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"Promoting Good Pharmacy Practice to Save Lives"

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EDITORIAL BOARD (2018 - 2021)

Ms. Elizabeth Shekalaghe, Mr. Ngemera Mwemezi, Mr. Henry B. Tandau, Mr. Timotheo Samwel, Ms. Anna Temu, Ms. Annette Ezekiel

MEDICINES SUPPLY

A PERMANENT AGENDA

DR. GWAJIMA

By Annette Ezekiel

Registrars Office organized training for regional referral hospital pharmacists and Regional and District pharmacists with the aim of building capacity in the supervision and management of health products. The workshop also aimed on discussing achievements and challenges facing the entire supply chain system in the country and set strategies that will improve the supply chain of health products and access to healthcare. Pharmacists where also educated on best practices for conducting inspections of health products in pharmacies and ADDOs.



Hon. Dr. Dorothy Gwajima, Minister for Health, Community Development, Gender, Elderly and Children, addressing the pharmacy professionals during a training for Regional hospital pharmacists (RRH), Regional and District pharmacists held in Dodoma Region from 28th to 30th July, 2021.

The training was conducted for three days from 28th to 30th July, 2021 and was facilitated by various development partners including MDH, Boresha USAID. Southern Zone, Water Reed Project, EGPAF, AGPAHI, THPS, Amref and GHSC. A total of 263 participants were present including 26 Regional pharmacists, 186 District pharmacists and 28 Regional and Referral Hospital pharmacists (RRH), as well as Simiyu, Geita and Singida Regional Medical Officers (RMOs) and few District Medical Officers (DM0).



Minister of Health, Community Development, Gender, Elderly and Children, Hon. Dr. Dorothy Gwajima showing one of the guidelines to participants as an emphasis.

Hon. Dr. Dorothy Gwajima, Minister for Health Community Development, Gender, Ederly and Children who was the Guest of Honor, said that, "Pharmacists should ensure the agenda on availability and supply of medicines is a permanent agenda discussed at all levels including Regional, District, Ward and Village defense and security commitees so that complaints on access to medicines are eradicated".

Dr. Gwajima directed the pharmacists to strengthen the medicines and therapeutic committees at all levels as pharmacists are secretaries to these committees and yet they are inactive. In addition, the Minister instructed the pharmacists and doctors to adhere to Standard Treatment Guideline and the National Essential Medicines (STG/NEMLIT) as the new guidelines have been launched. Dr. Gwajima further insisted prescribers and dispensers to abide to "The Pharmacy (Prescription Handling and Control) Regulations, 2020" and contrary to that legal and disciplinary actions will be taken...



Additionaly, in the course of this training, participants were also trained on issues of confidentiality and coordination of government activities in the public service.

ETHICS

SHOULD BE THE PILLAR OF YOUR WORK - Dr. MAGEMBE

JULY, 2021

By Anna Temu

While in Dodoma, the Deputy Permanent Secretary from PO-RALG responsible for health Dr. Grace Magembe has called upon pharmacists to adhere to their work ethics in order to maintain their respect and integrity as a responsible cadre.



Dr. Magembe made this call during the opening of the training on supervision and management of health products organised by the Pharmacy Council and was designed for Regional and District Pharmacists held on 28th July, 2021 in Dodoma. She said that pharmacists constitute a very important cadre of the medical sector which requires ethical and honest practitioners in the course discharging their responsibilities.

"There are some of the professional staff who are dishonest and hence they destroy the image of the profession which is expected to contribute a lot to the health sector"; and added further that "however much medicine we purchase, we cannot move ahead significantly if there is no good and effective supervision", she said.



Pharmacists carefully listening from the information provided by Deputy Permanent Secretary at President's Office Regional Administration and Local Government (PORALG) Dr. Grace Magembe during the Regional and District pharmacists training held on July 28, 2021 in Dodoma.

On the other hand, Dr. Magembe made it clear and gave directives requiring all health professionals adhere government procedures in supervising and controlling health products and emphasized that, where negligence, theft or none adherence to the laws, regulations or procedures which will result the government incurring losses are established. stern disciplinary measures will be taken.

