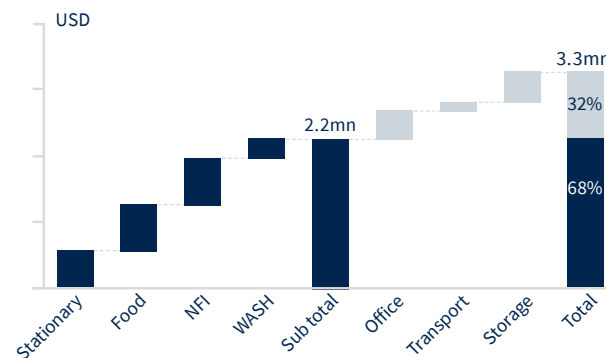
Understanding current and historical spending patterns is important for maximising procurement efficiency. That is where our Advanced Spending Analysis (ASA) comes in. Our methodology enables organisations to analyse their procurement processes and expenditures, identifying areas for improvement and cost savings.

The ASA integrates procurement data from various sources and delivers a comprehensive visual representation of spending trends through interactive dashboards. This allows organisations to gain valuable insights into their spending patterns and identify opportunities for optimisation.

Based on the results of the ASA, we work with organisations to implement measures such as strategic sourcing or category management that can improve procurement efficiency and supplier relationships.

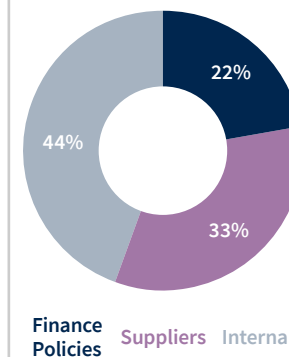
#### Spend Distribution by Category

*The procurement analysis revealed that the organisation's top expenditure is Food and NFI commodities. The outcome action was to prioritise strategic agreements with suppliers for these categories to reduce costs, stabilise supply, maintain quality, reduce administrative burden, mitigate risk, promote sustainability, and provide scalability based on demand.*



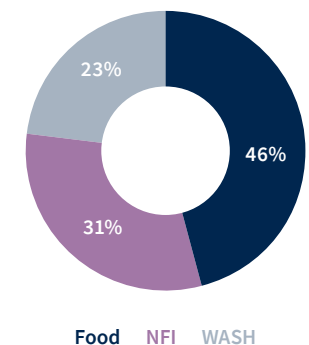
#### Identified causes of lead time delays

*Mapping procurement activities reveals most delays arise from internal processes and supplier capacity to deliver on time.*



#### Identified lead time delays by category

*Lead time analysis and supplier interviews identified food and NFIs having unacceptably long lead times.*



 **Recommended Training p.31:**  
**Certified Humanitarian Procurement Professional (CHPP)**

## Supply Chain Investment and Impact Measurement

Today, there is a growing recognition among humanitarian organisations, governments, and donors of the crucial role supply chains play in the success of their operations. As a result, there is a growing interest in strategic investments to enhance the performance of supply chains.

However, despite this interest, the sector needs more sound methods to understand and measure the impact of such investments. This lack of understanding prevents preparedness efforts from reaching their full potential and prevents donors from providing further funding in this context.

We provide a comprehensive methodology to measure the impact of supply chain investments on critical performance metrics. This enables organisations to make informed decisions about their supply chain investments, optimise their operations, and ultimately make them more efficient and effective.

*“At IFRC, we recognise that measuring impact is complex, as it involves multiple internal and external forces within a system that may take time to yield tangible results. We were excited when HELP Logistics proposed a practical approach to measure the impact of investments in institutional capacity strengthening. We hope to use their methodology internally in several countries to make evidence-based decisions on strengthening local actors best.”*

**Juan Galvez**

Team Lead – Global Logistics  
Procurement and Supply Chain Excellence  
International Federation of Red Cross and  
Red Crescent Societies (IFRC)



