

# Study Tour to Thailand on (15-6-2019) to (16-6-2019)

Dr Win Naing

Deputy Director General (Procurement and Supply Division)

Department of Medical Services

28-8-2019

# Study Tour to Thailand

- Leader: HE Deputy Minister, Dr Mya Lay Sein
- Member: Dr Win Naing, DyDG (Procurement and Supply Division), DoMS  
Dr Kyaw Soe Min, Director (Procurment) DoMS
- Date : (15-6-2019) to (16-6-2019)
- Place : Bangkok Dusit Medical Services Public Co. Ltd, Thailand



Welcome Dr. Mya Lay Sein

Deputy Minister of Health and Sport, Myanmar

Saturday 15 June 2019



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Medical Equipment and Supplies  
Supply Chain Management

# Procurement Service

## BDMS HOSPITAL GROUP



Living  
Healthy  
Daily



***The Trusted  
Healthcare Service Solutions  
Partner***



Founded in  
2001 by  
BDMS

Prominent as  
healthcare  
service solutions  
provider in  
Thailand and  
international



Quality  
guarantee by  
international  
standards

ISO 9001:2008  
ISO15189:2007  
ISO17025:2005

More than 50  
branches

2,000 Skilled  
&  
experienced  
professionals

350 medical technologists  
180 medical engineers  
51 pathologists





We provide a full range of healthcare supply chain management, including are

- Procurement services
- Warehouse & inventory management,
- Logistics management.



## **Procurement Services**

N Health provides full range of procurement services from medicines, medical supplies, medical equipment, constructions & services and to general supplies with world class technology; e-sourcing and e-procurement.

Our skilled and experienced buyers such as pharmacists, medical technologists, and engineers with Certificate in Purchasing and Supply (CPS) or Certified Purchasing Knowledge (CPK) in each commodity do strategic sourcing, transparent processing, and automatic ordering work flow along.

# Group Procurement Snapshot



**32** Hospitals  
1 Oversea (Cambodia)  
11 Non-Hospital

**BDMS Group**



**100,000 SKUs**

Stock Keeping Units

13,000 SKUs Online catalog  
80,600 SKUs Master Inventory

**SKUs**



**100** Employee  
22 Strategic sourcing  
60 On site sourcing  
18 Other supports

**Procurement  
Team**

Pharmacist, Nurse, Engineer,  
Lawyer, Analyst



**2 billion THB**

Approx. Total Purchasing  
Volume per year

**Spending**



**6,600**  
Approved Vendor list  
AVL

**Supplier**



**60,000** PO. Per month

85 % Auto PO to supplier  
by EDX/EDI and paperless

**Automate  
P2P**

## BDMS Group Procurement Policy



**BDMS**  
Bangkok Dusit Medical Services

Bangkok Dusit Medical Services Public Co., Ltd.

**BDMS Group Procurement Policy**

Policy Number	BDMS-001-2009		
Revision	R1	Effective Date	November 1, 2009
Responsible Unit	NHS Network Procurement Services		
Related Policies	<ul style="list-style-type: none"> <li>BDMS Non-Budgeted Item Policy</li> <li>NHS Conflict of Interest Policy</li> </ul>		
Policy Development	Prepared by	Reviewed by	Approved by
Name & Designation	Narongrit Galsupiti Managing Director, NHS	Lee Koh-Shun Executive Vice President, BDMS	Wallop Adhikongprap President, BDMS
Signature			
Date	October 16, 2009	October 18, 2009	October 20, 2009

The approval of the BDMS Group Procurement Policy and amendments thereto resides with the President and the Chief Executive Committee (CEC). The primary responsibility for implementing and maintaining the BDMS Group Procurement Policy, practices, and processes is delegated to NPS.

### Purpose

To enable and facilitate the Group in the acquisition development and provision of **high quality product, Services and technology**, and to ensure that all hospitals and entities within the Group are able to achieve and maintain competitiveness within the domestic and international healthcare industries.

