

**Factors Influencing Performance of Medical Stores Department in Service Supply Chain Management  
in Kilimanjaro, Tanzania**  
**By**  
**Dorice J. Malisa**  
**Master of Arts in Procurement and Supply Management**  
**Sokoine University of Agriculture, 2015**

This study focused on investigating the factors influencing the performance of medical stores department in service supply chain management taking Kilimanjaro as a case. It dwells on understanding how medical service delivery in government health institutions performed. It examines the Medical Stores Department functions and procedures used, level of achievement and capabilities, factors influencing product quality and performance as well as determining the performance gaps existing. The study result shows that procurement of drugs and equipment is among the MSD core functions and is done through bidding. This found to be slowest procurement method which affects Government Hospitals. The lead time of 150 days experienced, which affect the distribution process, and the ordering at central store, which also found strictly performed on an annual basis. However, the performance of MSD in service supply chain management at MSD is not good. Most of retailers and customers do not get required medicine in Mawenzi and KCMC hospital timely. This situation makes customers to buy medicine in private pharmacy. This may discourage donors who finances NHIF who aims to reduce cost of drugs and equipment in public hospitals. The study wind up by establishing the need for continuous training for the health facility and MSD staffs, roles of different interested stakeholders in improving Service Supply Chain Management of MSD in delivery of drugs and equipment to meet customer demands.