

## ABSTRACT

The study aimed at analyzing the effectiveness Logistics operations in delivering drugs and medical equipment in Government health facilities, in order to remove the delay or unavailability of medicines, by looking the whole process of drugs distribution nationwide.

Researcher used both quantitative and qualitative analysis approach. The data was collected through questionnaires, observation, interviews, and written document. In this study 75 are the respondent, which 10 are MSD staffs, 15 staffs from different health facilities which get services from MSD Mbeya branch and 50 community members. The data was analyzed by using the analytic technique and specifically quick impressionist summary for qualitative data and for quantitative data, analysis was done using Microsoft excel that presented analyzed data using tables, charts, frequencies and percentages.

Researcher found that, MSD procured drugs through international competitive bidding, but it's the slowest procurement method. It has a lead time of 150 days, which affect the distribution process, and the ordering at central store is strictly performed on annual basis while zonal stores order according to their needs and zonal stores most of the deliveries are performed by the supplier, while at the health facilities level, it is quite common for facilities to collect items themselves, the 48% of facilities do so.

Researcher also found that there were more areas in the health facilities required improvement in management systems. This was in comparison with how the logistics operation was managed in the regional, central and national levels. According to the assessment showed that there were challenges with regards to the quantification processes and staff interviewed did not have a unified system for determining what to order from the central medical store. This is the main causes of stock out at medical stores, and the delays in delivery of drugs in health facilities. Its need to provide continuous training for the health facility staffs.

MSD needs of explored innovation as the way in improving stock availability at the MSD stores and at health facility levels throughout the year, dependence on logistics process and public tenders with long lead time as the only major means of replenishing stock is not the way. The possibility of introducing framework contracts with manufacturers of essential medicines and supplies and use of direct procurement method. This can improve the stock availability at both the stores and at health facilities.

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