"It is the responsibility of each one of us who is here to ensure that the community gets quality medicine and services which are commensurate with the health sector which demands ethical and honest practitioners in the course of doing their work", said Dr Grace. She added by saying that "It is the responsibility of each one of us who is here to ensure that the community gets quality medicine and services which are consistent with the existing medical guidelines"

Dr Grace also required inspectors and auditors of pharmacies to be responsible for providing information to the Council and other authorities such as TMDA who work together with the Council on none adherence to the laws, regulations and guidelines relating to the provision of services and professional conduct; be it from the private sector or public sector.

On her part, the Registrar of the Pharmacy Council, Pharmacist Elizabeth Shekalaghe thanked the government for increasing the budgetary allocation to the Ministry of Health and has encouraged pharmacists to subscribe to ethics and do their job with passion in order to serve their profession efficiently and effectively.

REGISTRAR MEETS STAKEHOLDERS

IN PHARMACEUTICAL BUSINESS

By Annette Ezekiel

The Registrar of Pharmacy Council, Pharmacist Elizabeth Shekalaghe coordinated a one day workshop with stakeholders in pharmaceutical business held in Dar es Salaam on 23rd September 2021.

The meeting brought together officials from various institutions including President Office, Regional Administration and Local Government (PO-RALG), Tanzania Revenue Authority (TRA), Immigration, BRELA, Tanzania Medicines and Medical Devices Authority (TMDA), Drug Control and Enforcement Authority (DCEA), Dar es Salaam Regional Commissioner Office and stakeholders in the pharmaceutical business including The Association of Pharmaceutical Industries (TAPI), Tanzania Pharmaceutical Technicians Association (TAPHATA) and Pharmaceutical Society of Tanzania (PST).

The Registrar of Pharmacy Council, Pharmacist Elizabeth Shekalaghe speaking to stakeholders in pharmaceutical business workshop which was held at TIMDA Conference Hall in Dar es Salaam on September 2021.

Registrar Shekalaghe deliberated on the paramount importance of building coordinated inter-institutional relationship amongst them so that challenges are minimized and process flow is streamlined among these institutions. She provided common understanding of the Law and Regulations governing the pharmacy business registration process and the challenges during its implementation.

23th
SEPT, 2021



Participants of officials from various government institutions and stakeholders in the pharmaceutical business on attentive mood during the stakeholders in Pharmaceutical business workshop that took place in Dar es Salaam September, 2021.

"We should work together as a team, identify areas of collaboration and understand each ones roles and responsibilities and come up with tangible solution to eradicate the challenges that goes parallel with registration and closure of pharmacy business and provide a guide to our stakeholders in the business" the registrar concluded.

"TAKE DISCIPLINARY MEASURES AGAINST NURSES AND MIDWIVES WHO VIOLATE THEIR PROFESSIONAL ETHICS WITHOUT BEING UNFAIR TO THEM"

DR. GWAJIMA

By Anna Temu

The Minister for Health, Community Development, Gender, Elderly and Children Dr. Dorothy Gwajima has directed the Nursing and Midwifery Council of Tanzania to take disciplinary measures against all nurses and midwives who violate the laws, and their professional ethics, directives and the "don'ts" without being unfair to them.

Dr Gwajima issued that directive when she was inaugurating the Nursing and Midwifery Council of Tanzania on 18th September, 2021 at their conference hall in Kibaha. Coast Region.

"Let me call on the Council not to hesitate to take disciplinary measures in accordance with the laws and procedures that govern their conduct without ever being unfair to anyone; and as for you midwives and nurses who are governed by the Council, I am strongly advising you not to develop the tendency to violate the attendant ethics, directives and regulations", said Dr Gwajima.



Hon. Dr. Dorothy Gwajima, Minister for Health, Community Development, Gender, Elderly and Children Dr. Dorothy Gwajima inaugurating the Nursing and Midwifery Council of Tanzania on 18th September, 2021 at their conference hall in Kibaha, Coast Region.



