

VENDOR PARTNER NEWS

HEALTH SHARED SERVICES SUPPLY CHAIN DEPARTMENT (SS-SCD) VISION:

an integrated supply chain model that ensures right products and services are available at the right place and the right time at the best price to support safe, efficient and effective health care

FUN FACT:

The Vendor Management team has facilitated 99 vendor and product complaint files since January 2022!

Contact Us

Vendor Management Team

vendor.relations@centralhealth.nl.ca
centralhealth.nl.ca/tenders



July 2022



VENDOR CONTACT INFORMATION

Given that much of our work in Vendor Management is provincial in nature, having a single repository for our vendor information is very useful. As such, our Vendor Management team has been working on the creation of a provincial vendor listing containing all our health organizations' vendor information. As our team continues to build this provincial vendor listing, we may contact some vendors to confirm current contact or customer service information. We appreciate your help as we update the thousands of vendor profiles in our system!

VENDOR PERFORMANCE AND BACKORDER MANAGEMENT

As a society, we have all felt the effects of global supply chain challenges since the onset of COVID-19. Many industries have faced raw material shortages, production setbacks, transportation delays – just to name a few! Health care has not been immune to these challenges but still have to provide 24/7 operations to our patients and clients. Now more than ever, we find ourselves working closely with many vendors to monitor backorder, allocation and transportation information to ensure we can meet the product demand in our facilities.

We would like to thank all those vendors who have worked with us to provide timely and accurate information, and encourage any vendor who is facing potential supply disruptions to communicate with us proactively to avoid any impacts to patient care. Vendors can communicate with the affected Buyer or contact vendor.relations@centralhealth.nl.ca.

COMPLIMENTS AND COMPLAINTS INFORMATION

As we announced in last month's newsletter, we have released a "Compliments and Complaints Handling Guide" which outlines our commitment and processes for properly addressing and resolving problems, maintaining or improving relationships with our vendors, and improving our transparency and accountability. Please visit our [webpage](#) to access our Compliments and Complaints Handling Guide!

"Only recently have people begun to recognize that working with suppliers is just as important as listening to customers"

~ Barry Nalebuff
