

Approved by the decision of  
«SK-Pharmacy» LLP Supervisory Board  
dated May 22, 2020 (Report No. 85)

# Interaction assessment with stakeholders as of the year-end 2019 «SK-Pharmacy» LLP



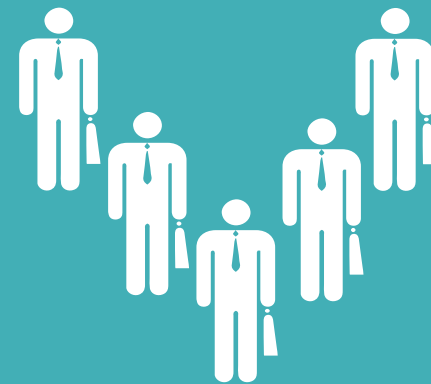
contractors



owners



staff



partners

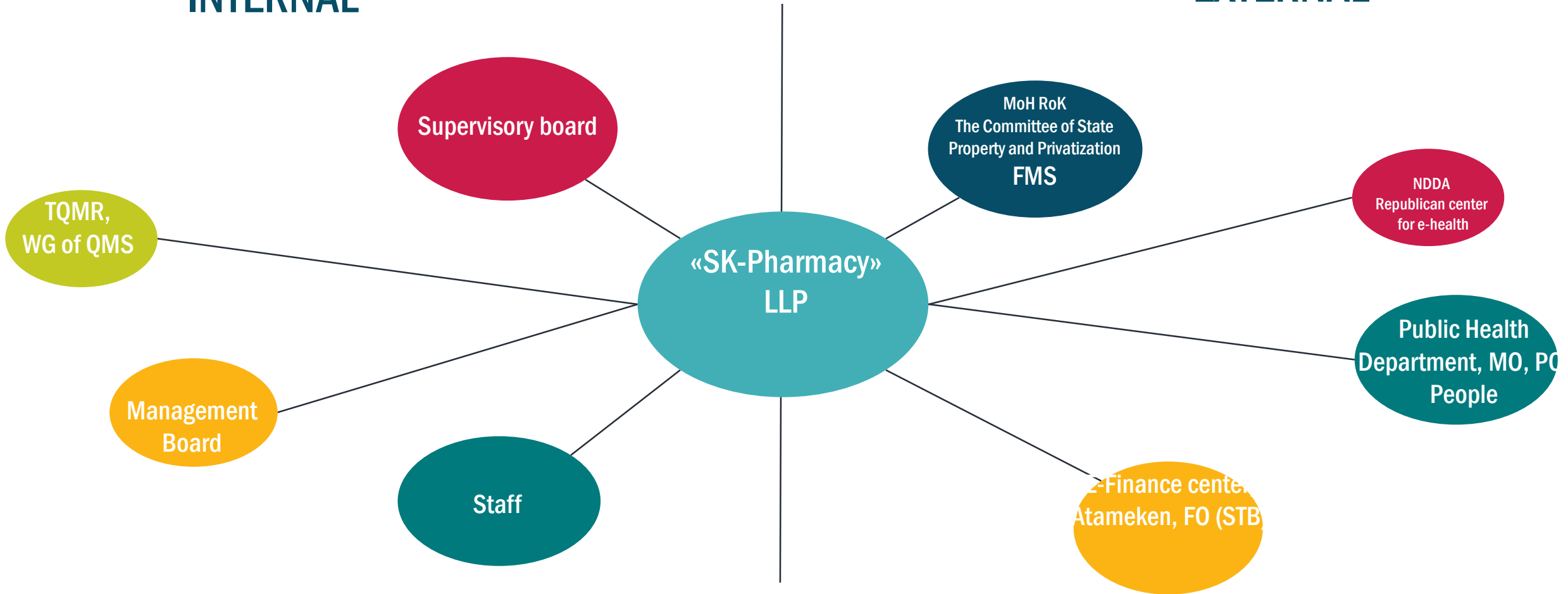


people

# Our stakeholders

INTERNAL

EXTERNAL



Unsatisfied  
0% – 25%

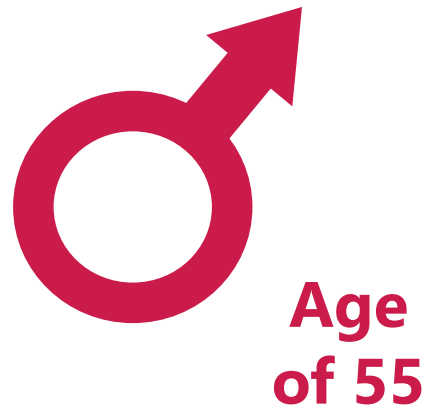
Partially satisfied  
26% – 54%

Rather agree  
55% – 75%

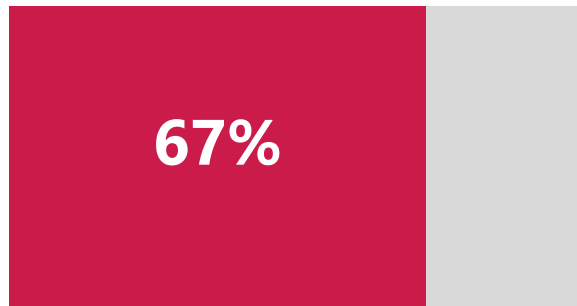
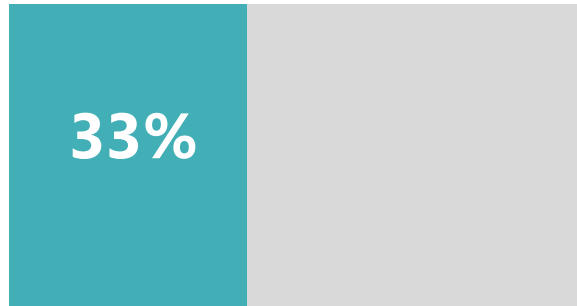
Satisfied – more than  
75%