## Supply Chain Investment and Impact Measurement

### Preparedness Investment Modelling (PIM)

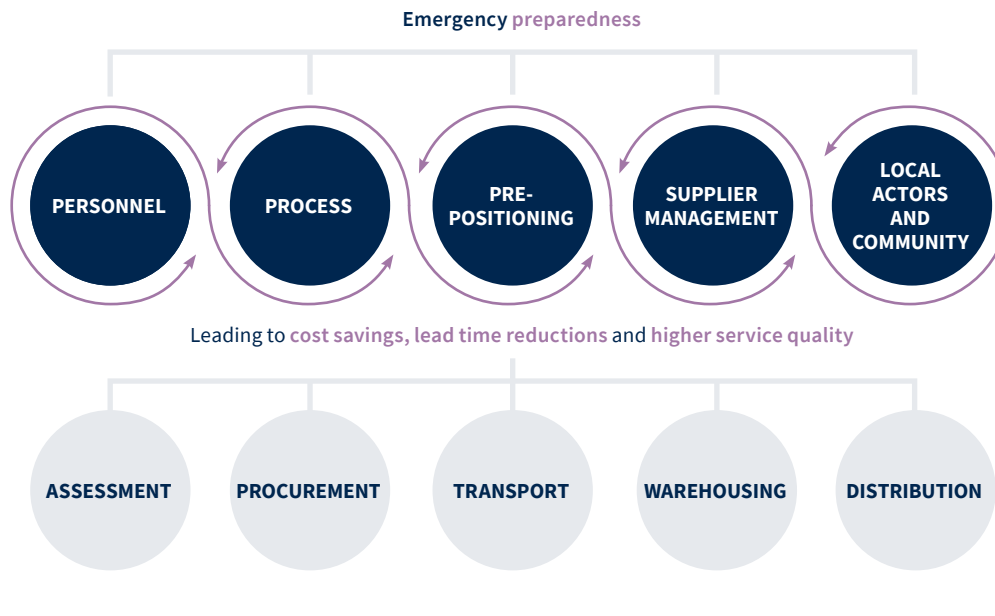
Our Preparedness Investment Model (PIM) is designed to identify, analyse, and quantify investment opportunities in the supply chain, enabling organisations to prepare for and respond to emergencies with greater efficiency and effectiveness.

As the first of its kind, PIM combines a comprehensive preparedness framework with critical supply chain processes through a dynamic modelling approach. Based on the insights gained from the model, we work jointly with our partner organisations or governments to develop an investment plan.

To ensure the success of the investment plan, we measure the achieved impact through a performance metric framework. This end-to-end approach facilitates investment discussions with donors and supports strategic investment decision-making processes. Ultimately, PIM helps organisations to optimise their preparedness investments, improve their supply chain resilience, and save more lives in times of crisis.

#### Enhancing supply chain performance through a holistic investment approach

*This figure illustrates the different interconnected investment elements that lead to performance improvements if the interconnections are understood and taken into consideration when developing an investment plan.*





# Talent Development

Humanitarian Logistics Management (HLM)	19
Medical Logistics in Pandemics (MLP)	21
Pharma and Health Supply Chain Management (PSM)	23
Executive Supply Chain Management in the Humanitarian Context (ESM)	25
Supply Chain Risk and Resilience (SCRR)	27
Importation and Customs Clearance (ICC)	29
Certified Humanitarian Procurement Professional (CHPP)	31

**We guide humanitarian organisations in developing their workforce capabilities and driving organisation transformation.**

We identify gaps in supply chain learning and produce high-quality, custom modules and courses tailored to a specific context. Expert facilitators, with commercial and humanitarian expertise and the latest academic knowledge in the field, deliver our courses.

We offer courses in various languages and formats, including in-classroom, virtual seminars, and through our online learning platform. Our courses are designed with valuable learning opportunities, interactive exercises, real-world case studies, and mentoring to provide a holistic learning experience.

## Online Learning Platform

Learn anytime, anywhere, and at your own pace by using our online learning platform:



[learning.help-logistics.org](https://learning.help-logistics.org)

## Sponsorship Options

We offer our courses free of charge in the humanitarian sector. Contact us to discuss sponsorship options:



[learning-help@kuehne-foundation.org](mailto:learning-help@kuehne-foundation.org)





## Humanitarian Logistics Management (HLM)



### Quick Facts

**Duration**

24 hours (core)

**Languages**

English, French

**Format**

Classroom

**Level**

Introductory

**Participants**

16-24

**Award**

Kühne Foundation Training Certificate

### Overview

#### Learn how to manage humanitarian relief logistics

The Humanitarian Logistics Management course is designed to deliver supply chain management fundamentals in the humanitarian sector. It aims to equip practitioners in the development and emergency context with theoretical knowledge of relevant logistics and support functions.

By the end of this course, participants will develop a solid understanding of the fundamental logistical concepts and principles applied to humanitarian operations. They will learn how to manage the flow of relief aid from sourcing to distribution. The course also highlights the importance of collaboration and coordination amongst all actors and stakeholders.