### Policy Statement

- Fair Business Relationship
- Promotion of Developmental Procurement
- Legal Compliance
- Information & Confidentiality
- Green Procurement (Conserving natural resources)

## Standard Compliance





# PROCUREMENT

Value Creation

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## Faster

- E form for Purchasing code requisition
- **Automatic** Workflow PR to PO
- **Paperless** Auto PO to supplier with EDI, Mail
- Shorten Sourcing lead-time with E-Catalog
- Shorten Sourcing leading time with E-Sourcing

## Better

- World class **ERP** technology : SAP
- **ECRI** for Medical Equipment sourcing
- Experience Buyer and procurement skill in each commodity
- **JCI** Compliance in Supply Chain
- **ISO 9001:2015** Certified
- **UNSPSC** Code Standard

## Cheaper

- Value Analysis with integrated buying team
- **Economy of Scale**
- Benchmarking
- Saving Strategy

# Traditional Sourcing

# Strategic e-Sourcing

## Strategy & Compliance









- ▶ Limited visibility to total spend
- ▶ Limited compliance and audit capability
- ▶ Limited Strategic sourcing
  - Manual negotiation
  - 3-quote approach
- ▶ Average savings a year

- ▶ Complete spend visibility
- ▶ Full compliance and audit capability
- ▶ Comprehensive strategic sourcing
  - Category specific sourcing capability
- ▶ 4-15% higher than average savings a year