# Respondents profile

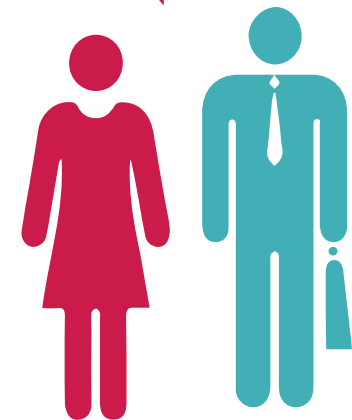
**Average age is  
52,5 age**



**Among them  
512 people  
are:**

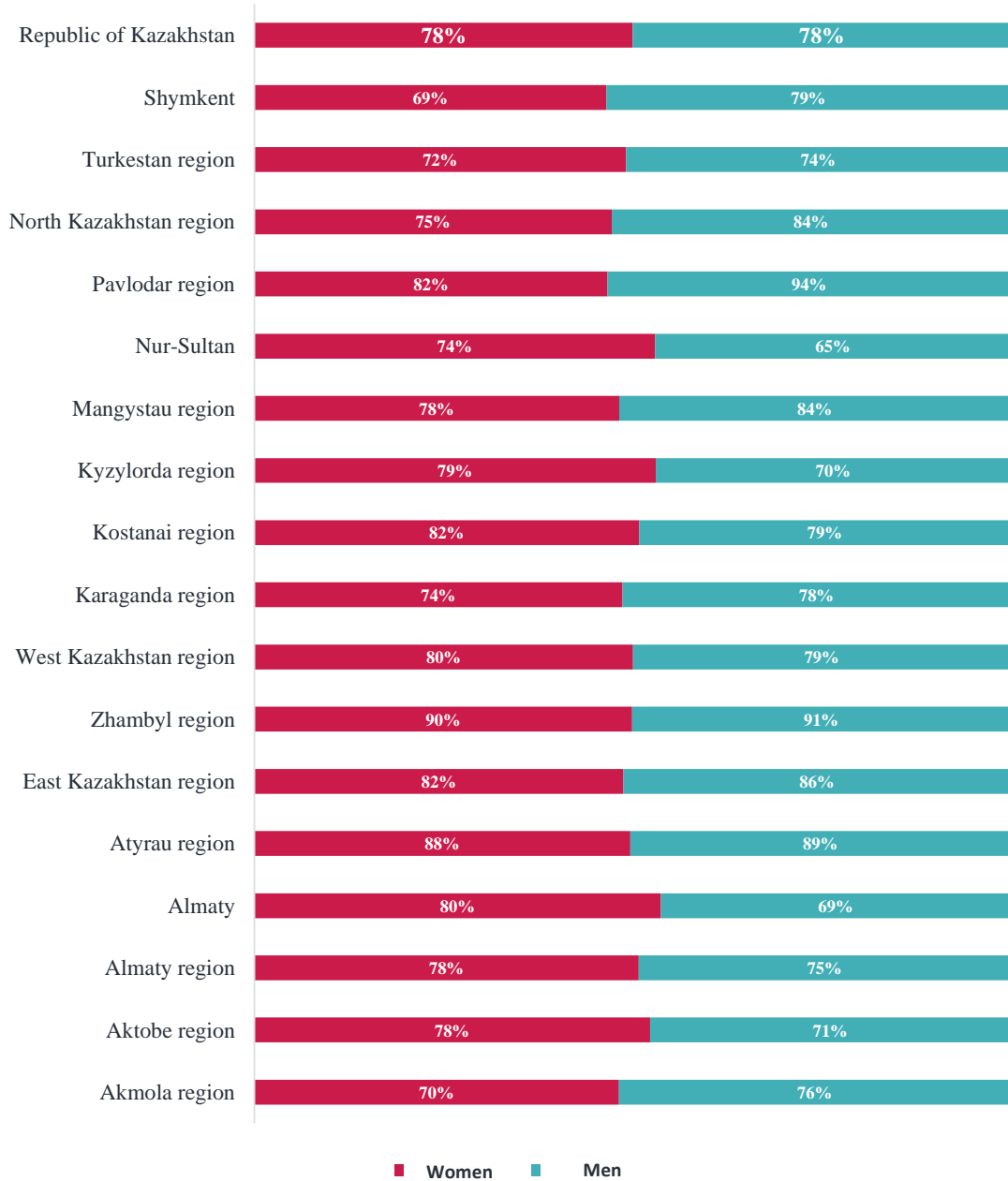


**Average satisfaction  
level**



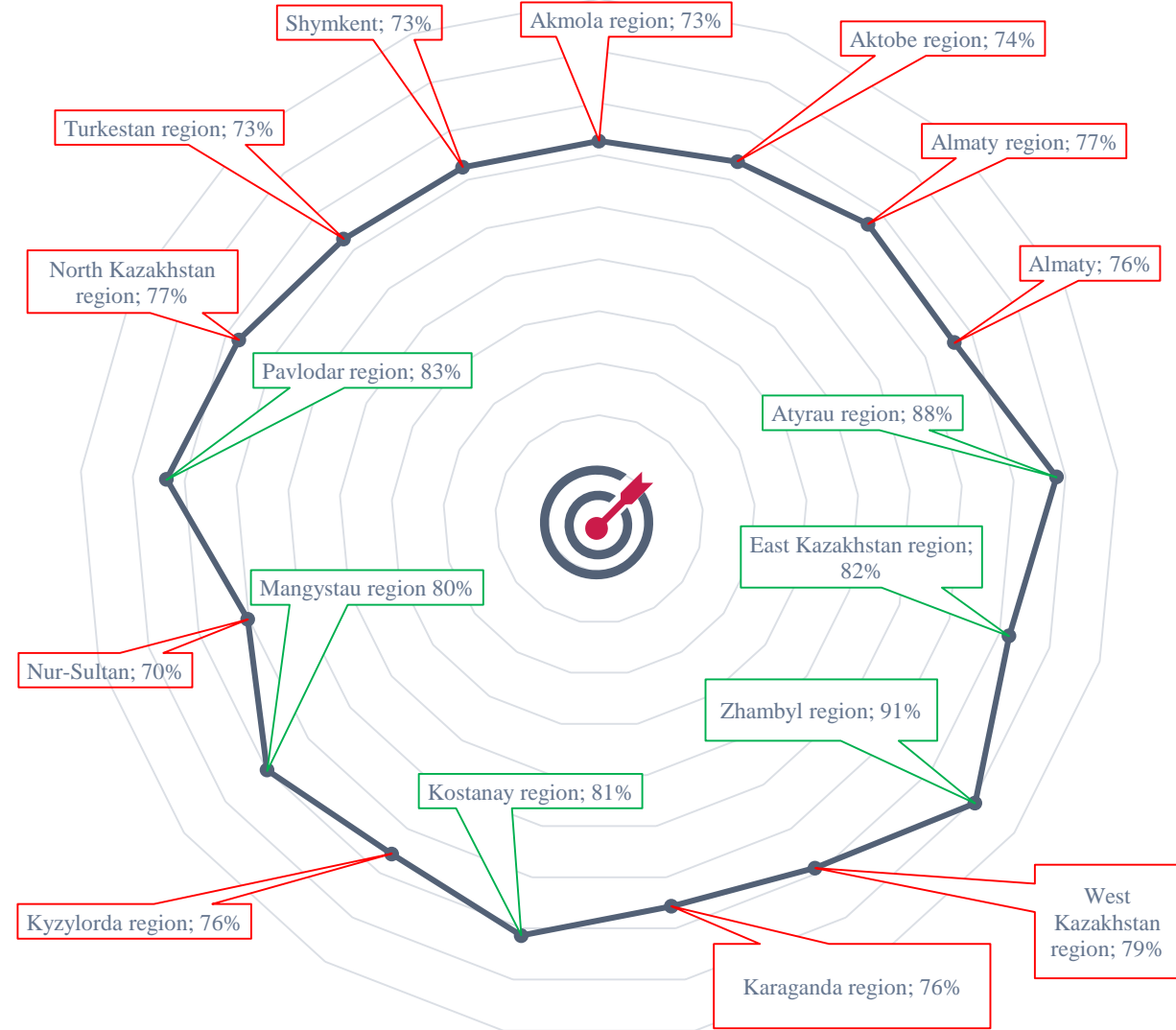
78%

### Gender distribution of profile in region-wise, %



# Satisfaction profile

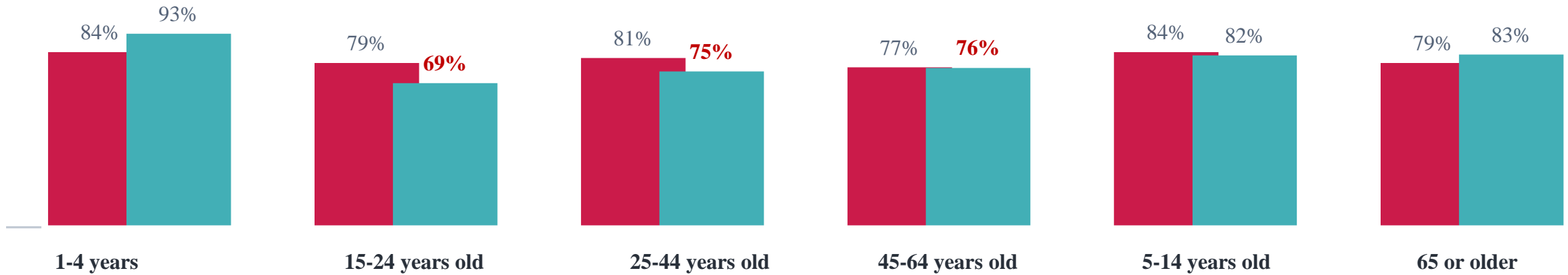
### Profile within regions, %



78%

# Satisfaction profile

### Gender and age distribution of population satisfaction



Are you satisfied with the Partnership's performance in terms of continuity of supply?

