

DELIVERING SUPPLIES, BUILDING TRUST.

Welcome to the Third Edition of the Rwanda Medical Supply Ltd newsletter

As Rwanda's healthcare system continues to grow and evolve, Rwanda Medical Supply Ltd remains committed to ensuring the reliable distribution of quality medical supplies across the country.

In this third edition of our newsletter, we are pleased to share updates on our ongoing initiatives, achievements, and the collaborative efforts that strengthen Rwanda's healthcare supply chain.

These stories reflect the dedication of our teams and partners who work every day to support better healthcare outcomes across the country.

RMS Ltd Call Center Now Live: Dial 2121

Rwanda Medical Supply Ltd is pleased to announce the launch of its official **Call Center**, now accessible to the public through the short code **2121**. This new communication channel has been established to strengthen engagement with health facilities, partners, and stakeholders by providing timely assistance and information.

Through the call center, clients can easily reach us for inquiries, support, and guidance related to medical supplies and services.

The initiative reflects our ongoing commitment to improving service delivery, enhancing responsiveness, and ensuring that healthcare providers receive the support they need efficiently.



We Are Officially ISO 9001 Certified!

Rwanda Medical Supply Ltd proudly celebrates a major milestone following the official award of the **ISO 9001 Quality Management System (QMS) Certification**.

This achievement reflects RMS Ltd's strong commitment to maintaining high standards in quality management, operational efficiency, and continuous improvement in the delivery of medical supplies across Rwanda.



Obtaining this internationally recognized certification is the result of the dedication, teamwork, and consistent efforts of our staff who have worked diligently to strengthen systems and processes across the organization.



To mark this important accomplishment, we came together for a joyful celebration to recognize the collective effort behind the achievement. The event was filled with appreciation, pride, and a shared sense of success as teams reflected on the journey toward certification.

This milestone not only highlights our commitment to quality but also reinforces our mission to support a reliable and effective healthcare supply chain for Rwanda.

RMS Ltd Conducts Training on Audit, Risk & Compliance

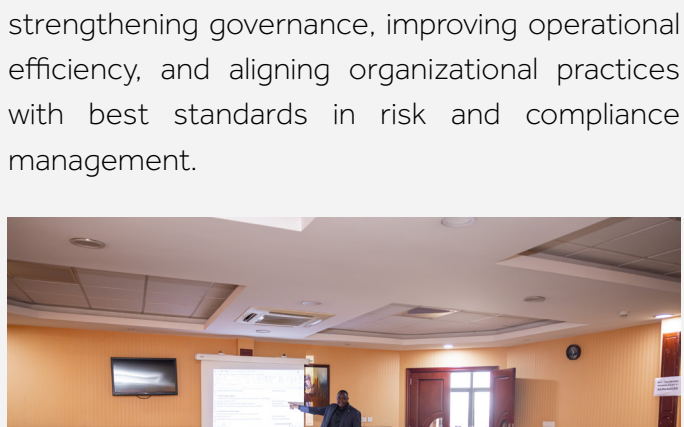
We recently organized a **three-day training on Audit, Risk, and Compliance**, bringing together audit and risk champions from across the organization.

The training strengthened participants' capacity in **information systems and audit processes, governance and management of IT, and the protection of information assets**. In addition, it provided advisory insights on relevant **professional certifications** to support continuous professional development.



Through interactive sessions and knowledge sharing, participants gained practical tools for **identifying risks, strengthening internal controls, and promoting accountability** within their departments.

This initiative reflects our ongoing commitment to strengthening governance, improving operational efficiency, and aligning organizational practices with best standards in risk and compliance management.



Vision for the Future: Strengthening Eye Care Through Global Partnerships

In a significant boost to Rwanda's ophthalmic services, **RMS Ltd**, in partnership with the **Fred Hollows Foundation**, has officially handed over specialized eye care equipment to four key public hospitals: **Ruhengeri, Kibuye, Kibagabaga, and Rwamagana**.



Procured through RMS Ltd and funded by the Foundation, this equipment is a game-changer for regional eye care management. Currently, cataracts account for **56% of blindness cases** in Rwanda, a staggering statistic given that the condition is largely treatable.

This milestone highlights the power of partnership to close accessibility gaps and ensure quality eye care is a right, not a privilege, for all Rwandans.

Impact Highlights:

- **Reduced Referrals:** Hospital directors noted that patients will no longer need to be transferred to distant facilities for specialized procedures.
- **Capacity Building:** The Ministry of Health and the Rwanda Ophthalmology Society were recognized for their vital roles in workforce training and infrastructure support.
- **Accessibility:** This move brings Rwanda closer to a future where no citizen suffers from preventable vision loss.

This milestone highlights the power of partnership to close accessibility gaps and ensure quality eye care is a right, not a privilege, for all Rwandans.

Last Mile Delivery Gets a Boost with 11 New EU-Funded Trucks

The "Last Mile" is often the most critical leg of the medical supply chain. To strengthen this link, RMS Ltd has officially received **11 new delivery trucks** (9 ambient and 2 refrigerated) from the **European Union** under the **LOMESU** project.



This three-year initiative is specifically designed to enhance the distribution of medical commodities in **Gisagara, Karongi, Nyamasheke, and Rusizi**, with the capacity to scale beyond these regions.

Strategic Vision:

Cold Chain Integrity: The refrigerated units ensure that temperature-sensitive vaccines and medicines reach rural areas in perfect condition.

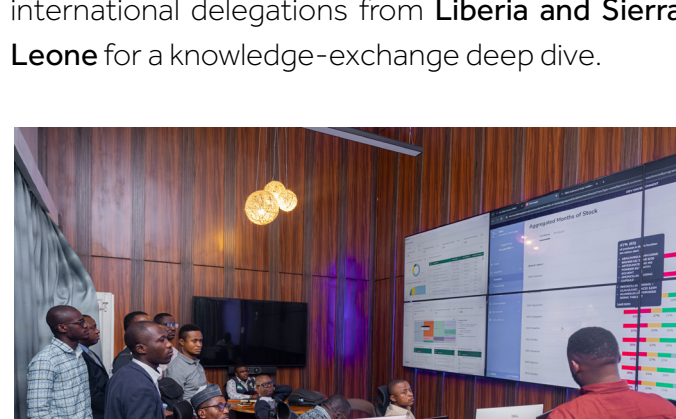
Holistic Growth: Our CEO emphasized that this partnership extends beyond hardware; it includes investment in digital tools, staff capacity building, and long-term expansion goals.

Global Solidarity: EU Ambassador Belen Calvo Uyarra highlighted the fleet as a strategic step toward ensuring every Rwandan beneficiary is reached.



A Hub for Innovation: Liberia and Sierra Leone Delegations Visit ROC

Rwanda is increasingly becoming a blueprint for digital health transformation in Africa. This week, in the **RMS Operations Center (ROC)** we hosted international delegations from **Liberia and Sierra Leone** for a knowledge-exchange deep dive.



The visit centered on how we transitioned from traditional logistics to a data-driven powerhouse. The delegations explored:

- **Real-time Analytics:** How ROC uses data for evidence-based decision-making.
- **Dynamic Dashboards:** Tracking priority KPIs to ensure no stockouts and optimal efficiency.
- **Digitization Journey:** Sharing the "lessons learned" during our digital transformation.

The visit concluded with a vibrant Q&A session. By sharing our best practices, we are not just improving local health outcomes but contributing to a stronger, more resilient health architecture across the continent.