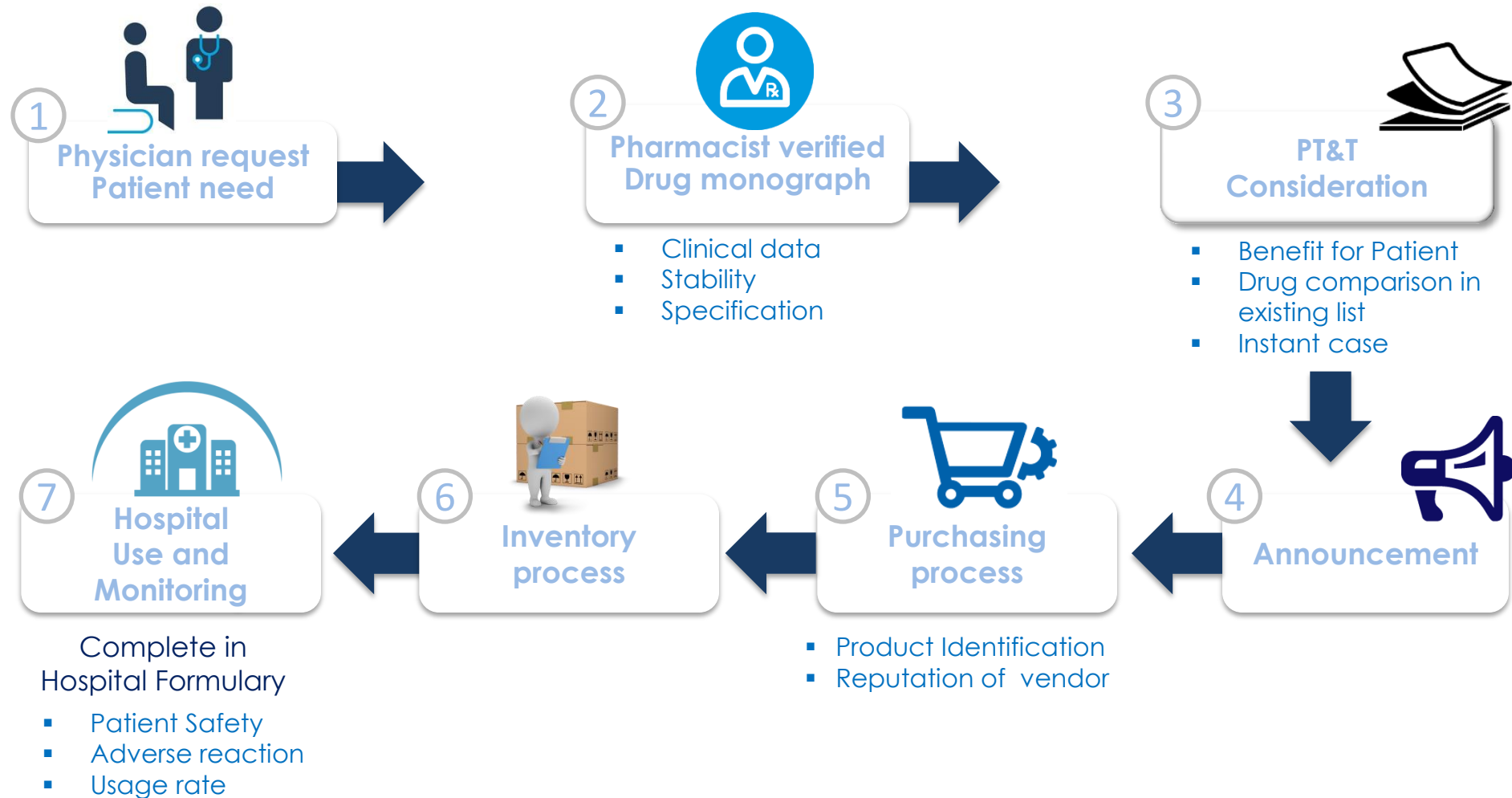
## Process & Best Practices

- ▶ Limited ability to standardize process and reduce human error
- ▶ Limited ability to develop and maintain knowledge

- ▶ Leverage technology for improved knowledge management, streamlining processes and ensuring compliance
- ▶ Deploy a sustainable technology platform to improve compliance and productivity
- ▶ Leverage on global best practices that the solution drives

Inventory		Non Inventory					
Medicine	Medical Supply	Medical Equipment	Construction	General Supply	IT	Services	Exclusion
							