62%



Are you satisfied with the Partnership's performance in terms of outpatient drug supply?

69%



Are you satisfied with the Partnership's performance in terms of people interaction?

83%



Are you satisfied with the response efficiency and quality of the Partnership to complaints/grievances ?

86%

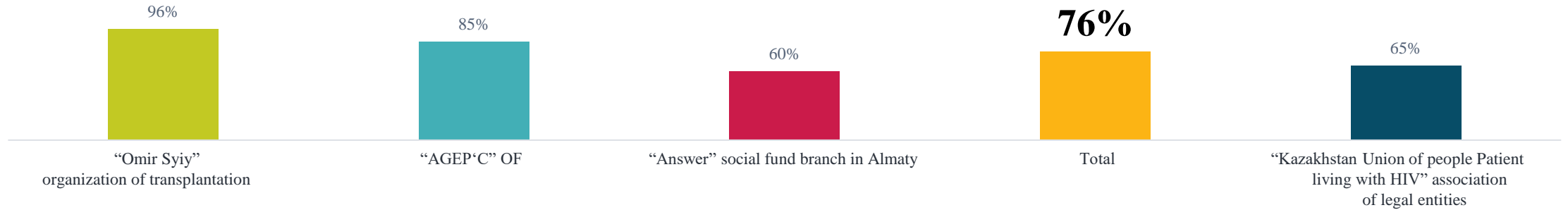


Are you satisfied with the Partnership's interaction channels with the population and their effectiveness?

90%

# Patient organizations

## Satisfaction level



## Satisfaction of Patient organization in questions pattern, %

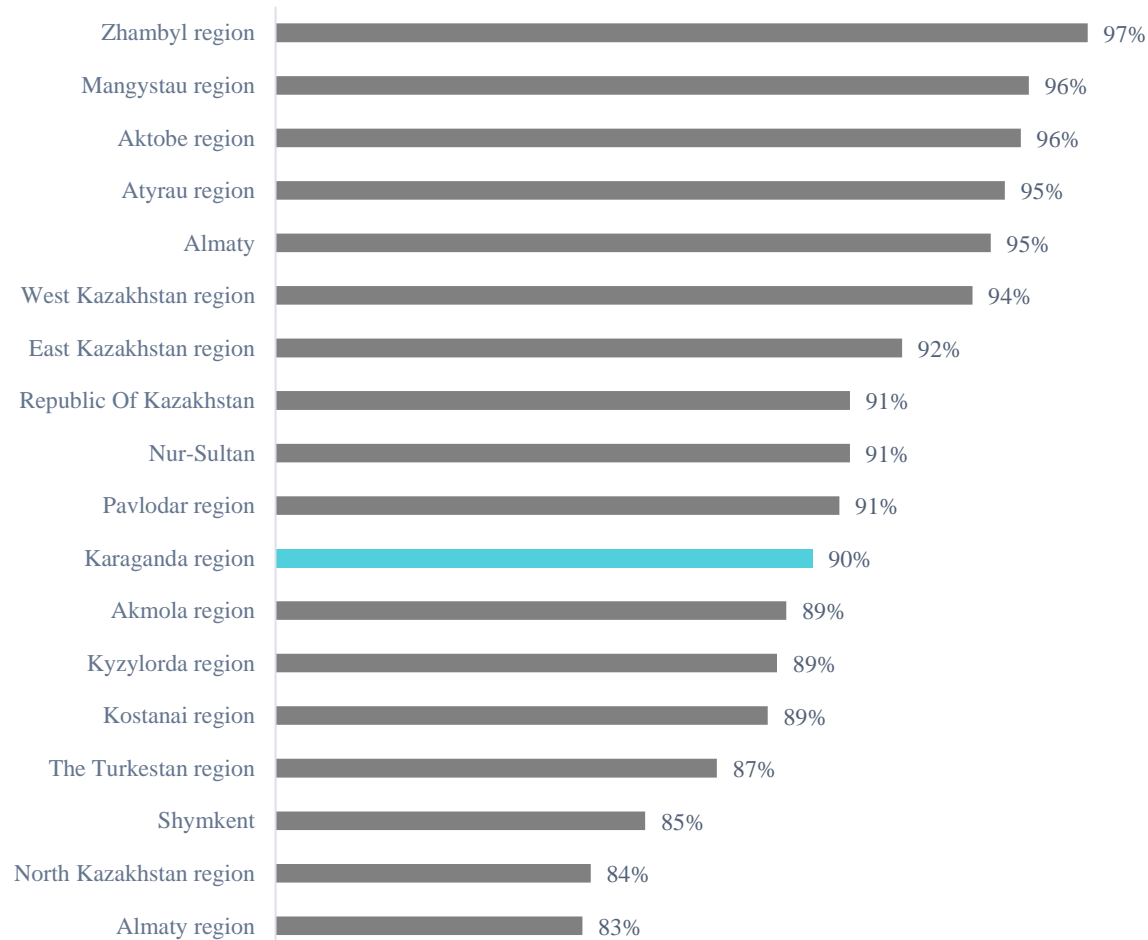


78%

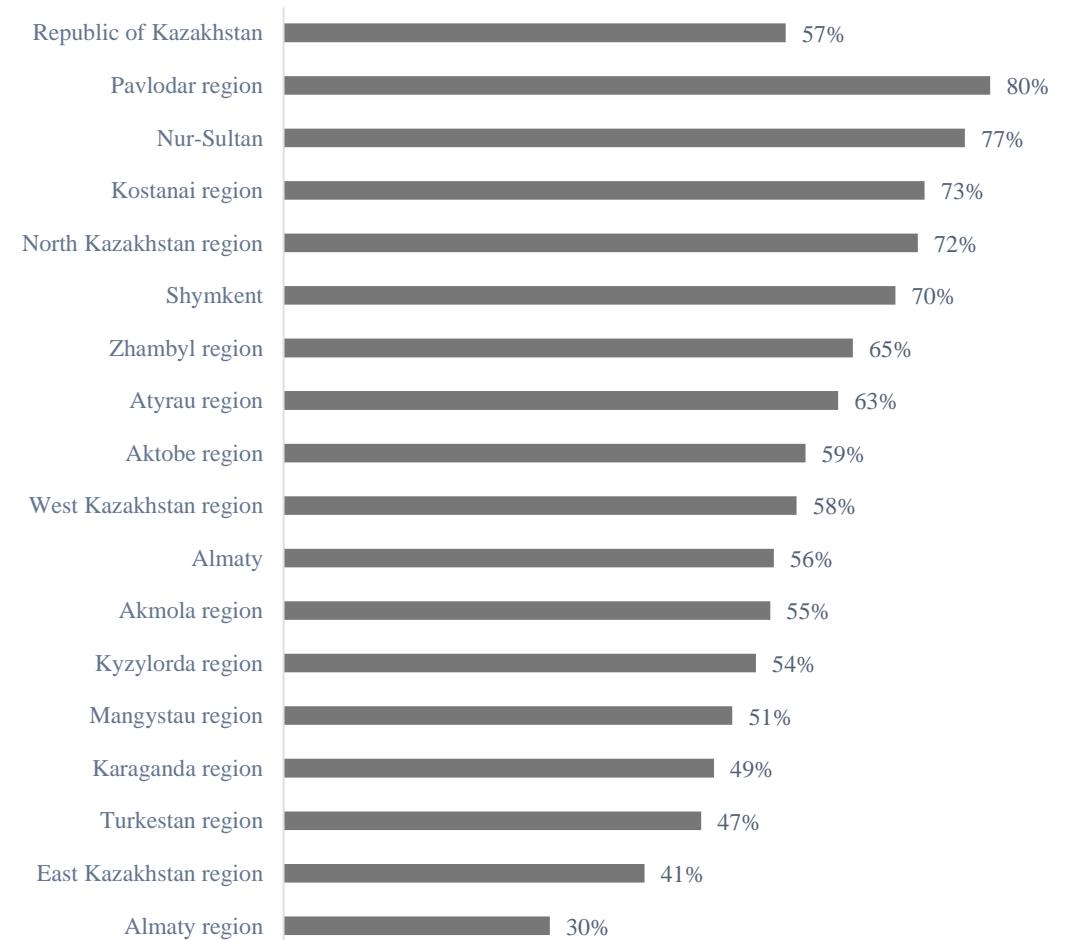
# CONTRACTORS

Healthcare organization (Consumers)

