

Improving the performance of medical military supply chain management

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Abstract: *The paper discusses the issue of improving the management of medical military supply chain. using he modern approach to management based on multiple stakeholders' goals and interests. Several recommendations are formulated on how to cope with current challenges.*

• Introduction

The medical military supply chain has the mission to ensure the combat effectiveness and readiness of the military forces in times of peace and war. Therefore, its management is facing various challenges currently.

The solution identified by the researchers is to approach it based on the interests of multiple military and civilian stakeholders.

The field of Supply Chain Management (SCM) while dealing with traditional logistics incorporates also additional business activities, like marketing, product development, customer service and the related finances, to ensure satisfactory fulfillment of customer requests.

• Material and method

The researchers used a qualitative. Research. 22 participants representing various stakeholders of the medical military management supply chain in Israel Defense Forces were interviewed.

• Results and discussions

The respondents appreciated as effective and efficient the new software management (SAP) system and indicated their strong interest to contribute to the improvement of the new system.

A majority of respondents considered the need to change the type of the supply chain entirely, from a multiple (three) tier supply system to a direct model of supply chain, without the need for intermediaries, such as a central warehouse or storage units, with direct delivery of medical items from the supplier to the medical clinics.

• Conclusions

There is a urgent need to implement strategic management and strategic leadership of the whole medical supply chain, managing suppliers, sharing of information and technology across the medical supply chain participants, and implement customer relationship management approach and practices