# Supply Chain Management for **Medicine**

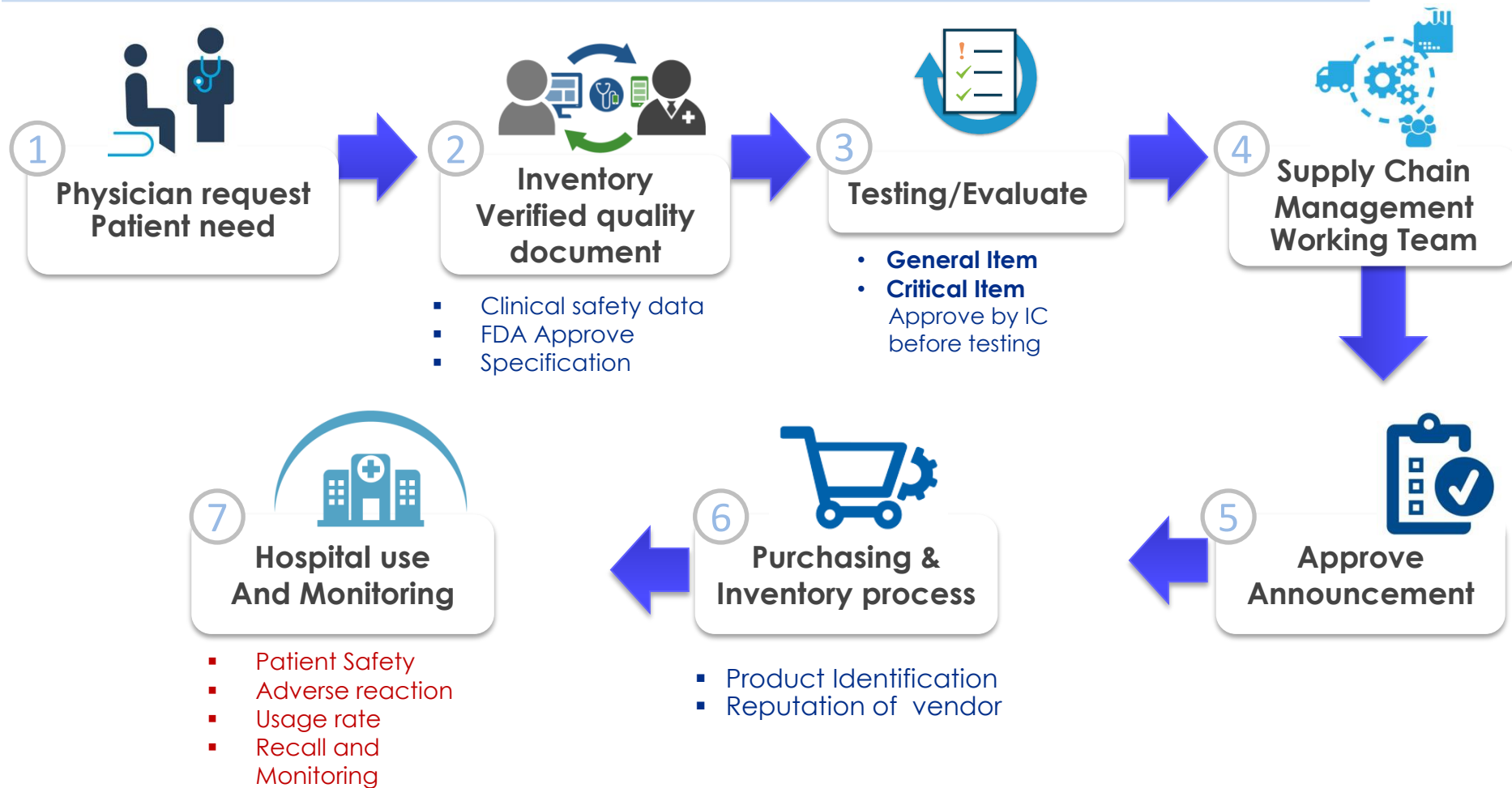


## Classification of Medicine (Ref: From WHO)

- Vital
- Non-Vital



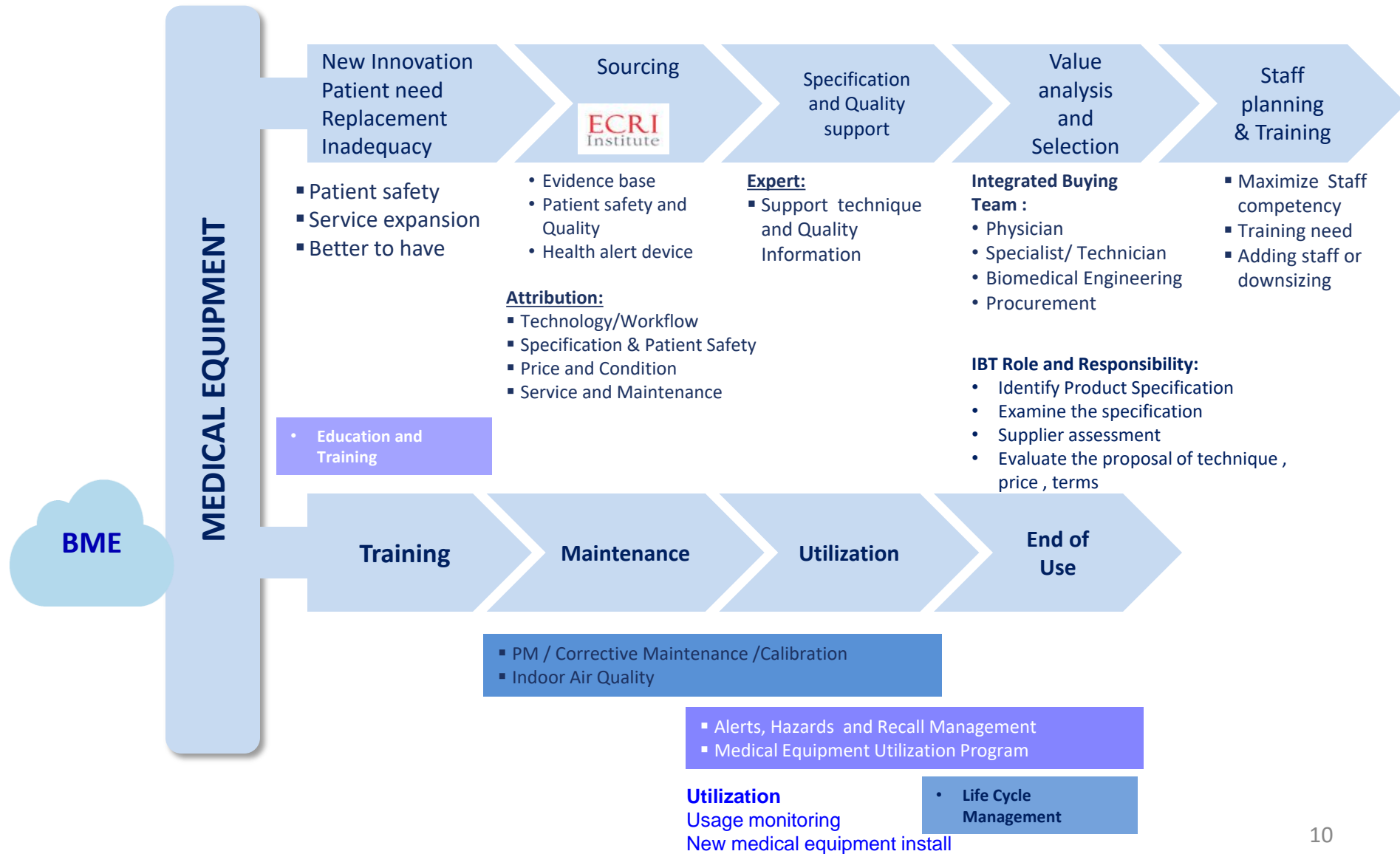
# Supply Chain Management for **Medical supply**