Health professionals in concentrating mood during the inauguration of the Nursing and Midwifery Council of Tanzania on 18th September, 2021 at their conference hall in Kibaha, Coast

She said that the Council has a huge responsibility to ensure that the community health, safety and development are protected, strengthened conserved through supervision and effective training programs for nurses and midwives; while at the same time making it clear that among the cadres of employees who provide health services in the country, nurses and midwives constitute about 60%.from the community.

Dr Gwajima said further that there are still some challenges within this profession especially in the area of providing services to the public resulting in complaints and outcry from the public. She therefore directed the Council to carry out effective supervision to ensure delivery of good and safe health services to the public.

"We still have challenges within this profession, especially in the area of service delivery where we continue to receive many complaints. Therefore this Council is required to ensure that our communities are provided with quality and safe services", she said.

She has however called upon the Council to fulfil its obligations professionally and effectively without any fear of interference in the decisions they will be making for the purpose of enhancing the health sector especially in the area of nursing and midwifery in the country.

On her side, the Director of nursing and midwifery in the Ministry of Health, Miss Ziada Sellah has congratulated the Minister of Health for diligent appointment of members of the Council of Nursing and Midwifery. This will trigger the attainment of positive results in supervising and delivering services to the members of the public.



Hon. Dr. Dorothy Gwajima, Minister for Health, Community Development, Gender, Elderly and Children in a group photo with the New Council members during the inaugurating the Nursing and Midwifery Council of Tanzania on 18th September, 2021 at their conference hall in Kibaha, Coast Region.

Pharmacists in the Fight Against Covid -

"Famasi Wakati Wote Imeaminiwa Kwa Afya Yako

By Annette Ezekiel

Every 25th September, Pharmacists from all over the world commemorates World Pharmacist Day. This year, the Council collaborated with other pharmacists and health stakeholders in the country to celebrate this day with the theme: "Famasi Wakati Wote Imeaminiwa Kwa Afya Yako"

Various health stakeholders, including Pharmacy Council, PST, MUHAS and Christian Social Services Commission (CSSC) joined efforts at MUHAS Conference Hall and discussed topics on COVID - 19 awareness and importance of vaccination against the virus and perfomed a walk for health in celebration of the World Pharmacist Day.



Various health stakeholders on a health walk at the Muhimbili National Hospital (MNH) grounds during the World Pharmacist Day Celebrations on 25 September, 2021.

The Head of Pharmacy Department at MNH, Pharmacist Dr. Deus Buma who represented the Chief Pharmacist acknowledged the government on recognizing the contributions made by pharmacists in supervision and provision of pharmaceutical services. Dr. Buma highlighted on accountability, the importance of professionalism and adherence to the law and ethics as reference whilst providing pharmaceutical services. He insisted that the industry will continue to support the government especially in its current efforts of educating the public to voluntary vaccination against COVID -19.



Health professionals on a listening mood.

"Pharmacists are trusted with human health and in order to build this trust it is important to remind each other as pharmacists on this significant role and serve the public diligently in accordance with the norms, values and professionalism especially in these times that we are in the fight for COVID - 19", said Pharmacist Fadhili Hezekiah.



Pharmacist Prof. Eliangiringa Kaale addressing health professionals who attended the discussions on Covid 19 during the World Pharmacist Day Celebrations on 25 September, 2021.

Pharmacist Fadhili who is the President of Pharmaceutical Society of Tanzania (PST) remarked about the current hesitation on Covid vaccination and pleaded with pharmacists as scientists and other health specialists have the responsibility to find the right infomation and convey to the public so that they are lured into making the right decisión and get vaccinated.



Various health stakeholders including Pharmacy Council, TMDA, PST, MUHAS, Christian Social Services Commission (CSSC) in a group photo during the commemoration of World Pharmacists Day celebrated on 25 September each year.

He further advised the public to adhere to instructions given by the health sector for effective receipt of health services. He added that the rise and popularity of social media and advancement in technology has geared misleading information against rational use of medicines so the public should be aware and consult their health matters to appropriate channels.