Satisfaction level within regions, %

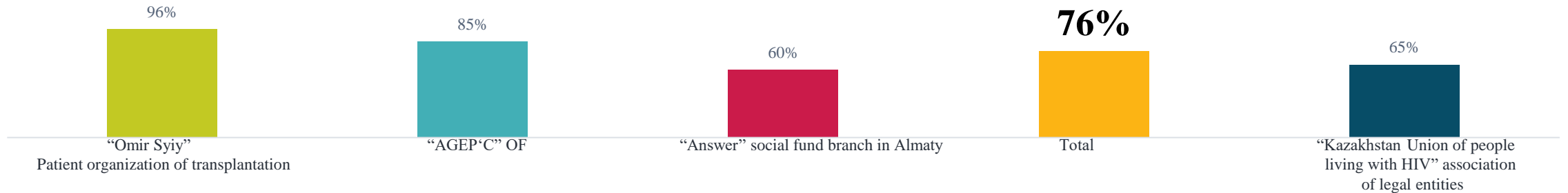


Percentage of Customers who took part in the survey,



# Patient organizations

## Satisfaction level



## Satisfaction of Patient organization in questions pattern, %

Are you satisfied with the work of the Partnership's Contact center?

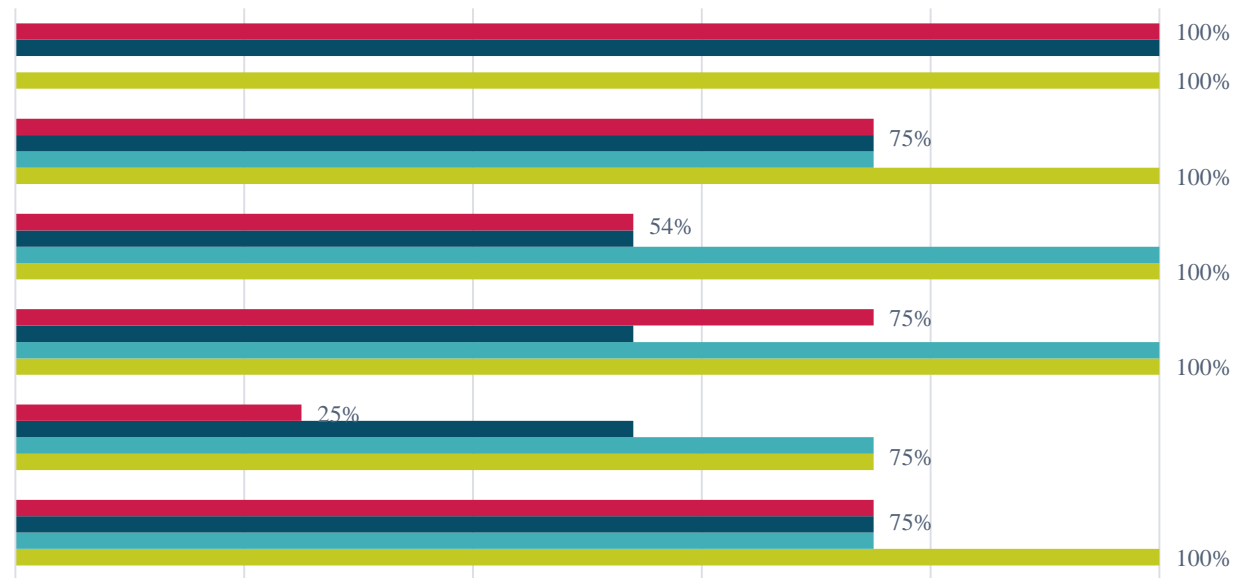
Are you satisfied with the speed and quality of the Partnership's response to complaints / appeals?

Are you satisfied with the Partnership's channels of interaction with the population and their effectiveness?

Are you satisfied with the Partnership's activities in terms of interaction with your organization?

Are you satisfied with the Partnership's performance in terms of uninterrupted supply?

Are you satisfied with the work of the partnership to provide the population with medical services?