## Classification of Medical Supply (Ref: from ACLS : Advanced cardiovascular life support)


- Vital (A=Airway, B=Breath, C=Circulation)
- Essential
- Non-Essential

# Supply Chain Management for Medical Technology



# Approve Vendor List

In order to be considered for inclusion in our directory, our company must show qualification through some of the criteria below:



	Medicine	Medical Supply	Medical Equipment
<b>Company</b>	<ul style="list-style-type: none"> <li>Company Profile</li> <li>Company certificate</li> </ul>	<ul style="list-style-type: none"> <li>Company Profile</li> <li>Company certificate</li> </ul>	<ul style="list-style-type: none"> <li>Company Profile</li> <li>Company certificate</li> </ul>
<b>Law and Regulation</b>	<ul style="list-style-type: none"> <li><b>PIC/S</b></li> <li><b>GMP</b></li> <li>MSDS</li> </ul>	<ul style="list-style-type: none"> <li>FDA registration</li> <li>Certificate of free sale</li> <li>Certificate of Import license</li> </ul>	<ul style="list-style-type: none"> <li>FDA registration</li> <li>Certificate of free sale</li> <li>Certificate of Import license</li> </ul>
<b>Quality Aspects</b>	<ul style="list-style-type: none"> <li>ISO 9001</li> <li>ISO 14000</li> <li>OHSAS</li> <li>HACCP</li> <li>Other</li> </ul>	<ul style="list-style-type: none"> <li>ISO 9001</li> <li>ISO 13485</li> <li>ISO 14000</li> <li>OHSAS</li> <li>ECRI Certified</li> </ul>	<ul style="list-style-type: none"> <li>ISO 9001</li> <li><b>ISO 13485*</b></li> <li>ISO 14000</li> <li>OHSAS</li> <li>ECRI Certified</li> </ul>
<b>Clinical safety data</b>	<ul style="list-style-type: none"> <li>Bio Equivalent</li> <li>Clinical Trial</li> </ul>	<ul style="list-style-type: none"> <li>Allergy test paper</li> <li>Demonstrated experience in the medical device</li> </ul>	<ul style="list-style-type: none"> <li>Demonstrated experience in the medical device</li> </ul>

