**Factors\* that Will Most Significantly Impact the Effectiveness of MCM Distribution (Warehouse and MCM Delivery Operations) – 3/05/18**

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| **Pre-activation** | **Incoming MCM\*\*** | **Warehouse Site\*\*** | **Inventory Tracking** | **Out-going MCM\*\*** | **Receiving Sites** |
| Optimized opportunity for advance notice of need to activate MCM distribution (e.g., hours; days; or weeks), ability to notify staff, and the quality of JIT training | Extent to which advance information is available regarding the incoming deliveries’ specifics before shipments arrive & the accuracy of data | Characteristics of the warehouse building (e.g., Is site currently a warehouse?; size; open floor space; # of loading docks; HVAC; security; refrigeration; IT; etc.) | Characteristics of the Inventory Management System (IMS) (e.g., support all operations to track pharmaceuticals & medical supplies, while also being user friendly) | Characteristics and ready availability of well-suited delivery trucks (e.g., size, height & type of bed; capacity of items per truck; lift gate; pallet jack; etc.) | Readiness of the receiving site to accept and even assist with completion of MCM deliveries (e.g., potentially on a 24/7 basis, based on event) |
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| Existence of response plans; already trained and exercised; (e.g., all hazards and specific to the current incident) | Characteristics of the incoming items (e.g., packaging; size; weight; variety; ruggedness; refrigeration needs; etc.) | Characteristics of the warehouse exterior (e.g., access to roadway(s); size of paved parking; security; lighting; etc.) | Available, capable staff to use the IMS (e.g., IMS skills/experience; JIT training resources; Warehouse & IT skills) | Throughput rate of the out-going items (e.g., number of shipments per hour; quantity of items per hour; etc.) | Accessibility of site’s point(s) of contact for coordination of MCM deliveries, including 2-way communications |
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| Existence of positive personal relationships among committed partners (e.g., public agencies; NGO’s; and private entities) | Characteristics of the incoming delivery trucks (e.g., quantity of items per truck; height of bed; bed size; lift gate; pallet jack; etc.) | Available, capable staff for floor, C2 & security (e.g., skill/experience; fitness; commitment; receptive to direction and JIT training; etc.) | Inventory tracking and process requirements related to stock integrity and chain-of-custody (e.g., tracking of lot #’s; storage bins; etc.) | Characteristics of out-going items (e.g., size; weight; variety; amount of repackaging; storage and any refrigeration requirements; etc.) | Material handling capabilities of site to assist with receipt of the MCM deliveries (e.g., loading dock; forklift; pallet jack; dolly; etc.) |
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| Existence of formalized relationships among essential partners and the capability to quickly engage new partners (e.g., contracts; MOU’s) | Throughput rate of the incoming items (e.g., number of deliveries per hour/day; quantity of items per hour; effective use of cross-docking) | Available material handling equipment and match to staff’s skills (e.g., forklifts; dock plates; pallet jacks; empty pallets; etc.) | Flexibility in inventory tracking and processes for the emergency (e.g., retro-active IMS data entry; relax FDA rules; rely on Bill of Lading) | Characteristics of out-going trucks’ delivery plan (e.g., typical load is for a single site or drops to multiple sites; support for dispatch & tracking) | Availability of accurate information regarding the receiving site (e.g., primary street address; off-loading area access; any security issues; etc.) |
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| Understanding by PIO of MCM Distribution CONOPS so they can deflect media inquiries | |  | | --- | | **Public & Staff’s Cooperation** | | Delivery plan (e.g., The Orders will be picked up, or shipped [see “Out-going”], or both) | Availability of a non-Internet based IMS that can be easily employed initially or as a back up | Truck staffing (e.g., driver only or also an assistant; roadway and vehicle familiarity) | Readiness of receiving site to support and even assist with MCM recovery and transfers |
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| Ability to engage an existing warehouse and/or distribution operation to perform warehouse and/or MCM delivery operations | Effective messaging to the public and all who will staff the response missions (e.g., curb any panic & flight response; inspire full cooperation) | Inventory processes that will be employed (e.g., full 4 step processes of receive, store, pick & ship; transshipment; cross-docking; or ALL) | Extent to which advance information is available to warehouse regarding the out-going deliveries (e.g., customer groups; what items; when; etc.) | Security escort requirements and their availability (e.g., escorts for all deliveries, some deliveries, or no security escorts for any trucks) | Capabilities to store and secure the MCM, which especially impact MCM distribution if site is an intermediate warehouse or items are transferred |
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\* Factors are limited to things that can be controlled. Non-controllable factors: Incident type & timing (e.g., off-hour; weekend); Weather; & Traffic.

\*\*Staffing needs of MCM distribution will be most influenced by the factors listed in the three categories of Incoming, Warehouse, and Out-going.