## Humanitarian Logistics Management (HLM)

### Course Outline

#### Core Modules

- **Module 1:** Introduction to Logistics and Supply Chain Management
- **Module 2:** Disaster Management Cycle
- **Module 3:** Supply Chain Design
- **Module 4:** Assessment and Planning
- **Module 5:** Coordination and Collaboration
- **Module 6:** Sourcing and Procurement
- **Module 7:** Transport Management
- **Module 8:** Warehousing
- **Module 9:** Inventory Management

#### Additional Modules

- **Module 10:** Cold Supply Chain (1.5 hours)
- **Module 11:** Fraud and Corruption (8 hours)

### Learning Objectives

- Understand and explain the similarities and differences between commercial and humanitarian supply chains.
- Identify the main phases of an emergency and outline the disaster management cycle.
- Describe the processes, assessment tools, and critical aspects of assessing and planning humanitarian operations.
- Gain awareness of the importance of information sharing, collaboration, and coordination between different actors.
- Identify ways to enhance procurement, transport, warehousing, and inventory management.

### Target Audience

Practitioners operating in the development and emergency context.

*“I greatly enjoyed the training. I found it academically challenging and technically useful. The case studies were thought-provoking and encouraged me to think outside the box. I highly recommend this training to anyone who wants to learn more about humanitarian supply chain management.”*

**Srabasti Sarker**

Information Management Associate  
World Food Programme (WFP) Bangladesh



## Medical Logistics in Pandemics (MLP)



### Quick Facts



**Duration**  
15 hours



**Languages**  
English, French, Spanish, Arabic



**Format**  
Online



**Level**  
Intermediate



**Participants**  
Unlimited



**Award**  
Kühne Foundation Training Certificate

### Overview

**Learn to navigate the complexities of medical supply chains during pandemics and large-scale outbreaks.**

This course builds on the lessons learned and the best practices observed throughout the global COVID-19 response. It aims to provide frontline aid workers and health practitioners with the most up-to-date, essential logistics and supply chain knowledge in medical operations.

Participants will learn about medical supply chains in the humanitarian context, medical supply chain best practices, navigating humanitarian supply chains during pandemics, and cold supply chains. Particular focus is given to the COVID-19 response, ensuring that the right product and service reach patients at the right time and price, under the right conditions.



Visit our online learning platform:  
[learning.help-logistics.org](https://learning.help-logistics.org)

## Medical Logistics in Pandemics (MLP)

### Course Outline

- **Module 1:** Medical Supply Chains in the Humanitarian Context
- **Module 2:** Medical Supply Chain Good Practice
- **Module 3:** Navigating Supply Chains During a Pandemic
- **Module 4:** Cold Chain and Vaccination Logistics

### Learning Objectives

- Understand medical supply chains in the humanitarian context, focusing on preparedness and emergency response planning.
- Understand, identify and implement medical supply chain good practices, from sourcing to distribution.
- Understand and identify the main principles of temperature-controlled supply chains in the context of large-scale vaccination campaigns.
- Learn how to reduce the impact of pandemics on medical supply chains and build resilience against future large-scale outbreaks.

### Target Audience

Healthcare professionals, humanitarian practitioners and government ministries.

*“The delivery method of this training, which combines self-paced recorded video lectures and live virtual seminars, allowed our staff to benefit from having the training at their own pace around their busy work schedules. It also allowed them to exchange ideas and discuss what they learned with the instructors and each other.”*

**Danielle Jurman**

Humanitarian Supplies Analyst  
United Nations Population Fund (UNFPA)

## Pharma and Health Supply Chain Management (PSM)



### Quick Facts

**Duration**

32 hours (core), 8 hours (additional)

**Languages**

English, French

**Format**

Classroom

**Level**

Intermediate

**Participants**

16-24

**Award**

Kühne Foundation Training Certificate

### Overview

**Build the foundational knowledge and skills for managing pharma and health supply chains.**

In this course, participants will learn the fundamentals of pharma and health supply chain management in the humanitarian sector. It covers the foundational knowledge and applied skills required to ensure the smooth running of medical supply chains.

The course addresses vital pharma and health supply chain areas by providing theoretical knowledge and discussing best practices and applications through a real-world case study. By the end of this course, participants will have developed a solid understanding of the overall characteristics of pharma and health supply chains, including good practices at every stage of the supply chain, from manufacturing to distribution, quality assurance, pharmacovigilance, reverse logistics, and waste management.

