

# BUSINESS SUPPORT UNIT

## Translating supply chain needs into technical solutions

WFP is committed to achieving Zero Hunger and eradicating malnutrition by 2030. In a fast-moving world, the challenges posed by this goal are constantly changing, and so are the tools and approaches that can be applied to overcome them. WFP embraces innovation and has a proven track record of piloting and scaling up new ideas to plan and implement programmes. The Supply Chain Division underpins these initiatives, constantly striving to find ever more effective ways to deliver food assistance.

Comprising three separate teams, the Supply Chain Business Support Unit moves this innovation process forward. Close monitoring of the supply chain project landscape, coupled with a deep understanding of the diverse elements constituting WFP supply chain, enables the unit to work toward standardizing and harmonizing supply chain processes.

In close collaboration with partners, both in the division and in the rest of the organization, the unit enables the growth and efficiency of the WFP supply chain by providing staff with digital solutions, expert advice and by equipping them with the right training and knowledge transfer tools.

## SUPPLY CHAIN SYSTEMS UNIT

The Supply Chain Systems Unit works in close collaboration with supply chain colleagues, the TEC Division, the Innovation Accelerator and technology partners to support staff across operations to successfully identify needs, develop and apply digital functions.

## PROJECT MANAGEMENT OFFICE (PROJECT MANAGEMENT, BUDGET AND TRAINING)

The Project Management Office provides standardized approaches and process guidance on project management, budget management and training to Supply Chain Functions.

## SERVICE TEAM

The Service Team designs solutions for service offerings, governance, organization and project management to solve complex strategic and operational issues and assist WFP to professionalize its service provision both internally and externally. The team also advises WFP offices regarding end-to-end service provision, and supports and integrates Supply Chain's strategic contribution to UN Reform initiatives.

## KEY ACHIEVEMENTS

The Supply Chain Systems Unit created a smartphone application – the Last Mile App – now on Google Play, which enables the quick logging of goods received by cooperating partners at their warehouses. By reducing the recording time dramatically – from 45 to 6 days – the app increases efficiency, agility and transparency of the supply chain.

The Project Management team completed the configuration of a portfolio and project management tool that is currently in the pilot phase with projects in both Logistics Services and Business Support Units.

The Training team launched three “learning paths” on Basic Procurement and Contracting on its internal learning channel. The Supply Chain Learning Channel and the Supply Chain Dashboard were launched in January 2019. The second phase of e-learning development for the specialist procurement training has just commenced and will be finalized in 2020.

The Service Team has defined and is implementing a model that smoothens the end-to-end management of the major corridors through which WFP Supply Chain moves food and other assistance. The Service Team also developed a new and improved business model for WFP service provision, in order to support its role as global provider and enabler of humanitarian services.

The work done so far on the services offered by WFP to the rest of the humanitarian sphere has led to the creation of a service catalogue for supply chain – a single, unified and standardized catalogue of services for partners.

There have also been significant developments in the digital transformation of the supply chain, with the forthcoming piloting of the WFP Service Marketplace, developed in collaboration with TECHUB, a technology hub located at WFP’s office in Nairobi.

## MOVING FORWARD

### Harmonized Management of Non-Food Items

The Supply Chain Systems Unit is working on improving the procurement, transportation and storage of non-food items – such as pallets, bags, jerry cans and generators – by digitalizing selected existing processes, and by upgrading corporate systems and applications to integrate the functionalities required for the correct handling of these items.

- In terms of Project Management, the team is working on the development of a Supply Chain Project Management methodology and roll-out of both a Project Portfolio Management tool and a web-portal for idea collection, review and prioritization
- A budget manual and guidance documents are also going to be released.
- For training initiatives, the team will be conducting a global Supply Chain learning needs analysis to identify knowledge and skills gaps, define a Supply Chain Training Strategy and consequently deliver more targeted and effective learning interventions.

## SERVICE PROVISION/UN REFORM

### Supply Chain Service Management

The Service Marketplace represents the first instance of a WFP one-stop-shop, where the available services are showcased and can be quickly requested. The whole process of service provision linked to the platform, including automated costing (quotation), customer management, service delivery, etc. will be digitalized going forward, piloted in several country offices, to position WFP at the forefront of humanitarian operations.

Furthermore, the Service Team will continue collaborating with the Regional Bureaux to advance corridor management implementation in different regions, for which the corridor governance and planning proposals will be validated and activated by early 2020.