

CMC **COMMMS** SUPPLY CHAIN QUALITY ASSURANCE



COPORATE PROFILE

Accreditation



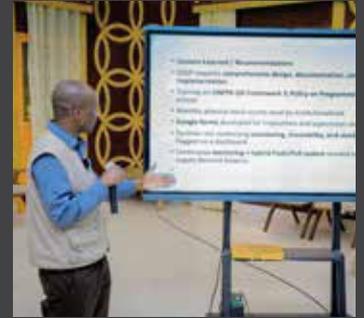
Recognition and Knowledge Partners



PEOPLE THAT DELIVER

Former PtD Coalition Member.
PtD Accredited.
Implementing Partner for STEP 2.0

PHOTO HIGHLIGHTS



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EXECUTIVE OVERVIEW

CMCOMMS Supply Chain Quality Assurance is an African-led organisation established in 2011 to strengthen the integrity of pharmaceutical and health supply chains across the continent.

Our core mandate is simple: no African should bear the consequences of a system that failed to uphold the quality they deserve.

Across Africa, medical products travel through complex, high-risk environments — from API sourcing and manufacturing to importation, warehousing, transport, dispensing and rational use. At each stage, gaps in Good Practices expose health systems to quality failures and the growing threat of substandard and falsified medical products.

CMCOMMS exists to close those gaps. We help organisations build practical, usable and sustained Quality Assurance systems based on Good Practices and grounded in the realities of African operations.



VISION

A world where everyone, everywhere has access to quality, safe, and affordable medical products.

VALUES

- Integrity
- Empowerment
- Quality
- Innovation
- Collaboration
- Impact

MISSION

To ensure that people in low- and middle-income countries have access to quality, safe, and affordable medical products by promoting the implementation of Good Practices and collaborating with all stakeholders across the end-to-end health and humanitarian supply chain.



THEMATIC AREAS

CMCOMMS works across the full pharmaceutical and health supply chain, delivering support in **seven interconnected thematic areas** that reflect global and regional priorities:

- 1 WHO Good Practices (GxPs)** Strengthening the comprehensive design, documenting and correct implementation of current Good Quality Practices across all applicable disciplines
- 2 Pharmaceutical Systems Strengthening** Improving quality, safety and performance from manufacturing and procurement through warehousing, distribution and rational use.
- 3 Regulatory System Strengthening** Supporting national authorities and regulatory units through WHO GBT pathways, maturity improvements and structured oversight.
- 4 Health and Pharmaceutical System Strengthening** Enhancing operational coordination, visibility and access to essential medicines through resilient systems.
- 5 Organisational and Institutional Capacity Development** Building competent workforces, leadership pipelines and organisational capability through accredited training and mentoring.
- 6 Regional Registration, Licensing and Pharmacovigilance** Supporting harmonised regulatory pathways, safety surveillance, licensing and system-wide detection of substandard and falsified products.
- 7 Resource Mobilisation and Grants** Providing technical expertise for investment proposals, programme design and donor alignment

PRODUCT PORTFOLIO

Quality Assurance System Design & GxP Implementation

CMCOMMS supports organisations to comprehensively design, document and correctly implement current Good Quality Practices across the full pharmaceutical and health supply chain. Our approach includes development of Good Practices Compliance Manuals supported by a unified Live File that keeps daily quality visible, active and consistent.

Coverage Across All Current Good Practices (cGxPs)

We strengthen systems across the full range of Current Good Practices, ensuring quality is built into every stage of the product journey — from manufacturing and laboratory testing to storage, distribution, dispensing and surveillance.

- **cGMP – Current Good Manufacturing Practice**
Ensures medicines and medical products are consistently produced and controlled to recognised quality standards.
- **cGLP – Current Good Laboratory Practice**
Ensures reliability, integrity and accuracy of laboratory data that inform quality decisions.



- **cGSDP – Current Good Storage and Distribution Practice**
Maintains adequate control across the entire logistics chain — from freight and ports to warehousing, transport and last-mile delivery.
- **cGPP – Current Good Pharmacy Practice**
Promotes safe storage, dispensing, counselling and rational use of medicines.
- **cMQAS – Current Model Quality Assurance System** for Procurement Agencies
Strengthens procurement, supplier evaluation and sourcing of quality-assured health products.
- **cGDP – Current Good Distribution Practice**
Protects product quality and integrity during movement, handover and distribution operations.
- **cGCP – Current Good Clinical Practice**
Ensures participant protection and data integrity where supply chains interface with clinical environments.
- **cGRP – Current Good Regulatory Practice**
Promotes transparent, consistent and accountable regulatory decision-making.



Our work reflects a deep understanding of WHO TRS, WHO GBT, AU Model Law, TTSP standards, national GSDP frameworks, MQAS, and regulatory inspection expectations — applied in a way that is practical and workable in African settings.