## Pharma and Health Supply Chain Management (PSM)

### Course Outline

#### Core Modules

- **Module 1:** Characteristics of Pharma and Health Supply Chain Management
- **Module 2:** Stakeholder Management
- **Module 3:** Supply Chain Design and Segmentation
- **Module 4:** Challenges and Opportunities
- **Module 5:** Selection Quantification
- **Module 6:** Forecasting and Planning
- **Module 7:** Good Manufacturing and Procurement Practice
- **Module 8:** Quality Assurance and Pharmacovigilance
- **Module 9:** Good Storage Practice
- **Module 10:** Good Distribution Practice
- **Module 11:** Last Mile
- **Module 12:** Reverse Pharma Logistics and Waste Management

#### Additional Modules

- **Module Modules 13–15:** Emergency Response Planning, Data-Driven Improvement Cycle or DMAIC

### Learning Objectives

- Understand supply chain management concepts, terminology, and definitions in the pharma and health context.
- Gain awareness of globally accepted medical supply chain procedures and good practices.
- Understand the importance of close collaboration and effective communication between all actors in health supply chains.
- Learn frameworks to improve planning, administration, organisation, information, and HR management to enhance service delivery efficiency.

### Target Audience

Healthcare professionals and medical logisticians from humanitarian agencies and government ministries.

*“I can confidently say that the programme was exceptional. The practicalities of supply chain and logistics were brought to my knowledge. It enhanced my understanding of the roles and relevance of stakeholders in and outside the pharma industry. I am grateful for this opportunity.”*

**Godsgift Iwendi**

Chief Executive Officer  
The P Platform



## Executive Training on Supply Chain Management in the Humanitarian Context (ESM)



### Quick Facts



**Duration**  
32 hours



**Languages**  
English



**Format**  
Classroom



**Level**  
Advanced



**Participants**  
16-24



**Award**  
Kühne Foundation & Kühne Logistics  
University Training Certificate

### Overview

**Tap into the potential of supply chain management for organisational and operational success.**

Climate change, economic inequity, access restrictions, geopolitics and health crises have created a 'perfect storm,' sharply increasing the demand for humanitarian assistance. This executive level course aims to equip directors and managers operating in the humanitarian context with the competency and knowledge required to meet the immense demands placed on supply chain leaders in the sector. Participants will be challenged to think strategically and out of the box across industries and in different operational contexts.

By the end of this course, participants will be equipped with an extensive skill toolset provided by experts with commercial and humanitarian experience combined with the best academic knowledge this field offers.

In partnership with



## Executive Training on Supply Chain Management in the Humanitarian Context (ESM)

### Course Outline

- **Module 1:** Supply Chain Integration and Advocacy
- **Module 2:** Sustainable Operations
- **Module 3:** Leadership and Change Management

### Learning Objectives

- Learn to align your supply chain design with your organisation's strategy.
- Understand human motivation and its implications for team management.
- Learn to manage supply chain complexities in alignment with the sustainable development goals.
- Explore ways to unlock the power of public and private partnerships.

### Target Audience

Managers and directors of humanitarian organisations and government agencies.

*“From supply chain design to looking at the effects of climate change on supply chains, the training covers knowledge-rich topics important for the work we are trying to do in the humanitarian sphere. It is also a great opportunity to network with people and have that critical mass of learning and knowledge exchange applicable in our organisations.”*

**Patrick Teixeira**

Deputy Country Director  
World Food Programme (WFP) Timor-Leste

## Supply Chain Risk and Resilience (SCRR)



### Quick Facts



**Duration**  
8 hours



**Languages**  
English



**Format**  
Online



**Level**  
Introductory



**Participants**  
Unlimited



**Award**  
Kühne Foundation & Edukazi  
Training Certificate

### Overview

**Learn to prepare and respond to risks to ensure optimal supply chain performance.**

This course connects supply chain fundamentals with the increasing trend of global volatility, uncertainty, complexity and risk. It provides knowledge and tools to guide participants through understanding the choices available to their organisations to manage supply chain risk and enhance the resilience and long-term sustainability. The course reviews supply chain management fundamentals, including supply chain risk and resilience best practices, industry trends and their impact on profitability.

Level 1 of this course is offered on our online learning platform. Interested participants can complete levels 2 and 3 of this course series on the Edukazi platform.



Visit our online learning platform:  
[learning.help-logistics.org](https://learning.help-logistics.org)

In partnership with



## Supply Chain Risk and Resilience (SCRR)

### Course Outline

- **Module 1:** Supply Chain Management Fundamentals
- **Module 2:** Global Supply Chain Trends and Role of Volatility
- **Module 3:** Impacts of Uncertainty, Complexity, and Risks
- **Module 4:** Supply Chain Risks and Risk Identifications

### Learning Objectives

- Gain an appreciation for the essential elements of supply chain management.
- Understand the reasons for supply chain risk and resilience best practices.
- Learn the financial implications of supply chain disruptions.
- Identify supply chain trends and their impact on profitability and resilience.
- Understand the impact of global volatility on supply chain operational performance.