■ "Answer" social fund branch in Almaty

■ "Kazakhstan Union of people living with HIV" association of legal entities

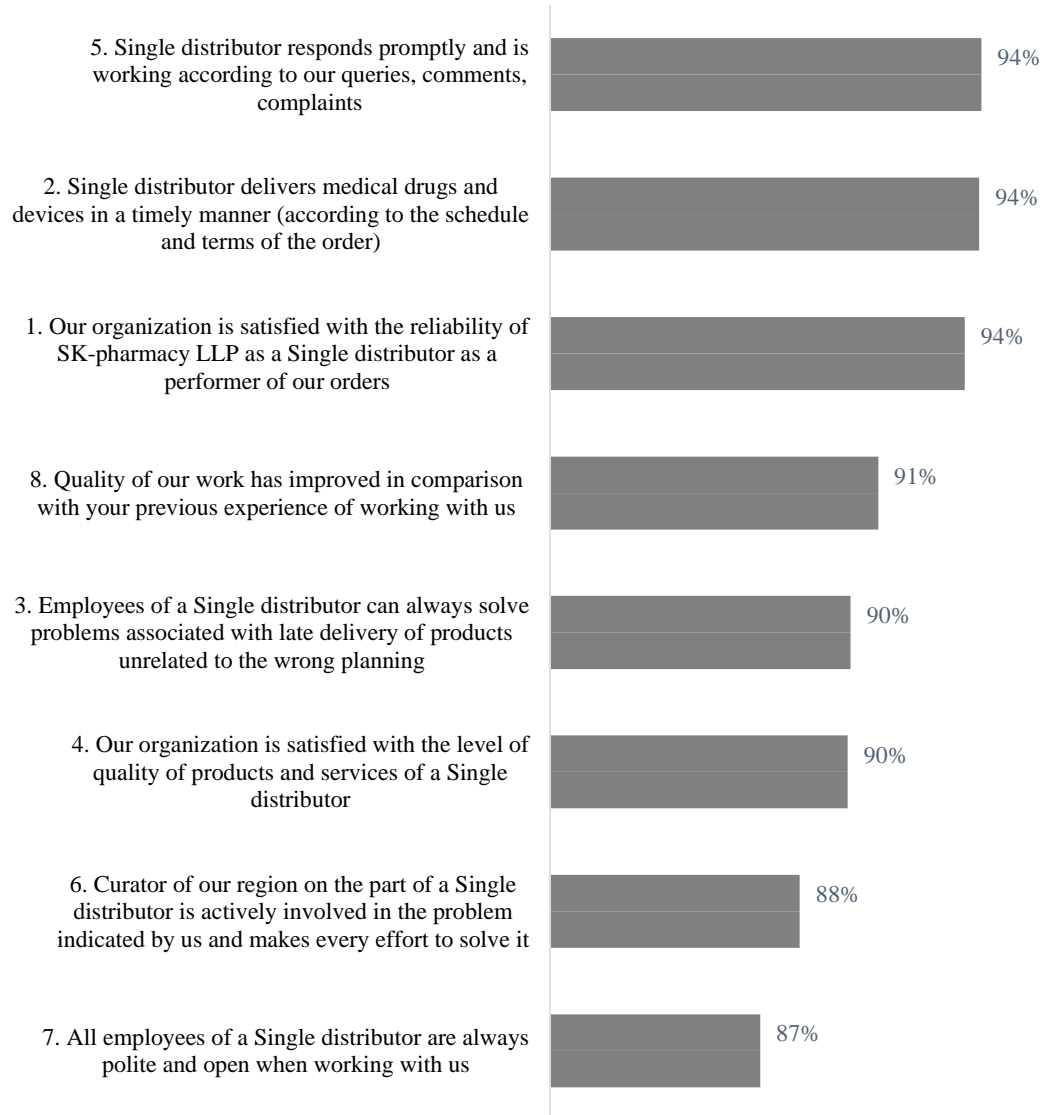
■ "AGEP'C" OF

■ "Omir Syiy" Patient organization of transplantation

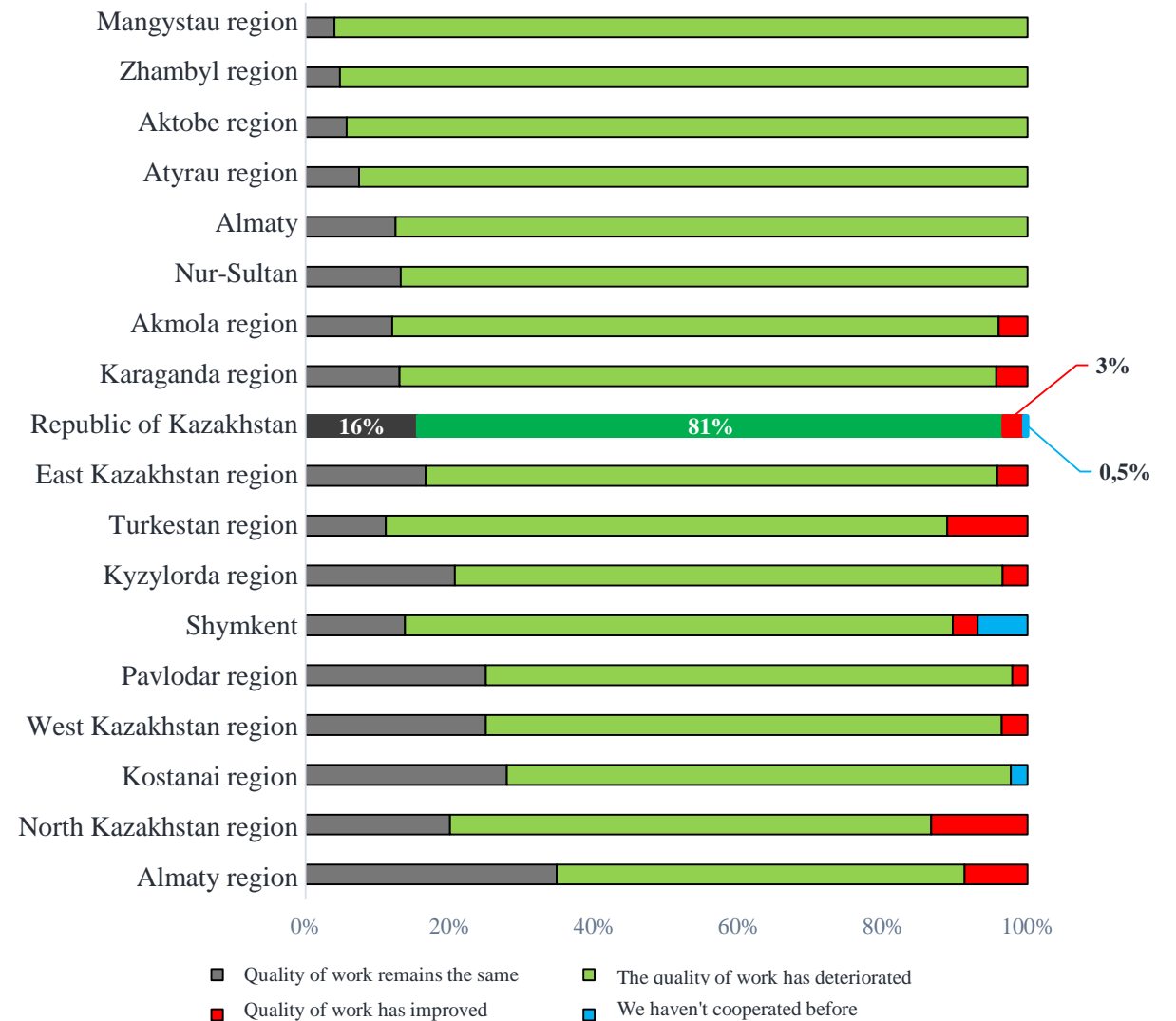


# Medical Organizations (Customers)

Satisfaction level in questions pattern



Performance evaluation of Single distributor's work in comparison with the previous experience of cooperation Customers

