Effective Healthcare Supply Chain and Logistics Management Training Course



19 - 23 Oct 2026

Kuala Lumpur

5200 € (Per Person)

Ref: #HSM2902_68755

Course Introduction / Overview:

A well-managed supply chain is the backbone of any efficient healthcare organization, directly impacting patient care, financial performance, and operational efficiency. This training course is designed to equip healthcare professionals with the strategic knowledge and practical skills needed to optimize their supply chain and logistics operations. Participants will explore everything from inventory management and procurement to distribution and vendor relationships. The curriculum addresses the critical need to balance cost-effectiveness with the availability of essential medical supplies and equipment. As noted by academic author Dr. Suzanne F. Delbanco in her book "Healthcare Supply Chain Management," a lean and resilient supply chain is a key component of a high-performing health system. BIG BEN Training Center is proud to offer a program that moves beyond basic inventory management to focus on a systemic, end-to-end approach. You will learn how to reduce costs, improve efficiency, and ensure that the right products are available at the right time. This course empowers you to be a driver of operational excellence, ensuring your organization can deliver the best possible patient care.

Target Audience / This Training Course is Suitable for:

- Supply chain managers.
- Logistics and procurement officers.
- Hospital administrators and managers.
- Materials management staff.
- Healthcare finance professionals.
- Clinical directors and department heads.
- Medical device and pharmaceutical representatives.

Target Sectors and Industries:

- Hospitals and medical centers.
- Medical device and pharmaceutical companies.
- Health insurance providers.
- Government agencies and health departments.
- Long-term care facilities.
- Medical clinics and specialist practices.
- Healthcare distributors.

Target Organizations Departments:

- Supply chain and logistics departments.
- Procurement and purchasing.
- Materials management.
- Finance and accounting.
- Operations and administration.
- Clinical services.
- Risk management.

Course Offerings:

By the end of this course, the participants will have able to:

- Optimize the healthcare supply chain for efficiency and cost reduction.
- Implement effective inventory management and control systems.
- Develop and manage strong relationships with suppliers.
- Use data and analytics to make informed supply chain decisions.
- Navigate the complexities of medical device and pharmaceutical procurement.
- Ensure a resilient supply chain during times of crisis.
- Improve the flow of goods from procurement to patient care.

Course Methodology:

This training course uses a blend of case studies and hands-on workshops. Participants will work in groups to analyze real-world supply chain challenges, such as managing a product recall or optimizing inventory in a hospital. The curriculum includes workshops on using data analytics for forecasting and developing a vendor management strategy. Our instructors are seasoned supply chain professionals with extensive experience in the healthcare sector who will provide practical insights and guidance. BIG BEN Training Center is committed to a learning environment that is both collaborative and action oriented. The course is designed to be highly practical, ensuring that you leave with confidence and tools to improve your organization's supply chain and drive operational excellence.

Course Agenda (Course Units):

Unit One: Strategic Foundations of Healthcare Supply Chain.

- The importance of a robust healthcare supply chain.
- The key components of the supply chain.
- Balancing cost, quality, and availability.
- The role of technology in supply chain management.
- Lean principles in healthcare logistics.
- Supply chain governance and risk.
- Case study: a hospital's supply chain during a pandemic.

Unit Two: Procurement and Vendor Management.

- Best practices for healthcare procurement.
- Vendor selection and contract negotiation.
- Managing vendor relationships and performance.
- Group purchasing organizations (GPOs).
- Ethical considerations in procurement.
- Procurement for medical devices and pharmaceuticals.
- Workshop: a mock contract negotiation.

Unit Three: Inventory and Warehouse Management.

- Inventory management techniques.
- Forecasting demand for medical supplies.
- Optimizing warehouse and storage space.
- Managing expired and recalled products.
- The use of technology in inventory tracking.
- The link between inventory management and patient care.
- Group project: a new inventory management system.

Unit Four: Distribution and Logistics.

- Managing the flow of goods.
- In-hospital logistics and point-of-use delivery.
- Transport and cold chain management.
- The role of distributors in the supply chain.
- Addressing last-mile delivery challenges.
- Ensuring a resilient distribution network.
- Discussion: the challenges of international logistics.

Unit Five: The Future of Healthcare Supply Chain.

- Data analytics and supply chain intelligence.
- The role of AI and automation.
- Sustainability in the healthcare supply chain.
- Building a resilient and transparent supply chain.
- Future trends in logistics and procurement.
- The professional development of supply chain managers.
- Final presentation: a supply chain improvement plan for a hospital.

FAQ:

Qualifications required for registering to this course?

There are no requirements.

How long is each daily session, and what is the total number of training hours for the course?

This training course spans five days, with daily sessions ranging between 4 to 5 hours, including breaks and interactive activities, bringing the total duration to 20 - 25 training hours.

Something to think about:

How can healthcare organizations balance the need for just-in-time inventory to reduce costs with the imperative of maintaining an adequate supply of critical medical products in a volatile global environment?

What unique qualities does this course offer compared to other courses?

This training course is unique because it is exclusively focused on the healthcare supply chain and logistics. Unlike a general supply chain course, it addresses the specific challenges and nuances of managing medical products, from regulatory compliance to ensuring product availability for patient care. Our program provides a comprehensive framework for procurement, inventory management, and distribution in a clinical context. We use hands-on workshops and real-world case studies to give you the practical skills needed to optimize costs and improve efficiency. This course is designed for professionals who want to move beyond basic operations and become key drivers of a lean and resilient supply chain.