

LOGISTICS INDICATOR ASSESSMENT TOOL (LIAT)¹

INTERVIEWER'S GUIDE

- Questions #1-4** Note the date, your name and the names of other interviewers, the time you begin the interview and the location of the facility.
- Question #5 - 8** Circle the type of facility where the survey is conducted and write in the name of the facility.
- Question #9** Record the total number of staff at the facility. For warehouses, include staff of the warehouse only, even if it is linked to an SDP such as a district hospital. For SDPs include all staff in the facility, not only those working on logistics.
- Question #10** List the titles of all the members of the staff interviewed at the site, how long they held the position and if they have received any training in logistics. Ask about the type of logistics training received by the staff in each product category (e.g. if speaking to the person in charge of immunization ask specifically if he/she has received formal training in cold chain and vaccine logistics).
- Questions #11-#29** Be sure to read each question exactly as written. If the respondent does not understand the question, you may explain it in your own words or translate to local dialect. If the answer given is not clear or does not clearly fit any response category, use the comment section to provide additional useful information.
- Question #30** List all the HIV/test kits by type and brand. Please note if not applicable.
- Tables #31 to 34** Should be filled for each product, following the instructions preceding each table in the questionnaire.
- Table 35** Should be filled for each storage area housing products being assessed, following the instructions preceding the table.
- Questions #36-40** Answer these questions only if the study team is looking at a cold chain logistics system.
- Questions #41-44** Be sure to answer each question exactly as written. If the respondent does not understand the question, you may explain it in your own words or translate to local dialect. If the answer given is not clear or does not clearly fit any response category, use the comments section to provide additional useful information.
- Question #45 to 46** Record the ending time of the interview and calculate the total time of the interview using the beginning time recorded at the beginning of the questionnaire.

¹ DELIVER/JSI, 2002.

QUESTIONNAIRE
FOR SERVICE DELIVERY POINTS, DISTRICT/REGIONAL FACILITIES AND CENTRAL WAREHOUSES

Introduce yourself and all members of the team, including titles/positions. Present the objectives of this assessment and how this interview will help the team to achieve the objectives.

State your objectives here

Explain how the team will conduct the interview, invite relevant interviewees to join the group and begin.

Beginning time of Interview _____

End time of Interview _____

1. Date _____ 2. Interviewer(s) _____

3. Region/Province _____ 4. District _____

5. Type of facility: (Circle all that apply)

- a) Urban/Rural
- b) Public/Private
- c) Warehouse/Service Delivery Point (if warehouse go to question 6, if SDP go to question 7)

6. If warehouse:

- a) Central
- b) Regional/Provincial
- c) District/Zonal

7. If SDP:

- a) Hospital
- b) Clinic
- c) Dispensary
- d) Health post
- e) Health worker

8. Name of the facility: _____

9. Total number of staff at facility: _____

10. <u>Respondents interviewed at this site:</u>		
<u>Title</u>	<u>Length in current position</u>	**<u>Received training in logistics</u> <u>(specify product categories & dates)</u>
a) _____	_____ years/months	_____
b) _____	_____ years/months	_____
c) _____	_____ years/months	_____
d) _____	_____ years/months	_____
e) _____	_____ years/months	_____
f) _____	_____ years/months	_____
g) _____	_____ years/months	_____

**** Logistics includes the following functions: Ordering, Receiving supplies, Inventory management, and supervision. If speaking to the person in charge of EPI, ask specifically “Have you received formal training for cold chain and vaccine logistics?”**

11. Do you use the following logistics forms to manage health products?	
a) Stock cards/records	<i>If no, go to question 16</i>
b) LMIS reports (including requisition and issue vouchers, consumption, transactions)	

Please circle answer(s)	Comments
12. How is the information on these forms used? (Circle all that apply) a) Calculating consumption b) Calculating needs c) Reporting use to the higher level d) Requesting supplies from the higher level e) Other, please explain in comments section	
13. If LMIS reports are used, are they sent to the higher level? a) Yes b) No (<i>go to question 15</i>) c) Don't know (<i>go to question 16</i>) d) Not applicable (<i>go to question 16</i>)	

Please circle answer(s)	Comments
14. How often are these forms sent to the higher level? a) Monthly b) Quarterly c) Semi-annually d) Annually e) Other (please specify in the comments section) f) Not Applicable	
15. How often are you supposed to send these forms to the higher level? a) Monthly b) Quarterly c) Semi-annually d) Annually e) Other (please specify in the comments section) f) Not Applicable	
16. How many facilities should send reports to this facility? _____ (if zero, go to Q18)	
17. Provide an approximate number of facilities that send these reports according to schedule. _____	
18. How many times have you placed an order or submitted a procurement request in the last year? a) None b) 0-3 times c) 3-6 times d) more than 6 times a year (specify reasons in the comments section)	
19. How often are you supposed to place orders or submit a procurement request? a) Monthly b) Quarterly c) Semi-annually d) Annually e) Other (specify in the comments section) f) Not Applicable	
20. Who determines this facility's re-supply quantities? a) The facility itself (pull) b) The facility at the higher level (push/topping up) c) Other (explain in the comments section)	

