#	Indicator Name	Indicator Definition	Numerator	Denominator	Target	Data Acquisition		Frequency of reporting
						Data Source	Frequency/Timing	
1	On-time arrival of trucks for loading	Compliance to provision of the vehicle at the point of origin within 48 hours of request.	Number of compliant vehicles position on-site at ZAMMSA within 48 hours of request, following the signature of a purchase order and distribution loading plan. .	Total number of trucks requested following the signature of a purchase order for the reporting period.	90%	Email correspondence (Pre-alert) and Vehicle checklist	Each truck ordered	Monthly
2	Truck condition	Compliance with suitable vehicle conditions per WHO/ZAMRA Good Distribution Practices for Pharmaceutical Products following inspection at the time of arrival for loading against standard vehicle checklist to ensure that the quality of products is maintained throughout the distribution process.	Number of PASCO-supported 3PL vehicles provided by vendors under an approved purchase order and distribution loading plan that meet all checklist requirements under WHO Good Storage and Distribution Practices standards/ZAMRA guidelines.	Total number of PASCO-supported 3PL vehicles dispatched from ZAMMSA in accordance with an approved Purchase Order and distribution loading plan.	90%	Vehicle checklist	Each truck	Monthly
3	Notification of incidents that have the potential to delay or compromise a shipment.	Compliance to notification of incidents to PASCO and ZAMMSA within 24 hours.	Number of incidents reported within 24 hours.	Total number of incidents reported.	100%	Email correspondence	Each incident	Monthly
4	On-time delivery	Measures the percentage of orders (deliveries) that are delivered within the standard lead times.	Number of deliveries to SDPs for orders distributed through PASCO-supported 3PL within the scheduled delivery (as per an approved purchase order, distribution loading plan) and adhering to standard lead times (standard lead times are: 0-400 km within 24 hours; 401-1,000 km within 48 hours; above 1,000 km within 72 hours). For multidrop routes, PASCO will consider the furthest drop point in defining standard lead time for the full set of facilities along the route. For destinations that are officially classified as 'hard-to-reach' by ZAMMSA and PASCO, the project will allow double the allocated time due to difficulties in terrain and geographical access. To measure standard lead time, PASCO will compare the time of departure from a ZAMMSA dispatch bay to the time of goods received as verified by an authorized representative of an SDP. PASCO will measure these timestamps primarily through a register signed by ZAMMSA, the vendor, and the receiving SDP. In cases where a register is not used, PASCO will use manual PODs (see definition above). In cases where data has been omitted from a register or POD, PASCO will consult ZAMMSA and verify the data via email. In the medium to long term, PASCO will work with ZAMMSA and the DeliveryExpert funding entity to incorporate these data elements into ePODs. The data source would thereafter be DeliveryExpert system data.	Total number of PASCO-supported deliveries to SDPs scheduled during the reporting period as requested through a pre-alert to the vendor based on an approved purchase order and distribution loading plan.	90%	Purchase order and signed PODs/ePOD.	Each truck route	Monthly
5	Off-loading time	Compliance to truck off-loading times of less than 8 hours per drop, starting from time of arrival at destination to time of release from destination.	Number of deliveries whereby vehicle offloading was less than 8 hours under an approved purchase order and distribution loading plan.	Total number of deliveries completed as per approved purchase order and distribution loading plan.	90%	Signed PODs	Each truck route	Monthly
6	Delivery notes indicate the quantity dispatched matching the quantity received.	Measures the ability of the 3PL distribution system to reliably deliver products, which can affect the quantities of cartons or pallets reaching a facility. Variances would reveal problems during transit, which would require active investigation.	Number of deliveries for orders that are processed by ZAMMSA and included by ZAMMSA on an approved PASCO-supported 3PL purchase order/distribution loading plan, which are certified via a POD (see standard definition at the start of this Annex) as received in good condition at the carton or pallet level (i.e., untampered security seal on vehicle and/or untampered carton boxes or pallets) and in full by the SDP/receiving entity. Where this information is unclear, PASCO will consult ZAMMSA and validate the data via a memo signed by the 3PL vendor and PASCO staff. Note that any instance of an order not being complete at the carton/pallet level for an individual receiving entity would count against the delivery in its entirety.	Total number of deliveries on an approved PASCO-supported 3PL purchase order and distribution loading plan for the reporting period.	100%	Signed PODs/ePOD	Each delivery	Monthly
7	Delivery notes are signed as received by an authorized staff member of the designated facility.	This indicator measure commodity security and accountability within the PASCO-supported 3PL mechanism.	Number of deliveries under an approved Purchase Order/distribution loading plan for PASCO-supported 3PL for which PODs are fully signed as received by an authorized staff member of the designated SDPs. An authorized staff member is defined as a GRZ employee working at the SDP that is receiving commodities (i.e., pharmacist, technologist, hub manager, or designee). Where DeliveryExpert has been deployed and can capture electronic signatures with sufficient data to meet this indicator's needs, system data will be used in place of manual data. In instances where data has been omitted or is unclear at the POD level, PASCO will validate information via email with a ZAMMSA representative to verify delivery at the carton/pallet level to document staff signature. In instances where multiple delivery notes are associated with a single delivery, any one instance of a missing signature will exclude the delivery from this numerator.	Total number of deliveries that correspond with the reporting period under an approved Purchase Order/distribution loading plan for PASCO-supported 3PL.	100%	Signed PODs/ePOD	Each delivery	Monthly
8	Orders received in full	Validate whether the deliveries dispatched from ZAMMSA and distributed by PASCO-supported 3PL arrived in full and in good condition at the SDPs for the purpose of enhancing commodity availability.	Number of deliveries for orders that are processed by ZAMMSA and included by ZAMMSA on an approved PASCO-supported 3PL purchase order/distribution loading plan, which are certified via a POD as received in good condition at the carton or pallet level (i.e., untampered security seal on vehicle and/or untampered carton boxes or pallets) and in full by the SDP/receiving entity. Where this information is unclear, PASCO will consult ZAMMSA and validate the data via a memo signed by the 3PL vendor and PASCO staff. Note that any instance of an order not being complete at the carton/pallet level for an individual receiving entity would count against the delivery in its entirety.	Total number of deliveries on an approved PASCO-supported 3PL purchase order and distribution loading plan for the reporting period.	100%	Signed PODs/ePOD	Each delivery	Monthly
9	Customer Service Rating	Customer service rating based on a sampling of surveys shared with ZAMMSA and receiving entity staff.	Total aggregate number of points awarded by responders across administered surveys.	Total possible aggregate points across all administered surveys.	90%	Administered surveys	Sampling of respondents per month.	Monthly