GSDP & Logistics Chain Strengthening

Implementation of GSDP as adequate control across the entire logistics chain — from manufacturing, freight forwarding and port handling to warehousing, transportation and last-mile delivery.

This improves logistics integrity and strengthens product protection at every handover point.

Prequalification of Logistics Providers & Upstream Partners

Structured assessment of freight forwarders, transporters, warehouses, customs agents and port operators against Good Practices.

Ensures reliable, accountable partners capable of safeguarding product integrity without over-engineering requirements.

Prevention, Detection & Response to Substandard and Falsified Medical Products (SFMPs)

System-wide strengthening that includes:

- Border and port quality controls
- Market surveillance
- Last Mile Assurance
- Chain-of-custody improvements
- Incident, complaint and recall management
- Regulatory follow-up

This reflects CMCOMMS' role as a Fight the Fakes Goodwill Ambassador and Chairperson on Communications for Technical Working Group against



Good Practices Assessments & Audits

Over 500 assessments conducted across Southern, Eastern and the Horn of Africa covering:

- Upstream manufacturing and supplier readiness
- Ports, airports and customs handling
- Warehousing and storage practices
- Transport and cold chain distribution
- Last-mile operations
- Cross-cutting SFMPS risks

Findings are clear, practical and matched with what teams can actually implement.

Workforce Development & Accredited Training

Training that is practical, scenario-based and grounded in real operations. Includes:

- GSDP and cold chain
- MQAS and procurement QA
- Facility readiness
- Last Mile Assurance
- SFMPS response
- Regulatory and QA strengthening

Delivered through:

- PCZ, FIP and CPD UK accredited programmes
- VCare Academy certified pathways (VCare Official Knowledge Partner) – Certified Supply Chain Leader, Certified Stores and Stock Controller, Mini Master Classes
- Bespoke courses developed through 360-degree diagnostics CMCOMMS Medical Logistics Practitioner Training Program
A practical, competence-based programme that builds frontline capability in managing medical products safely, efficiently and in line with current Good Practices. Recognised by MCAZ (WHO ML3), PCZ, CPD UK, FIP and supported by VCare Academy.

ACCREDITATION



RECOGNITION AND KNOWLEDGE PARTNERS



Regulatory System Support

Support aligned with WHO GBT including:

- Institutional Development Plans
- QMS and SOP improvements
- Surveillance systems
- Dossier and registration workflows
- Evidence packages for benchmarking

Footprint & Impact

Across Zimbabwe, Kenya, Somalia, South Sudan, Namibia, Uganda, Côte d'Ivoire, Niger, South Africa and beyond, CMCOMMS has:



- Strengthened regulatory systems and GBT/ML3 pathways
- Supported rollout of GSDP-aligned practices
- Delivered Last Mile Assurance and quality assessments for UN agencies
- Improved TTSP handling in challenging environments
- Supported GSDP compliance for logistics providers
- Trained and mentored thousands of staff
- Contributed to stronger systems that protect patients

Why CMCOMMS

- Full value-chain understanding
- Integration of GxP, regulatory, logistics and system strengthening
- African-led implementation expertise
- Recognised by MCAZ (WHO ML3)
- ASCEA 2025 Award in Health and Humanitarian Supply Chain
- Trusted by regulators and UN agencies
- VCare Academy Knowledge Partner
- Practical implementation — not theoretical consulting

CMCOMMS helps organisations move from:



Quality is not a document. It is how systems are designed, how people work, and how decisions are made every day.

We walk that journey with the teams who keep Africa's health supply chains moving.



ADVISORY BOARD

PROFESSOR NORMAN Z. NYAZEMA

ADVISORY CHAIRPERSON

Prof Norman Z. Nyazema, CMCOMMS Advisory Chairperson, is a widely respected expert in pharmacy, clinical pharmacology and medicines regulation. A former Professor at the University of Zimbabwe Medical School and now Senior Research Associate at the University of Limpopo, he has also served as an adjunct or visiting professor across Southern Africa. His experience spans drug policy, rational medicines use, regulatory strengthening and advisory work with organisations such as WHO and the World Bank. As the Founding Board Chairperson of Econet Wireless, he brings meaningful governance and strategic leadership experience from the corporate sector. Prof Nyazema's steady, thoughtful guidance helps CMCOMMS remain grounded in evidence, integrity and a broader vision of strengthening quality, safety and trust across health systems.