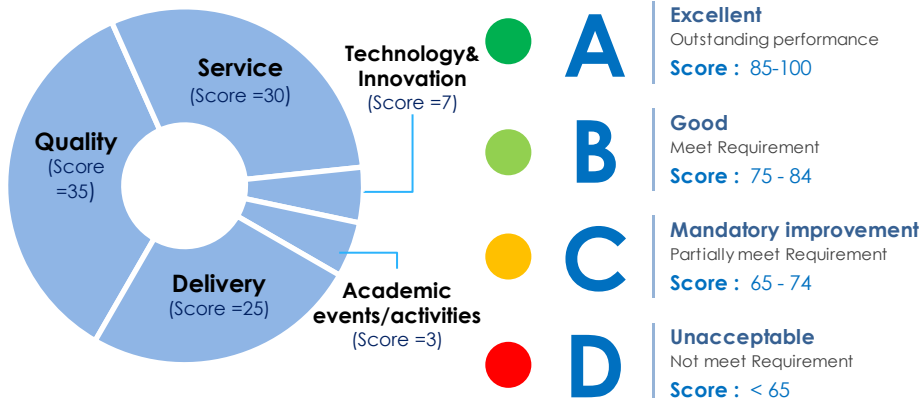


## Annual Supplier Evaluation Program 2018

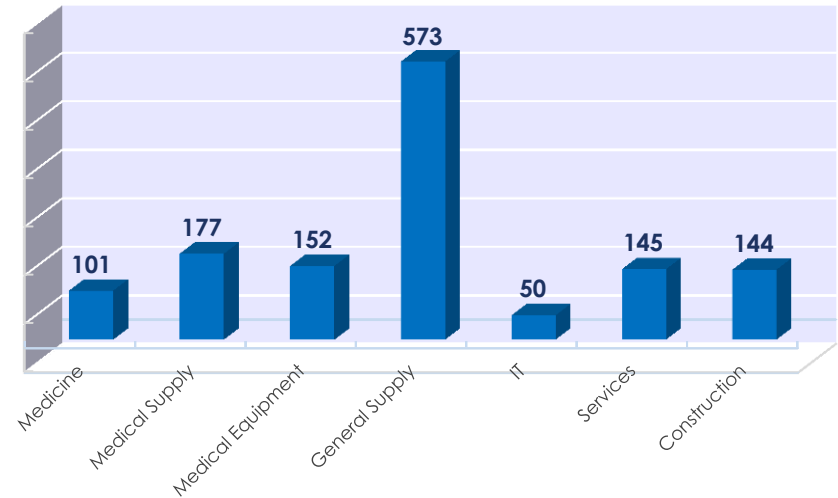
### Objective:

- Measuring the performance of suppliers is to ensure a well-functioning supply chain.
- To ensure that our suppliers are adequately contributing to our business success.
- The process of evaluating performance can motivate suppliers to improve their performance.
- Mitigation against poor supplier performance or performance failures

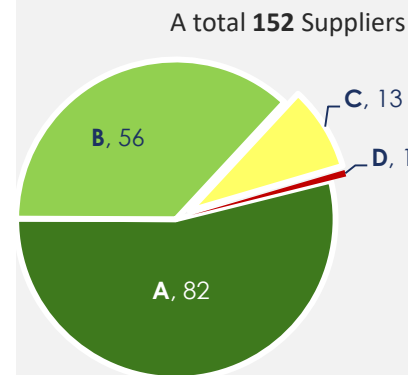
### Criteria



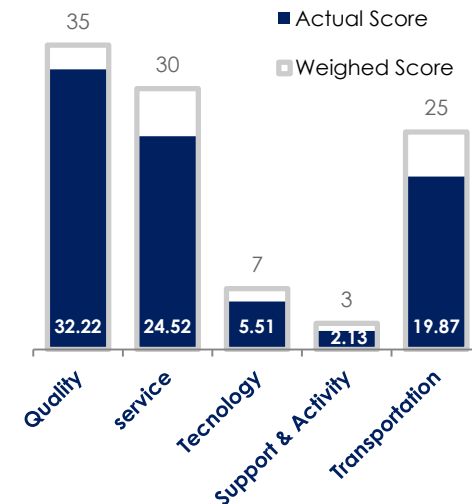
### Total No. of Supplier for BDMS Group



### MEDICAL EQUIPMENT



### Score by attribute





# Recall and Monitoring | Source of data



## Thai FDA Safety Alert

- Safety Information
- Recall and Suspense



## Health Product Vigilance Center

- Healthcare Product monitoring
- Safety Information



## Unsafe Product Verification and alert center

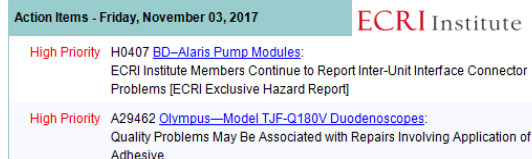


## Recall from Supplier



## US FDA Enforcement Reports

- Safety Information
- Safety alert for Human Medical Product
- Adverse event report



## ECRI

- Medical device safety report
- Health device system : alert and action

# Recall and Monitoring

**"Product Monitoring"** : Medicine & Medical Supply Recall and Hazard Alert



Monitor patient

Return to Vendor

Monitor Alert  
Recall or  
Suspense

Compare with  
Purchasing  
History & Hospital  
formulary

Inform all user  
"Do not use"

Notify to  
Pharmacy,  
PT&T

Review  
Dispensing  
(1 month)

Contact patient for  
returning and  
changing treatment

Collecting Recall  
medicine

Supplier/FDA  
HPVC/ USFDA

INVENTORY

INVENTORY

PHARMACY

INVENTORY





**Living** is an art,  
Being **Healthy** is a journey,  
Make the artistic journey **Daily**.

**Living - Healthy - Daily**