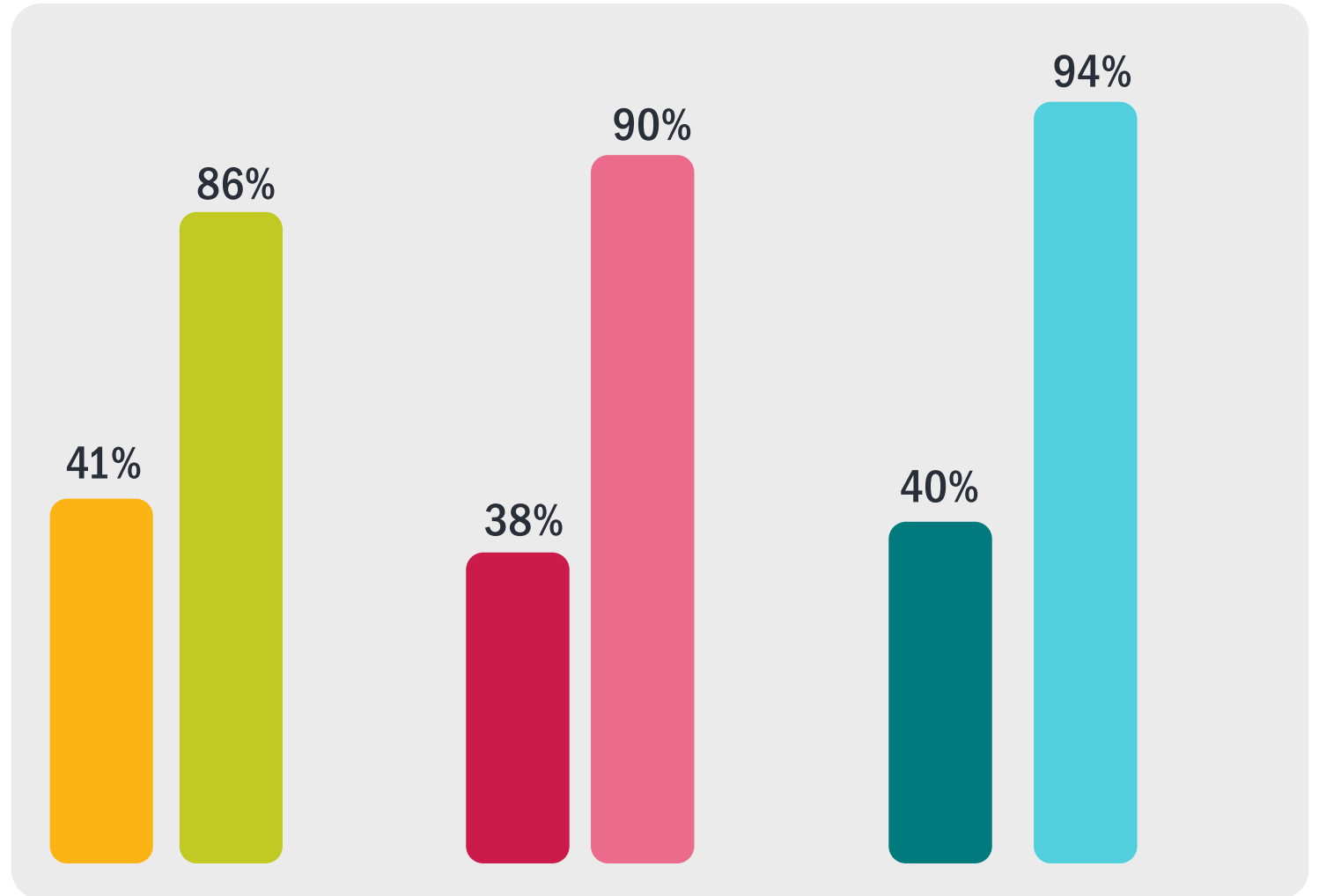


# CONTRACTORS

Pharmaceutical products and medical devices contractors

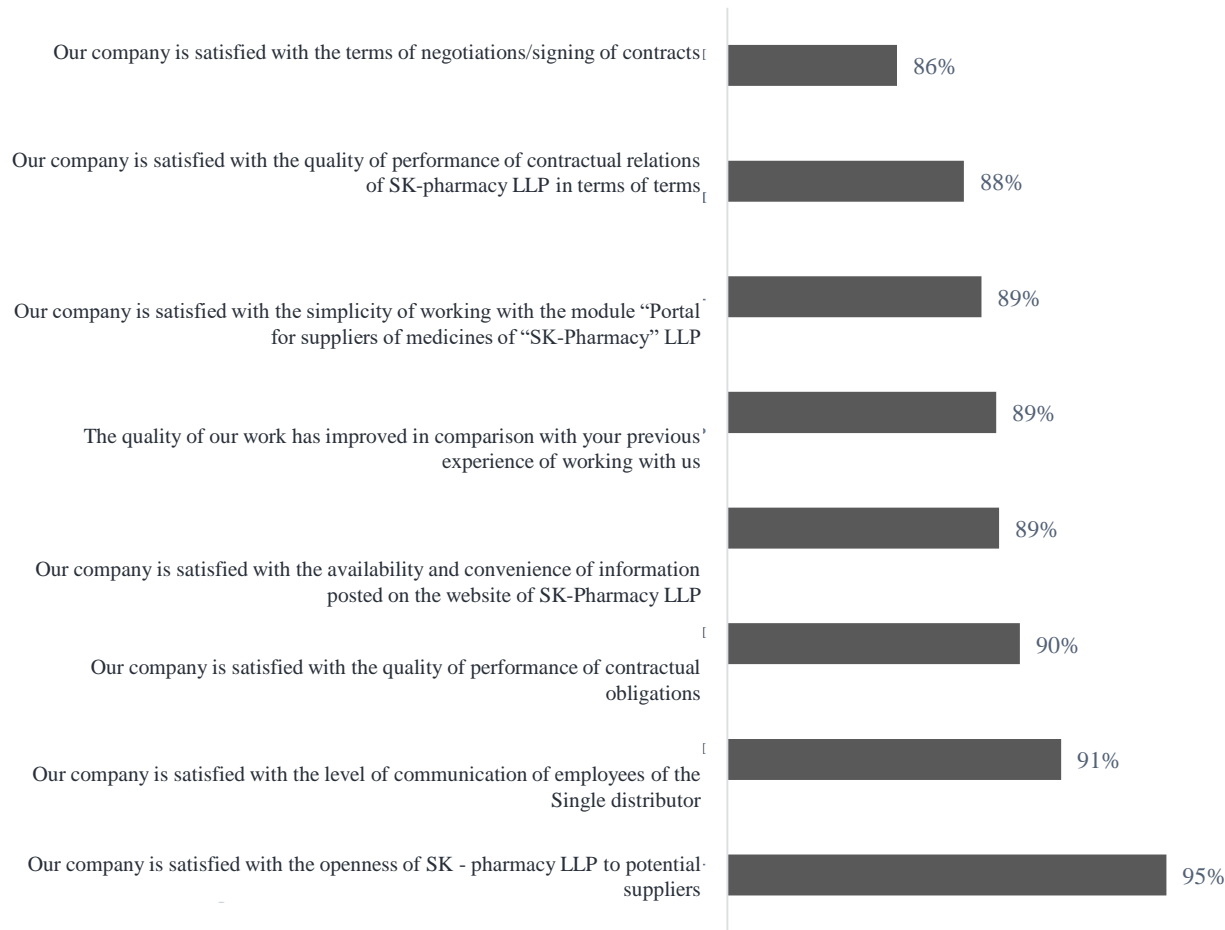


Scale 40 %  
Satisfaction 90 %

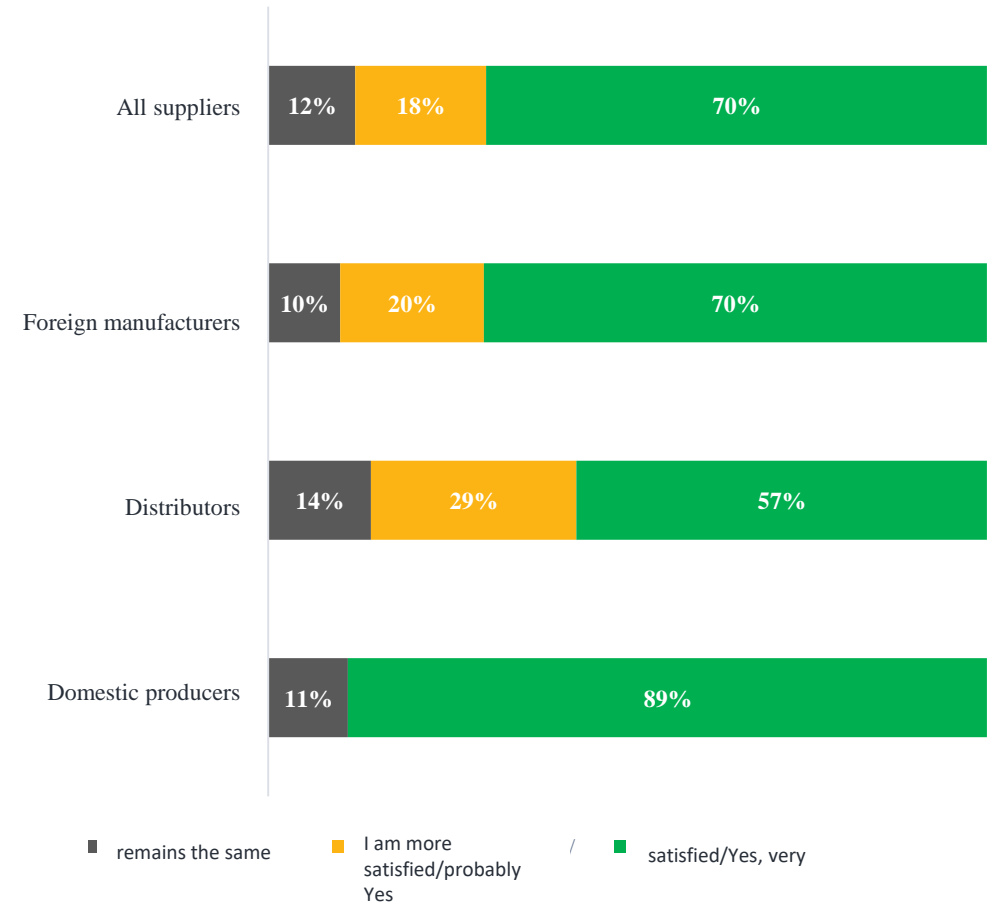


# Pharmaceutical products and medical devices contractors

## Satisfaction level in questions pattern



## Performance evaluation of Single distributor's work in comparison with the previous experience of cooperation Customers