DR MNCENGELI SIBANDA

Dr Mncengeli Sibanda is an academic pharmacist and public health researcher at Sefako Makgatho Health Sciences University in Pretoria, with work centred on vaccinology, antimicrobial stewardship and pharmaceutical systems strengthening. He holds a Doctorate in Pharmacy, an MSc in Medicine (Pharmacology) and an MBA, and has contributed to curriculum development, pharmaco-epidemiology and the critical appraisal of scientific evidence. Dr Sibanda has served as a scientific advisor on vaccines for older adults through the South African Vaccination and Immunisation Centre and previously sat as a Ministerial appointee on the Recommendatory Pricing Committee for the National Department of Health. He has collaborated with national and international partners, including UNICEF, where he is part of a study assessing factors that influence childhood vaccine stock availability and the usability of South Africa's Stock Visibility System. His work as a supervisor, researcher and practitioner reflects a steady commitment to strengthening public health programmes and improving access to safe, effective vaccination services.

DR PAUL CHIMEDZA

Dr Paul Chimedza is a medical doctor and health-sector leader with over 25 years of experience spanning clinical practice, pharmaceutical services, and organisational management. He holds an MBChB from the University of Zimbabwe and a Diploma in HIV Management from Makerere University, and has worked across the full value chain of medical products through roles in service delivery, private sector development and pharmacy operations. As the founding director of the Icon Group of Pharmacies and a former Deputy Minister of Health, he brings valuable insight into national health systems, governance and policy implementation. Dr Chimedza has served on numerous boards in banking, media, and telecommunications, including FBC Bank, Zimpapers, Africom and Transmedia, providing strong strategic and oversight capability. His experience in healthcare delivery, entrepreneurship and corporate governance equips him with a practical, systems-focused perspective that adds meaningful depth to CMCOMMS' advisory leadership.

WILSON CHANDOMBA CSCL

FOUNDER AND
MANAGING
CONSULTANT

Wilson Chandomba is a committed advocate for ensuring communities across the continent have access to quality, safe and affordable medical products, with 27 years of practical experience spanning pharmaceutical quality assurance, regulatory strengthening and health supply chain operations. His work focuses on promoting and implementing Good Quality Practices across the full value chain—from manufacturing and regulatory oversight to storage, distribution and last-mile delivery—with particular emphasis on Good Storage and Distribution Practices (GSDP) and the role of logistics providers in preventing, detecting and responding to substandard and falsified medical products. As the Founder and Managing Consultant of CMCOMMS Supply Chain Quality Assurance, he developed the CMCOMMS Medical Logistics Practitioner Training Programme, a practical initiative that equips frontline teams to handle medical products safely and consistently. Wilson serves as the Southern Africa Regional Lead for the International Association of Public Health Logisticians (IAPHL), is a Goodwill Ambassador for the Fight the Fakes Alliance, and contributes to the

AUDA-NEPAD Technical Working Group on Substandard and Falsified Medical Products. He has supported UNFPA and UNICEF as a Last Mile Assurance assessor and regularly speaks at regional and continental platforms on quality assurance, GSDP and the role of logistics providers in strengthening medicine safety. His extensive exposure to regulatory processes, product registration, freight and port operations, audits, inventory management and last-mile delivery provides a practical, whole-chain perspective that shapes his approach to improving the reliability and quality of health systems across the continent.

PHOTO HIGHLIGHTS

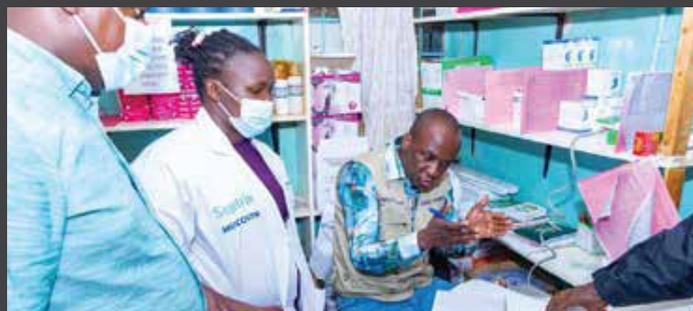
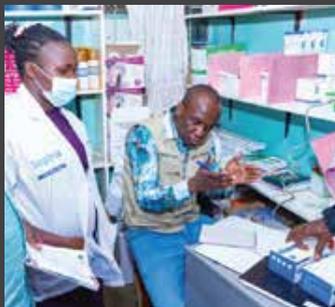
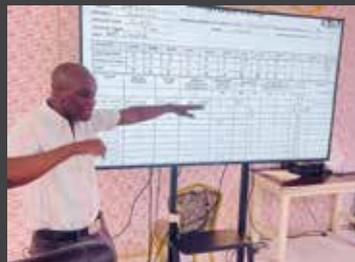


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CMC  **MMMS** SUPPLY
CHAIN
QUALITY
ASSURANCE

Mobile:
+263 774836222

Email
wilchands@cmcommsqa.com

Website
www.cmcommqa.com