Pharmacists professionals panel on the discussion about Covid - 19

On concluding the discussions, Pharmacist Prof. Eliangiringa Kaale, called on pharmacists especially the junior pharmacists to join hands cadres and continue with other health supporting the current ongoing initiatives in the fight against the Covid -19 Pandemic as such disease has imposed serious risks to humanity therefore needs to be collaboratively by pharmacists, doctors, nurses and other health cadres.

SIKU YA MFAMASIA **DUNIANI**

SEPTEMBA 25, 2021

By Annette Ezekiel

55 Upatikanaji wa dawa Nchini sio ajenda ya bajeti pekee yake, bali pia uwajibikaji, nidhamu na uaminifu. Niwakumushe wafamasia wote nchini kwamba imani iliyowekwa juu yao ni kubwa sana. Ni kwa imani hiyo, wanapaswa kutenda kazi zao kwa sheria, miiko, kanuni na taratibu.

Mhe. Dkt. Dorothy Gwajima

Waziri wa Afya, Maendeleo ya Jamii, Jinsia, Wazee na Watoto



Mafamasia ni sehemu muhimu ya timu ya utoaji huduma za afya, wanapaswa kutenda kazi kwa kujituma, uadilifu na weledi wa hali ya juu. Hii itaendelea kuwajengea imani iliyowekwa juu yao na Serikali.

Prof. Abel Makubi

Katibu Mkuu - Wizara ya Afya



66 Nawasisitiza wafamasia, imani iliyowekwa juu yao na Serikali pamoja na wagonjwa, iwe chachu ya kuhakikisha dawa zinatolewa kwa utaratibu sahihi. 🔾 🔾

Bw. Daudi Msasi

Mfamasia Mkuu wa Serikali



LATEST ON BOARD





The Office of the Registrar receives substantial number of applications for registration of pharmaceutical personnel. Towards the end of September, the Council has full registered 2646 Pharmacists, provisionally registered 539 Intern Pharmacists, enrolled 3709 Pharmaceutical Technicians and enlisted 756 Pharmaceutical Assistants.

You are all reminded to adhere to code of ethics and professional conduct and provide pharmaceutical services with high diligence.







During the period of July to September 2021 the Pharmacy Council has registered 187 new pharmacy premises, among them 43 are owned by pharmaceutical personnel.

To date the Council has registered a total of 2387 pharmacy premises and up to 30th September, 2021 1839 premises have renewed their business permits for the year 2021/2022.

This serves as a reminder to all pharmacy owners and superintendent pharmacists whose premises do not have valid business permit to adhere to Section 37 of the Pharmacy Act Cap. 311 and Regulation 12 of The Pharmacy (Premises Registration) Regulations, 2020 GN. No. 269 and renew their business permits immediately before further action are imposed.



The Pharmacy Council has changed the issuance of license to practice from manual to electronic license which has security features. Once a pharmaceutical personnel has successfully made an electronic application for retention of his/her name in the register, roll or list as per Section 22, 26 and 30 of the Pharmacy Act Cap. 311 the electronic license to practice will appear in the same account for printing.

The electronic license has a quick response code (QR code) and barcodes features for verification. The electronic license to practice issued shall expire each 31st December of every vear.

At the same the pharmaceutical personnel may view and print an electronic exchequer receipt for the payment made.

RETENTION APPLICATION STATUS FOR THE YEAR 2021

- Pharmacists 2202(83.2%) retained their names and pay the prescribed fee out of 2646 registered
- Pharmaceutical technicians 2221(59.9%) retained their names and pay the prescribed fee out of 3709% enrolled.
- Pharmaceutical assistants 178(23.5%) retained their names and pay the prescribed fee out of 756 enlisted.

You are all reminded to update your registration status for the year 2022 and pay your outstanding annual retention fee to avoid deregistration and other inconveniences before 31st December, 2021.