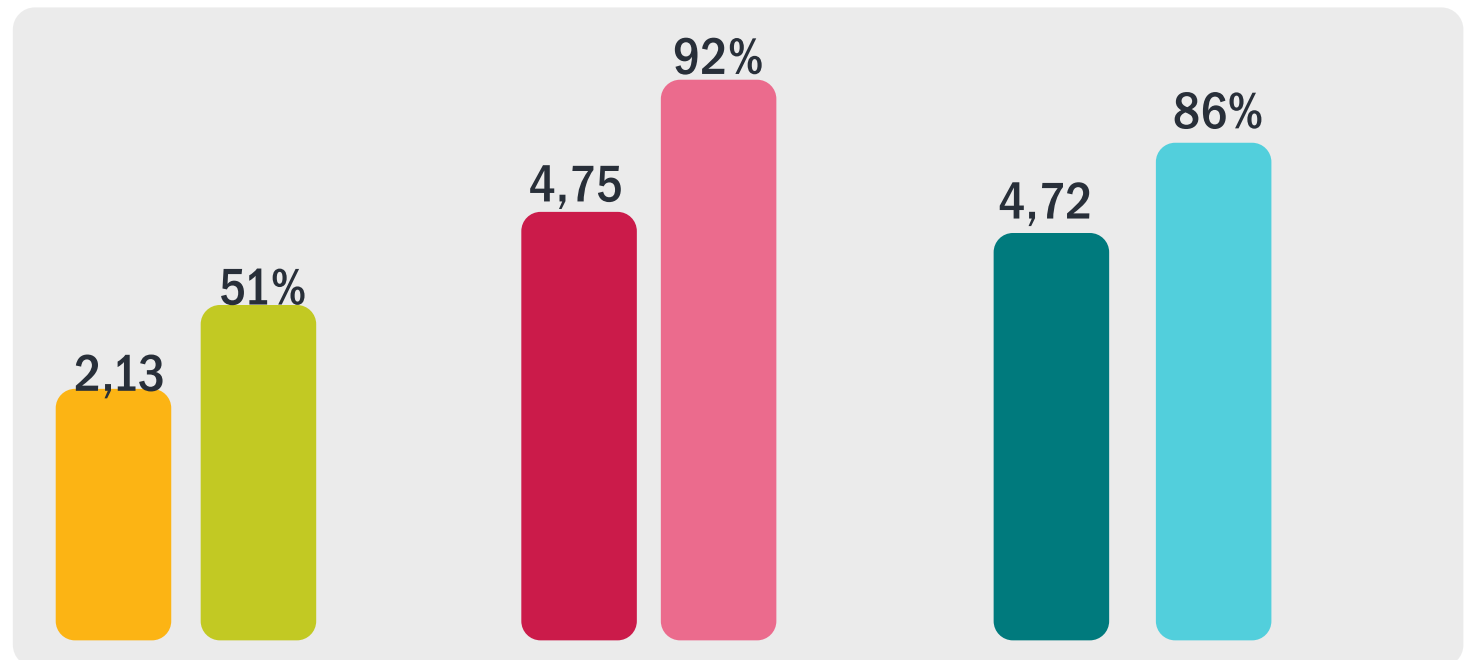
# NDDA, FMS, Financial organizations of second-tier bank, Public Health Department, «Atameken» NCE

**76%**

The overall satisfaction of the partners with cooperation with «SK-Pharmacy» LLP

**4 point**

Overall assessment of «SK-Pharmacy» LLP staff



# SUPERVISORY BOARD AND SINGLE MEMBER

**Total Satisfaction is 85%**



**85%**

Efficiency of corporate management of "SK-Pharmacy" LLP



**81%**

Quality and efficiency of interaction of members of the management Board of «SK-pharmacy» LLP with the Supervisory Board and the Single Member



**90%**

Efficiency, teamwork, unity of goals, sense of duty and quality work of the Board of «SK-pharmacy» LLP

# Management Board of «SK-Pharmacy» LLP

**Total Satisfaction is 81%**



**76%**

Productiveness and efficiency of structural divisions of «SK-Pharmacy» LLP



**67%**

Effectiveness of the management of structural divisions by the heads of departments of «SK-Pharmacy» LLP



**96%**

Quality and efficiency of interaction of the Supervisory Board members with the management Board of «SK-Pharmacy» LLP

# Senior Quality Manager and Work group of QMS

**Total Satisfaction is 61%**



**51%**

Environment and working  
climate in «SK-Pharmacy»  
LLP



**66%**

Management's commitment to  
the quality management system  
of SK-pharmacy LLP



**61%**

Management's commitment to the  
quality management system of  
«SK-Pharmacy» LLP

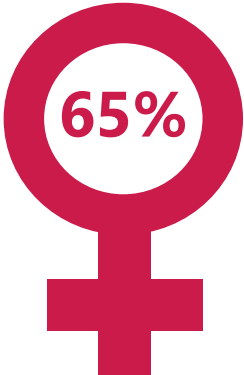
# STAFF

Age  
from 26 to 35 years

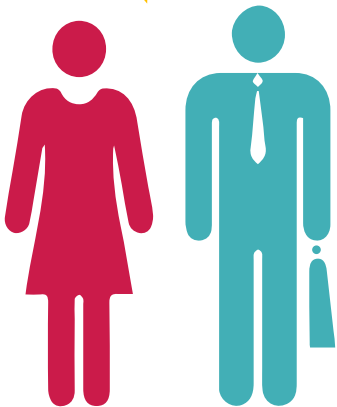
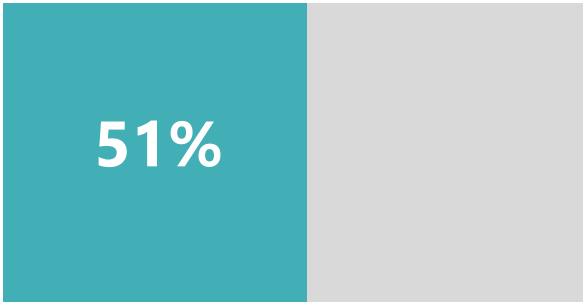
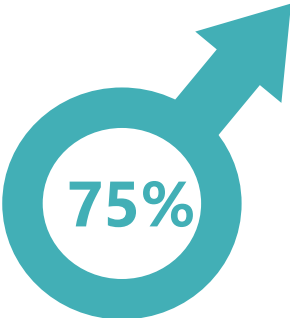
Among 48 people  
(49,5%) are  
(no gender specified):