### Target Audience

Supply chain professionals, medical logisticians, and other staff who work in risk management, finance, information management, manufacturing and operations.

*“Hundreds of learners have taken the supply chain risk and resilience course over the years and testify to the value of risk and resilience practices in their workplaces. Our mantra is: If you are better prepared for and more responsive to a risk event, then your ability to operate your supply chain at optimal performance levels and achieve the desired impact is assured.”*

**Greg Schlegel CPIM, CSP**

Course author

Founder at The Supply Chain Risk Consortium



## Importation and Customs Clearance (ICC)



### Quick Facts



**Duration**  
6 hours



**Languages**  
English, French



**Format**  
Online



**Level**  
Introductory



**Participants**  
Unlimited



**Award**  
Kühne Foundation & IMPACCT  
Training Certificate

### Overview

**Enhance your knowledge and understanding of humanitarian aid importation and customs processes.**

A self-paced online course to increase formal training opportunities for humanitarian practitioners to develop their knowledge, skills, and understanding of the importation and customs processes for the cross-border movement of emergency relief aid.

It is designed to equip practitioners with the minimum skills required to handle the difficulties involved with importing and clearing humanitarian aid into affected countries, understand affected countries' specific context and the importance of complete and quality documentation, identify involved stakeholders, and understand the information flow between humanitarian organisations and customs administrations.



Visit our online learning platform:  
[learning.help-logistics.org](https://learning.help-logistics.org)

In partnership with



## Importation and Customs Clearance (ICC)

### Course Outline

- **Module 1:** Customs and Importation in the Humanitarian Context
- **Module 2:** Coordinated Border Management
- **Module 3:** The Real Costs for The Importation of Humanitarian Relief Goods
- **Module 4:** Document and Information Quality
- **Module 5:** Modernization of Customs Systems

### Learning Objectives

- Understand country-specific aspects in terms of importation and customs clearance requirements.
- Identify the actors involved in importation processes and their roles.
- Comprehend the real costs of importing humanitarian assistance.
- Understand the importance of complete documentation for importation.
- Understand how modernising customs systems simplifies information flow.

### Target Audience

Practitioners in UN agencies, NGOs, governmental agencies, and the private sector involved in the importation of humanitarian goods.

*“This course provides a unique opportunity to understand the role of the different stakeholders involved in the importation process. It is possible to appreciate the factors contributing to humanitarian relief arriving on time, where needed.”*

**Virginie Bohl**

Group Coordinator  
IMPACCT Working Group

## Certified Humanitarian Procurement Professional (CHPP)



### Quick Facts



**Duration**  
36 hours



**Languages**  
English, French



**Format**  
Classroom



**Level**  
Intermediate



**Participants**  
20



**Award**  
CIPS Level 3 Equivalent Certificate

### Overview

**Transform your procurement skills to deliver vital resources where they are most needed.**

This comprehensive course is designed for humanitarian practitioners involved in sourcing and purchasing. It is crafted to build upon their existing procurement competencies, strengthening their capacity to contribute to their organisation's life-saving efforts more effectively, economically, and efficiently.

Participants will delve into the multi-faceted procurement cycle. This in-depth exploration focuses on sharpening the skills required for local market assessments, strategically identifying and selecting suppliers, forging robust contracts, and managing supplier relationships.

With a firm grip on these fundamental principles, participants will be ready to navigate complex procurement challenges confidently, ultimately contributing to enhancing humanitarian operations.

In partnership with



## Certified Humanitarian Procurement Professional (CHPP)

### Course Outline

- **Module 1:** Introduction to Procurement and Category Management
- **Module 2:** Strategic Sourcing and Tendering
- **Module 3:** Developing Contracts
- **Module 4:** Contract Management
- **Module 5:** Supplier Relationship Management
- **Module 6:** Supplier Performance

### Learning Objectives

- Learn how procurement presents an opportunity to add value to your organisation and humanitarian effort.
- Develop competitive procurement strategies and learn how to create Contracts and Framework agreements with key suppliers, through local market assessment.
- Explore opportunities for value-added sourcing and cost-saving through strategic sourcing & category management.
- Ensure procurement value is captured, enabled, and sustained, by identifying the right value levers.
- Learn how to develop and apply appropriate selection and award criteria to evaluate supplier proposals.

### Target Audience

Procurement practitioners from humanitarian organisations and government ministries.