By Anna Temu

Mr David Mjemula, a pharmacist with an MBA is the CEO and Founder of the Lifeline Group of Companies. In his recent presentation on "Entrepreneurship in Medical Career", he summarised his introductory remarks by underscoring the fact that continued existence of the medical field, like any other field, will depend on its ability to make profits; noting that the said profits need not necessarily be money. It could be a social gain as in

That being the case, David noted that the medical industry will therefore have to adapt itself to the same trend and environmental challenges that other businesses such as restaurants, banking and education would do. Thus an entrepreneur in the medical career will be required, just like in any other business, to scan his/her environment: and in order to do so successfully, he/she will need to be guided by some well researched principles.

According to him, some of those principles are well explained in the Michael Porter's five forces of competition. These include:

- Negotiating power of the buyer
- Negotiating power of seller
- Potential new (products) entrants
- Potential product substitutes
- **⑤** Number and power of competitive rivals and industries

These provide a framework for analysing a company's competitive environment and influence its profitability. Once the drivers of profitability are analysed and evaluated, it will be noted that each of these five forces is capable of affecting the profitability of an enterprise.

David examined and analysed each one of the five forces and determined how each one of them affects the profitability of an enterprise. He came up with the following summary:

RIVALRY AMONG EXISTING **BUSINESSES**

Those wishing to enter into the field will have to contend with a number of bottlenecks including:

- (i) Economies of scale
- (ii) Large capital requirements
- iii High customer loyalty
- (iv) Cumulative experience
- (v) Government policies & regulatory requirements.
- (vi) Access to distribution channels.

THREATS OF SUBSTITUTES

The medical field by its nature provides its clients with alternatives which encourage customers to switch between available alternatives. This creates a threat to profitability; the gravity of which will depend on:

- (i) Number of substitutes
- (ii) Buyers willingness to substitute
- iii Price performance trade-offs

BARGAINING POWER OF **SUPPLIERS**

Here David argues that the number of suppliers and their concentration together with the uniqueness of their products, available substitutes coupled with the strength of their distribution channels and the prevailing switching costs will obviously impact on the profitability of each individual enterprise.

BARGAINING POWER OF BUYERS

With respect to wholesalers and retailers, David argues that the ability to compare prices within a very short time as facilitated by the availability of internet does influence their profitability. They therefore employ two strategies to handle the situation. The first is the use of loyalty programs while the second to offer unique products and services to their clients.

STRATEGIC OBJECTIVES OF MEDICAL ENTREPRENEURSHIP

In his concluding remarks,
David pointed out that for a
successful medical
entrepreneurship, any
entrepreneur's strategic
objectives should be to:

- ① Create a bigger market share and broader product line.
- (ii) Have higher product qualities and service deliveries.
- iii Be able to lower costs relative to your rivals.
- (v) Provide superior on time delivery.
- Whave a stronger brand name than rivals.
- (vi) Have a wider geographic coverage.
- (ii) Give a higher level of customer satisfaction.





INDUSTRIAL PHARMACY PRACTICE

By Anna Temu

Pharmaceutical industry set up in Tanzania deals with manufacturing, export and distribution of human, veterinary medicines by adhering to cGMP norms as well as locally preset standards. Pharmaceutical technology is crucially important for all the functional units/departments of a Pharmaceutical manufacturing organization/ Industry. These units/departments include Production, Formulation and development, Quality assurance, Quality control, Sales and marketing and Warehouse.

RESPONSIBILITIES

An Industrial Pharmacist is professionally and ethically trained to save and protect the general public health as he/she is at the center of medicinal quality at manufacturing level. In this regard, he plays a primary regulatory role in the general health care system by ensuring quality of medicines at the manufacturing level.

Any unethical practice/conduct by an industrial pharmacist may have a great and negative impact not only to the general public health but also to the organization he/she is serving. In the course of daily responsibilities, industrial pharmacists must ethically be focused for the better health care system as well as the general industry of pharmaceuticals prospectively through research (from initial design to public launch and sales), design, formulation and development of medicinal products as well as production.