Average satisfaction level

Work  
experience



Total is 20-30 years -  
80%  
SK-Pharmacy is 2-4  
years - 28%

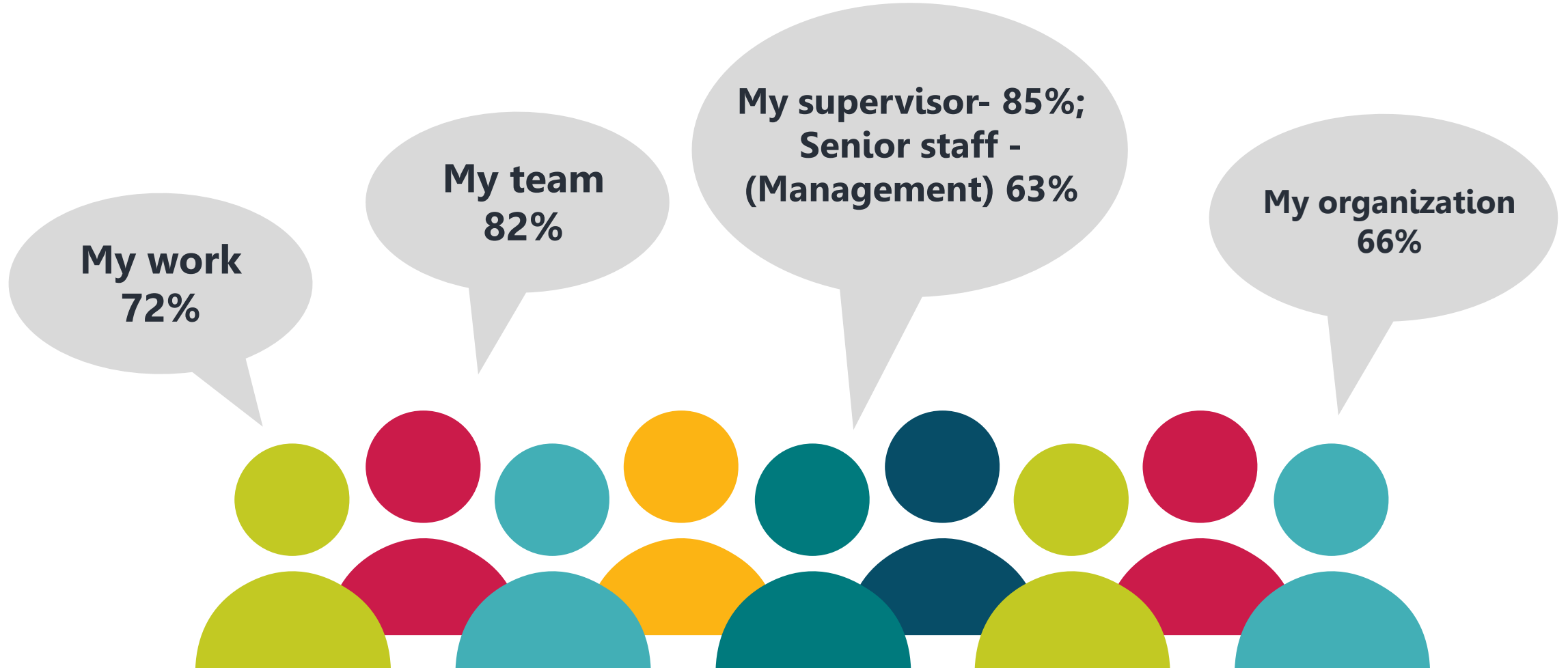


Total is 10 - 20 years -  
80%  
SK-Pharmacy is by 2  
years- 48%

No gender specified in 23% cases



# STAFF SATISFACTION



# Satisfaction profile

88%



89%  
91%  
93%  
93%  
81%  
83%

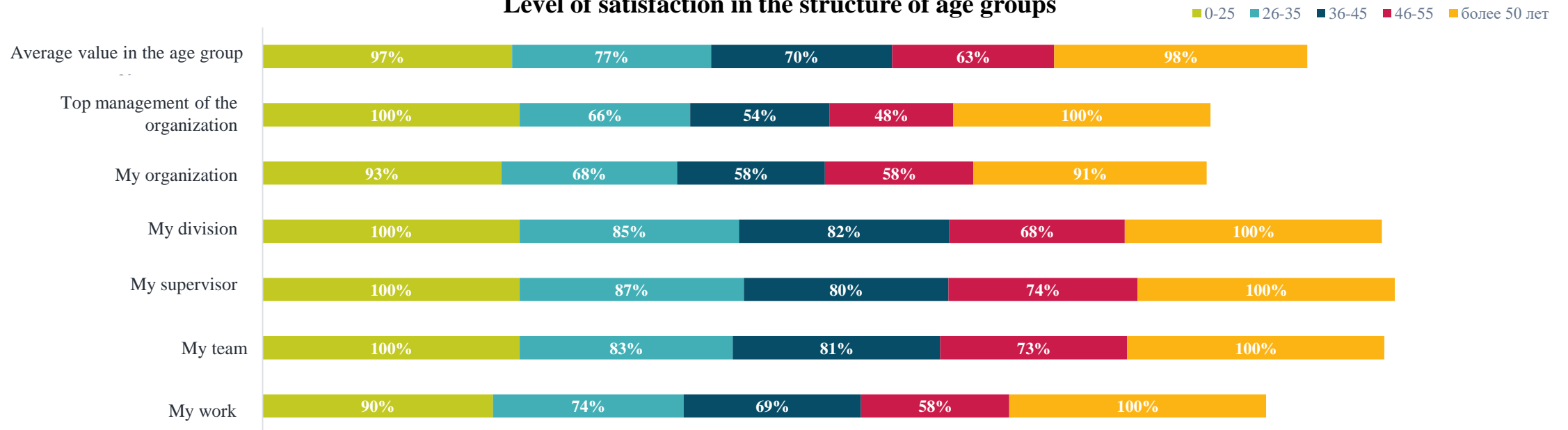
My work  
My team  
My supervisor  
My subdivision  
My organization  
Senior staff

68%  
80%  
82%  
82%  
63%  
58%

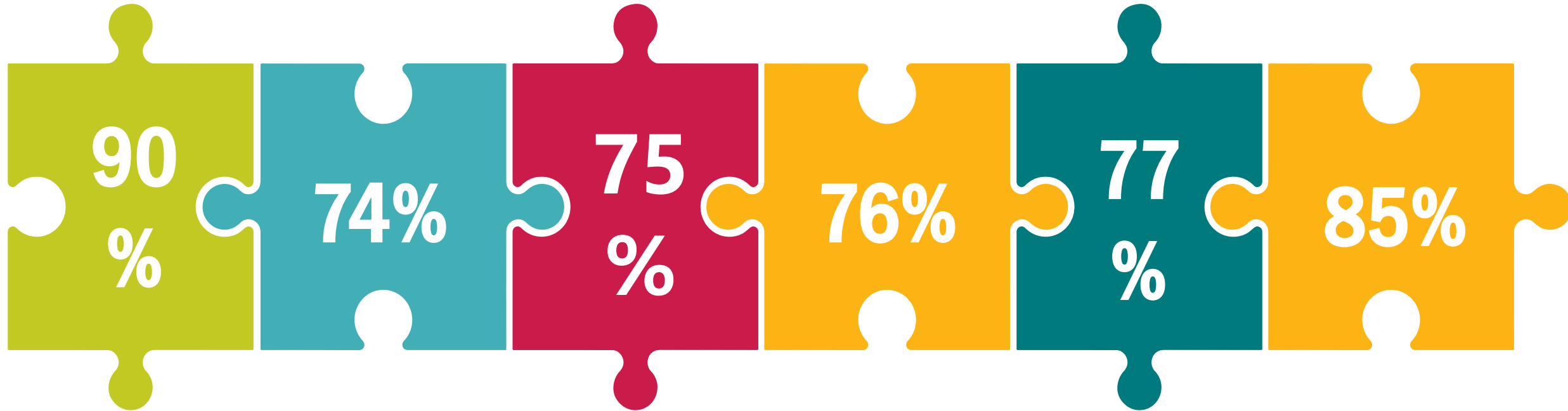
72%



## Level of satisfaction in the structure of age groups



# Satisfaction of concerned party is **79,5%**



**Contractors  
loyalty**

**Internal  
parties  
loyalty**

**Staff  
loyalty**

**Partners  
loyalty**

**People and  
Patient  
Organizations  
loyalty**

**Supervisory  
Board and the  
Ministry of  
Health  
loyalty**

# CONCLUSIONS – PROBLEM AREAS

- Tension of socio-psychological environment in the Partnership
- Critical comments regarding the Partnership's activities in terms of continuity of supply of medical drugs and devices
- Long terms for signing contracts, forming delivery notes and procedures for procurement of medical drugs and devices
- Missing the deadlines by the Partnership of the requirement campaign with the Customers
- Presence of balance brought forward with short shelf life
- Availability of hard-copy paperwork with Customers (reconciliation acts based on outpatient drug supply).
- Formal attitude of the Partnership's staff towards quality management system issues
- Imperfection of regulatory and legal framework in terms of drug supply

# CONCLUSIONS - RECOMMENDATIONS

- To consider training managerial staff in conflict management and a good social-psychological environment in the organization.
- Introduction of an incident management system in the Partnership
- Formation and maintenance of commitment to quality management system of the Partnership among employees
- Continue automation of key business processes of the Partnership

# CONCLUSIONS - RECOMMENDATIONS

- Sales of goods on the principle of FeFo and improvement of the work on reducing the transfer balance
- Timely conclusion of supply agreements (with suppliers) and purchase agreements (with customers) to ensure continuity of supply
- Optimization of the process of formation of charges to the logistician for shipment by SC-Pharmacy
- Optimization of interaction with the E-Finance Center in terms of ensuring uninterrupted operation of the Medical drugs/devices procurement web portal
- Involvement of industry experts in the formation of a preliminary nomenclature of medical drugs/devices for a tender for the conclusion of a long-term contract

Thank you for your  
attention!