*“IFRC considers this training a decisive moment in enhancing the region’s logistics capacities. Our National Societies are grateful to access this recognised programme.”*

**Jose Fernando Giraldo Vanegas**

National Society Logistics Development,  
International Federation of Red Cross and  
Red Crescent Societies, (IFRC)





# Games & Simulators

High Energy Biscuit Distribution Game (HEB)

35

Business on the Move: The Humanitarian Edition (BOTM)

37

Humanitarian Supply Chain Simulator (HSCS)

39

CONTENTS

ABOUT US

SUPPLY CHAIN  
ANALYTICS

TALENT  
DEVELOPMENT

GAMES &  
SIMULATORS

THOUGHT  
LEADERSHIP

Our innovative games and simulators are designed to put participants at the centre of the action and provide a unique and engaging learning experience.

We combine the power of gaming principles with private sector best practices adapted to the humanitarian context.

We allow participants to dive into the complexities of humanitarian supply chains and develop a better understanding of the system while collaboratively responding to challenges and applying their decision-making skills. Our games and simulators challenge participants to think critically and creatively while allowing them to reflect on their experiences and synthesise their learning.

Our experiential learning approach is highly effective in training teams at different skill levels, organisational functions, or groups from other humanitarian actors in a specific emergency response. From students to seasoned professionals, our games and simulators are designed to help participants sharpen their skills, deepen their knowledge, and have fun.





## High Energy Biscuit Distribution Game (HEB)



### Quick Facts



**Duration**  
8 hours



**Format**  
Classroom



**Level**  
All levels



**Participants**  
8-25

### Overview

**Learn to improve coordination and communication in humanitarian operations.**

Like most commercial operations, organisations and institutions involved in humanitarian and emergency relief operations have endless potential to improve the use of their resources and response times.

This game simulates the various supply chain steps of a High Energy Biscuits distribution from a production site to a humanitarian organisation to implementing partners, all the way to beneficiaries.

Players will be introduced to distribution, safety stock, and forecasting during the game. They will understand information asymmetry, the impact of inventory build-up, and the importance of communication and coordination during humanitarian operations.

## High Energy Biscuit Distribution Game (HEB)

### Learning Objectives

- Understand humanitarian operations as a system of interdependent material and information flows.
- Learn to increase the efficiency of humanitarian operations by implementing the basic management processes of coordination, communication, and measurement.
- Identify all stakeholders in the system; understanding their interests and goals can potentially conflict and reduce the system's overall performance.

### Target Audience

Commercial practitioners, field logistics staff, non-operational roles, and supply chain students.

*“The High Energy Biscuit Distribution game is a dynamic and engaging learning tool that captures the importance of coordination and communication between stakeholders with different goals to enhance the efficiency of humanitarian operations.”*

**Andrea Cecchi**

Head of Logistics  
World Food Programme (WFP) Fiji





## Business on the Move: The Humanitarian Edition (BOTM)



### Quick Facts

**Duration**

Express: 1 hour, Standard: 2 hours,  
Advanced: 4 hours

**Format**

Classroom

**Level**

All levels

**Participants**

4-20

### Overview

#### **Learn how to plan, prepare and respond to humanitarian emergencies.**

Business on the Move: the Humanitarian Edition is an exciting, educational, and rewarding board game developed in partnership with The Very Enterprising Community Interest Company and Save the Children to introduce players to the various factors and operational challenges that impact the effective delivery of humanitarian aid and assistance.

Players run a humanitarian logistics team delivering humanitarian aid from one side of the world to the other. Each player or team must try to optimise the movement of their emergency aid items around the world by air, land, and sea — speed and efficiency are the goals!

They will face challenges dealing with unexpected disruptions and reducing their carbon footprint. Players will also face choices about when to collaborate with other players to support their humanitarian mission. The game has three increasingly challenging variations: 'Express', 'Standard', and 'Advanced'.

In partnership with



## Business on the Move: The Humanitarian Edition (BOTM)

### Learning Objectives

- Gain a holistic overview of the operational complexities of humanitarian supply chains.
- Learn how to plan with financial and capacity concerns and respond to disruptions.
- Understand the impact of collaboration on successful aid delivery.
- Gain awareness of essential humanitarian supply chain management, including transparency, accountability, carbon footprints, and ethical conduct.

### Target Audience

Commercial practitioners, field logistics staff, staff in non-operational functions, and supply chain students.

*“A well-designed simulation game of logistics operations in our sector. Not only is it great as a team-building exercise, but it is also a helpful method to engage our teams and clients to reveal some of the real-life dilemmas in organising supply to the field, based on programme budgets and within time and cost constraints.”*

**Susan Hodgson**

Head of Humanitarian Supply Chain  
Save the Children



## Humanitarian Supply Chain Simulator (HSCS)



### Quick Facts



**Duration**  
24 hours



**Format**  
Classroom



**Level**  
All levels



**Participants**  
14



**Award**  
Kühne Foundation Training Certificate

### Overview

#### Enhance your humanitarian supply chain management skills

The Humanitarian Supply Chain Simulator (HSCS) is an interactive and dynamic learning tool designed to enhance humanitarian supply chain management skills at every supply chain function.