BENEFITS AND OPPORTUNITIES

In industrial settings, pharmacists have opportunities for both personal growth and development in pharmaceutical organizations. There are also good opportunities for application of acquired knowledge and experience. Both experienced and new pharmacists are encouraged to join the pharmaceutical industry as it does not only provide opportunity for personal growth but also a great exposure for application of acquired knowledge and experience to bring pharmaceutical industry sector to the next level which is the vision of our country.

ECONOMIC IMPACT

The Pharmaceutical Industry Sector is part of the Government's industrialization policy and initiative geared to bring about the national economic growth. So pharmacists should join hands together and take the sector to greater heights and in the process save and protect the general public health through quality medicines at the manufacturing level.

YOU!

Credits: Pharmacist Peter Sanyiwa, Shelys Pharmaceuticals Ltd.



PHARMACISTS LEADERS IN MEDICINES SAFETY By Castory Munishi



Medicines safety does not end at the point of registration after thorough review of dossier. Follow up of medicines safety continues throughout the life cycle of a medicinal product. To achieve this, the Tanzania Medicines and Medical Devices Authority has made a commitment as stipulated in The Tanzania Medicines and Medical Devices (Registration of Medicinal Products) Regulations, 2015 – Section 9 (2) (e) and Section 18 (1) (2) (3), GN 314 and the Tanzania Medicines and Medical Devices (Pharmacovigilance) Regulations, 2018. This was elaborated by Ms. Kissa Mwamwitwa, Manager of Clinical Trials Control and Pharmacovigilance at the Tanzania Medicines and Medical Devices Authority who made an outstanding presentation on the role of pharmacists in pharmacovigilance during the Pharmaceutical Society of Tanzania (PST) extraordinary meeting held this year.

To establish a functioning pharmacovigilance system in Tanzania along with the mentioned regulations, TMDA has also developed guidelines, Standard Operating Procedures (SOPs), reporting tools, strategic plan, regional collaboration and a quality management system. As whole these approaches ensure Post Marketing Surveillance (PMS) so that products circulating in the Tanzania Market have a continued quality, effectiveness and are safe for use by the Tanzania population. A lot of achievements have been made in this as several products with quality and safety concerns have been withdrawn from the Tanzania market.

For the pharmacovigilance system to be effective in Tanzania, Pharmacists have an integral role to support the efforts being made by TMDA. Post marketing surveillance and Pharmacovigilance is an integral part of good pharmacv practice. Pharmacists have important roles and responsibilities in quality and safety monitoring of medicines and health related products. Pharmacists should be in the frontline of detecting new adverse drug reactions (ADRs) and other drug problems. Pharmacists plays a pivotal role in identification, detection, prevention and management of drug-drug interaction, drug food interaction and ADRs.

Pharmacists are the key health professional effective implementation of Post marketing surveillance Pharmacovigilance activities. Underreporting of ADRs and other drug related problems can be reduced by actively participation of all pharmacists. Therefore. Pharmacists should understand their pivotal role in the surveillance of medicines and health related products. When pharmacists start and lead the way in ensuring medicines and medical devices safety through pharmacovigilance techniques all other health professionals will.

AN IMPORTANT MILESTONE IN **ENSURING AVAILABILITY OF QUALITY MEDICINES IN TANZANIA**

By Castory Munishi



In the outskirts of Kibaha District in Pwani at 192 Zegereni Industrial Area there lies a tall and erect building of Kairuki Pharmaceutical Industry Limited (KPIL). KPIL is a local owned pharmaceutical industry by Kairuki Health and Education Network. KPIL sets an example of local pharmaceutical manufacturing demonstrating to other interested investors who want to start the pharmaceutical industry in Tanzania but are still unconfident that they will be able to overcome the barriers and have a successful set-up to full operation. KPIL is contributing to ensure the availability of quality medicines in Tanzania by increasing the volume of local medicines circulating in the market and has a production of 60 million bottles per annum of which 60% will be for the local market.



"Promoting Good Pharmacy Practice to Save Lives"

The facility is well equipped with a water storage tank of 1,000,000 Liters, an HVAC (Heating, Ventilation, and Air Conditioning) system, an Autoclave, Clean rooms, advanced filling machines, a water treatment plant system, mixing tanks, a Robotic packaging system, well-equipped laboratories and a quality control laboratory among others. The facility is advanced goes in line with the latest technologies in pharmaceutical manufacturing like the use of modern ISBM (Injection Stretch Blow Molding) machinery and it is under control of the SCADA (Supervisory Control and Data Acquisition) system.