Please circle answer(s)	Comments
<p>21. How are the facility's re-supply quantities determined?</p> <ul style="list-style-type: none"> a) Formula (describe in comment space) b) Higher level facility determines c) Other means (describe in comments section) 	
<p>22. Which data elements are used to calculate the facility's re-supply quantities? (Circle all that apply)</p> <ul style="list-style-type: none"> a) Beginning of reporting period stock level b) End of reporting period stock level c) Quantity received d) Quantity dispensed e) Losses and adjustments f) Other (specify in the comments section) 	
<p>23. How did you learn how to complete the forms used at this facility?</p> <ul style="list-style-type: none"> a) During a logistics training b) On the job training c) On the job d) Other (specify in the comments section) 	
<p>24. Who is responsible for transporting commodities to your facility?</p> <ul style="list-style-type: none"> a) This facility collects b) The higher level facility delivers c) Other (explain in the comments section) 	
<p>25. What mode of transportation is most often used?</p> <ul style="list-style-type: none"> a) Public transportation b) Facility-managed vehicle c) Private, hired vehicle d) On foot e) Other (specify in comments section) 	
<p>26. When did you conduct your last supervisory visit?</p> <ul style="list-style-type: none"> a) Within the last month b) Within the last 3 months c) Within the last 6 months d) Other (explain in comments section) e) Never f) Not Applicable 	

Please circle answer(s)	Comments
27. When did you receive your last supervisory visit? a) Within the last month b) Within the last 3 months c) Within the last 6 months d) Other (explain in comments section) e) Never (<i>go to question 30</i>) f) Not Applicable (<i>go to question 30</i>)	
28. Who conducted the supervisory visit that you received? (specify position of the person) _____	
29. What was done during the supervisory visit you received? (Circle all that apply) a) Supplies checked b) Stock cards checked c) Expired stock removed d) LMIS reports checked e) OJT/coaching f) Other (explain in the comments section)	
30. Please list all the HIV test kits that are managed by this facility:	
Type	Brand
_____ _____ _____ _____ _____	_____ _____ _____ _____ _____

13.	The current space and organization is sufficient for existing products and reasonable expansion (i.e., receipt of expected product deliveries for the foreseeable future).				
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The additional standards below can be applied to any facility large enough to require stacking of multiple boxes.

No.	Description	Yes	No	N/A	Comments
14.	Products are stacked at least 10 cm (4 inches) off the floor.				
15.	Products are stacked at least 30 cm (1 foot) away from the walls and other stacks.				
16.	Products are stacked no more than 2.5 meters (8 feet) high.				
17.	Fire safety equipment is available and accessible (any item identified as being used to promote fire safety should be considered).				
18.	Products are stored separately from insecticides and chemicals.				

Additional guidelines for specific questions:

Item 2: In noting proper product arrangement, the shelf life of the different products should be considered.

Item 3: Cartons should be checked to determine whether they are smashed due to mishandling. The conditions of the products inside opened or damaged cartons should also be examined to see if they are wet, cracked open due to heat/radiation (e.g. because of fluorescent lights in the case of condoms) or crushed.

Item 4: The discarding of damaged or expired products should be conducted according to the facility's procedures (which may differ from one facility to another). Please specify if procedures exist and note what they are.

Item 7: It is important to check the storage area for traces of rodents (droppings) or insects harmful to the products.

Item 8: This refers to either a warehouse secured with a lock or to a cabinet with a key in a clinic.

Item 17: Fire safety equipment does not have to meet international standards. Any item identified as being used to promote fire safety (e.g. water bucket, sand) should be considered.

No.	Question (and instructions)	Response (and skip instructions)
If the study team is not studying a cold chain logistics system, skip to question 41		
36	Do you have a functioning refrigerator(s) to store vaccines and/or HIV test kits?	1. yes number ____ 2. no (go to Q40) 3. Not applicable (go to Q40)
37	Write down the actual temperature by looking at the internal thermometer inside the fridge (ideally temperature should be between 0 and +8 degrees centigrade) (<i>note if thermometer broken or missing</i>)	Temperature (Centigrade) _____
38	Are refrigerators located away from any surrounding objects?	1. yes 2. no
39	Is the temperature chart up-to-date? (in order to be up-to-date, there has to be an entry for the day of the visit)	1. yes 2. no
40	Do you have a supply of paraffin or LPG for cold chain and sterilization purposes?	1. yes 2. no

41	Are there any commodities you always run out of before re-supply? List the three most frequent.	1. _____ 2. _____ 3. _____
42	Are there any commodities you always have a surplus of before re-supply? List the three most frequent.	1. _____ 2. _____ 3. _____
43	What could be done to ensure the regular supply of products?	1. _____ 2. _____ 3. _____
44	Aside from “more staff” and “salary issues”, what kind of support could be provided to help you do your job more effectively?	1. _____ 2. _____ 3. _____

Ask the person/people you interviewed if they have any questions for you.

Thank the person/people who talked with you. Reiterate how they have helped the program achieve it's objectives and assure them that the results will be used to develop improvements in logistics system performance

45. End time of interview: _____

46. Total time of interview: _____