Participants manage a humanitarian organisation and engage in simulations of real-life humanitarian emergencies. Each participant receives a unique role in the supply chain, from donor to warehouse manager and transportation provider.

Participants must overcome communication and coordination challenges in the program design, planning, and implementation stages to deliver the proper assistance in the right quantities at the right cost to areas of greatest need.



## Humanitarian Supply Chain Simulator (HSCS)

### Learning Objectives

- Gain a holistic overview of the interdependencies and complexities of humanitarian supply chain management.
- Manage the flow of funds, materials, and information between various functions of the supply chain and with external stakeholders.
- Learn how to plan with financial and capacity concerns and respond to external challenges.
- Appreciate the role of collaborative supply chain planning in successful program delivery.

### Target Audience

Commercial practitioners, field logistics staff, staff in non-operational functions, and supply chain students.

*“HSCS was an eye-opening experience. It answered many questions I had about how things are run. This simulator will change the way I communicate with and make requests from other departments.”*

**Samer Ali Amawi**

Supply Associate  
United Nations High Commissioner for Refugees (UNHCR) Jordan







# Thought Leadership

Center for Humanitarian Logistics and Regional Development (CHORD)

43

Global State of Humanitarian Logistics Survey

44

Conferences and Advocacy

45

Research and Publications

46

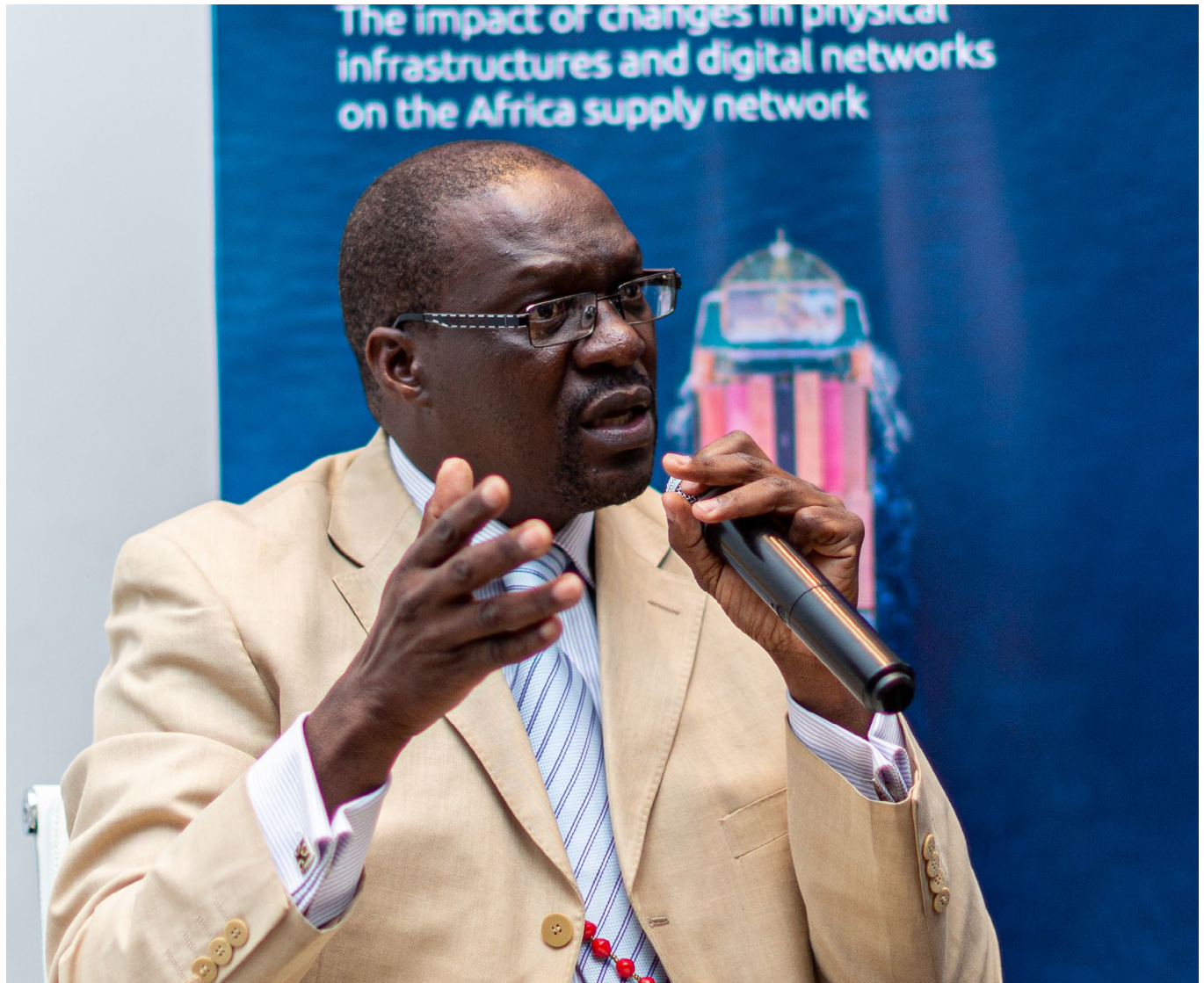
The world and the humanitarian sector are rapidly changing, characterized by volatility, uncertainty, complexity, and ambiguity.

