

Last Mile Delivery Workforce Strengthening Performance Management Toolkit



Project
Last Mile



Overview of LMWF Toolkit

April 2024

Follow up document: IAPHL Webinar, 3 April 2024



Toolkit overview

The toolkit is a PDF document that was developed by [Project Last Mile](#) (PLM) and USAID and can be found online in both English and French: [Workforce Strengthening Performance Management Toolkit | PLM](#). It is accompanied by tools in Word and Excel that can be used to implement practices in the toolkit.

Last mile delivery (LMD) performance management tools:

- [1. A Look of success](#)
- [1.B Customer service architecture](#)
- [1.C Health facility LMD service performance model](#)
- [1.D Service visit capacity framework](#)
- [1.E Service visit capacity framework](#)
- [1.F Steps of the visit](#)
- [1.G LMD management dashboard](#)
- [1. H LMD management dashboard template](#)
- [1. J Examples of KPIs and metrics](#)

Performance management tools:

- [2.A Job description template](#)
- [2.B Example job description: LMD Supervisor](#)
- [2.C Performance and development review template](#)
- [2.D Example performance and development review: LMD Supervisor](#)
- [2.E Difficult conversation template](#)
- [2.F 70 20 10 Development plan template](#)
- [2.G Grow model template](#)

Toolkit use cases

1. **Last Mile Delivery staffing system design:** Enabling Medical Stores teams to design and implement private sector LMD and customer service models for MoH partners.
 - a) The toolkit sets out what “good” LMD performance looks like in terms of private sector practices, and the accompanying tools allow leaders to think through the operating environment for their own LMD staff.
 - b) The toolkit provides guidance and accompanying templates on how to design an optimal LMD model for the local operating environment and measure LMD performance.
2. **Performance management:**
 - a) The toolkit describes private sector best practices across Performance Management, giving leaders guidance on how to implement these practices.
 - b) The toolkit provides templates for leaders to use as a basis for implementing these practices.

Links and resources

- The toolkit and tools can be found at this link and are free to use and download in both French and English: [Workforce Strengthening Performance Management Toolkit | PLM](#)
- Further information on the objectives of the toolkit can be found at this link: [Workforce strengthening performance management toolkit – PLM – Project Last Mile](#)

PLM and USAID welcome any questions or comments on the toolkit, and are open to exploring any other dissemination opportunities. Please contact karin@projectlastmile.com