KPIL wants to contribute heavily to ensuring the availability of quality medicines in Tanzania. It has thus embraced the idea of quality by design in its product. In this line, the facility has a well-equipped state of art and sophisticated quality control laboratory equipped with a TOC (Total Organic Carbon) **HPLC** (High Performance Analyzer, Liquid Chromatography), FTIR (Fourier transform infrared), UV (Ultraviolet), Polarimeter, Liquid particulate counter, Stability Chamber, Air particulate counter, quantitative air sampler, pH meter and Osmometer.

In its first phase, KPIL is now producing water for injection. In its ambitious journey, it will start to produce PP (polypropylene) bags for infusion in phase two which is within 24 months, in phase three it will start producing small-volume parenteral using BSF (Blow-Fill-Seal) technology and in phase four it will move to medical devices and consumables.







The success of KPIL can be a good seed for the growth of local production if other interested investors can learn from KPIL and overcome all the traditional fears ramp up and start local manufacturing of pharmaceutical products in Tanzania.

PONGEZI

Waziri wa Afya, Maendeleo ya jamii, Jinsia, Wazee na Watoto, Mhe. Dorothy Gwajima amemteua Mfamasia Boniface Magige kuwa Naibu Msajili wa Baraza la Famasi tarehe 22 Julai, 2021 ambaye atatumika kwa kipindi cha miaka mitano (2021 - 2026).



MFAMASIA BONIFACE MAGIGE

Naibu Msajili wa Baraza la Famasi (2021 - 2026).

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DODOSO LA TATHMINI YA HUDUMA ZINAZOTOLEWA NA BARAZA

Je, umeridhishwa na huduma zetu? Tunaomba ujaze fomu hii ili uweze kuboresha huduma zetu

1	Kwa miezi 12 iliyopita, ulifika mara ngapi kupata huduma Baraza la Famasi?
	Kila Wiki Kila Mwezi Kila miezi 3-6
	Kila miezi 6 na kuendelea Sijafika
2	Je? Umekuwa ukifuata huduma zipi katika kipindi cha miezi 12 iliyopita?
	Usajili na uhuishaji wa wanataaluma 📉 Usajili na uhuishaji wa duka la dawa
	Usajili wa Wawakilishi wa makampuni ya Dawa Kufanya malipo
	Manunuzi ya vitendea kazi Manunuzi ya vitendea kazi
	Suala la Maduka ya Dawa Muhimu(ADDO) Mafunzo kwa Vitendo (interns, CPD)
	Utambuzi wa vyuo vya kada ya Famasi Ukaguzi wa maduka ya dawa
	Kuonana na utawala Huduma nyingine
3	Je? Ni Kwa kiasi gani unaridhishwa na huduma za Baraza zinazopatikana kwa
	njia ya mtandao? Huduma: Maombi ya wafamasia watarajali, Maombi ya
	mitihani ya wanataaluma, Uhuishaji wa majina kwenye rejesta ya usajili,
	mfumo wa mafunzo endelevu kwa wanataaluma, huduma ya malipo kwa njia ya mtandao, huduma ya simu bila malipo.
	Vizuri sana (100%) Vizuri (80-99%) Wastani (60-79%)
	Chini ya wastani (40-59%) Hairidhishi (20-39%)
	Mbaya kabisa (0-19%)
4	Je? Ni kwa kiasi gani unaridhishwa na huduma uliyopewa na Baraza?
	Vizuri sana (100%) Vizuri (80-99%) Wastani (60-79%)
	Chini ya wastani (40-59%) Hairidhishi (20-39%)
	Mbaya kabisa (0-19%)
(5)	Je? Una maoni au malalamiko yoyote kuhusu huduma zetu? Kama NDIYO,
	tafadhali tuandikie hapa chini.