Changes in political, economic, and social landscapes can lead to unexpected disruptions and instability. The future is difficult to predict and global issues are interconnected, making it challenging to understand and address their root causes.

To address these challenges, our team collaborates with experts from humanitarian organizations, academia, donors, and the private and public sectors. We aim to understand the issues we face, raise awareness of root causes, and develop effective strategies.

Through research, idea development, content creation, speaking engagements, and networking, we strive to be thought leaders, shaping conversations on humanitarian supply chains. We amplify local organisations' perspectives and needs

Our insights and ideas contribute to advancing understanding and progress towards solving complex problems.



## Center for Humanitarian Logistics and Regional Development (CHORD)

After over a decade of fruitful project collaborations, HELP Logistics and the Kühne Logistics University (KLU) joined forces to establish a joint Centre for Humanitarian Logistics and Regional Development (CHORD) in 2020.

CHORD aims to unite the best of both worlds by combining top-class academic research and education with operational training and consulting excellence. The Centre is further reinforced by extensive outreach and field presence through the four regional HELP offices, forming a one-of-a-kind offering in the humanitarian and development context.

As a leading hub of thought, CHORD provides innovative logistics and supply chain solutions validated by rigorous research methods, enhancing social and economic progress in developing countries. CHORD offers its partners various applied research and education services across multiple sectors.

CHORD's primary focus is examining and strengthening supply chains concerning disaster preparedness and resilience, food and agriculture, pharma and health, and sustainability.



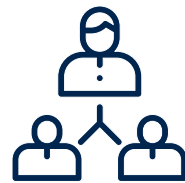


## Global State of Humanitarian Logistics Survey

Using its extensive network and aided by the regional HELP offices, CHORD conducts one of the most wide-ranging surveys in the humanitarian logistics community.

This survey encompasses global, regional, and country-specific trends and developments in the humanitarian sector. Conducted twice a year, it generates vital knowledge and supports strategic decision-makers.

With over 2,000 responses from practitioners in NGOs, UN agencies, government, and commercial companies in the last two years, the global survey aspires to be a thought leader in shaping evidence-based action on humanitarian logistics and supply chain.



# 2,017

Responses from experts in humanitarian organisations, government and commercial companies across different geographical regions and organisational levels



# 84%

Contribution from local staff



Survey findings:  
<http://tinyurl.com/chord2023>



## Conferences and Advocacy

We showcase our most recent findings and annually encourage knowledge-sharing among major public events across sectors.

Our main event is the Africa Logistics Conference (ALC), which convenes local and regional researchers, business leaders, and professionals from the humanitarian, government, donor, academic, and private sectors. The conference provides a platform for sharing and exchanging knowledge about supply chain networks across Africa, focusing on humanitarian assistance.

This interactive conference explores, from the African perspective, how supply networks in Africa are evolving in response to global and local trends and what this means for humanitarian and development supply chains.



## Research and Publications

We are dedicated to promoting knowledge exchange between academics and humanitarian practitioners by removing barriers to publishing and accessing research.

As part of this endeavour, HELP logistics entered into a sponsorship agreement with Emerald Sustainable Campus Publishers Network to make the Journal of Humanitarian Logistics and Supply Chain Management (JHLSCM) an open-access journal as of 2023.

Over the past decade, the Journal of Humanitarian Logistics and Supply Chain Management (JHLSCM) has played an essential role in the researcher/practitioner partnership. It has facilitated two-way communication and collaboration between logisticians in the field and researchers worldwide.



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[www.learning.help-logistics.org](http://www.learning.help-logistics.org)

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