Purpose: The purpose of this research is to conduct a diagnosis of the humanitarian supply chain during the early stages of the COVID-19 pandemic, specifically focusing on the healthcare sector in a city in southern Brazil. The aim is to identify disruptions that occurred, stakeholders involved, and the processes at play within the supply chain. By conducting a root cause analysis, the research aimed to indicate the origin of the supply chain disruptions and provide insights for enhancing preparedness and resilience for future events.

Research Approach: The approach of this research is qualitative and quantitative, and it is organized in a case study to examine the humanitarian supply chain during the early stages of the pandemic. Qualitative methods, such as interviews and document analysis, provided descriptive data, while quantitative methods collected performance metrics and conducted surveys. The research aimed to understand disruptions, stakeholders, and processes, informing recommendations for improved preparedness and resilience. This comprehensive approach contributes to a deeper understanding of the supply chain and its management during crises.

Findings and Originality: By the means of a root cause analysis, the research identified underlying factors contributing to the supply chain disruptions, including systemic issues and vulnerabilities. Based on these findings, the study proposed recommendations to enhance preparedness for future crises, such as revising policies and protocols, improving information sharing mechanisms, and leveraging innovative technologies. The originality of the research lies in its focus on the early stages of the pandemic and its specific context within the healthcare sector in southern Brazilian city. By providing a comprehensive diagnosis and practical recommendations, the study contributes to the knowledge and understanding of managing humanitarian supply chains during crises.

Research Impact: The contributions of this study have the potential to advance knowledge in the academic and research community. By providing insights into the disruptions, stakeholders, and root causes within the humanitarian supply chain during the early stages of the pandemic, the research expands the understanding of supply chain management in crisis situations. It contributes to the create knowledge from the experience of the pandemic and to the literature of humanitarian logistics and disaster response.

Practical Impact: The research findings and recommendations have practical implications for professionals and stakeholders involved in managing and responding to crises in the humanitarian supply chain. The research offers insights into the disruptions and root causes of the supply chain during the early stages of the pandemic, informing preparedness strategies for future crises. The practical recommendations resulting from the research can guide decision-making and action in real-world scenarios, improving the response capacity and resilience of the humanitarian supply chain. Additionally, the findings can assist in optimal resource allocation within the supply chain during crises.

Keywords: Humanitarian supply chain, pandemic response, supply chain disruptions.
DIAGNOSIS OF THE HUMANITARIAN SUPPLY CHAIN: A CASE STUDY ON THE
ONSET OF THE PANDEMIC PERIOD

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