

Note
from Editor-in-Chief



Miriam Ahumuza

Customer Centricity at the Core

Globally, health supply chains are shifting towards models that put the customer first prioritizing speed, reliability, and digital access. Across Africa, this focus is driving stronger partnerships and more responsive systems. In Uganda, JMS is advancing

the same agenda by investing in tools, teams, and infrastructure that make it easier for facilities to get what they need, when they need it.

This edition highlights key steps JMS is taking to strengthen customer-focused service delivery. From digital platforms to regional distribution hubs and enhanced relationship management, our focus remains clear: a supply chain that listens, responds, and delivers value to every customer we serve.



A newly Gulu Branch

JMS Launches Customer Portal to Strengthen 24/7 Access and Self-Service

JMS is proud to introduce the JMS Customer Portal, a new digital platform designed to give health facilities greater control and convenience in managing their medical supply needs. Currently at the customer training stage, the portal will allow users to place orders, track deliveries, access statements, and view product information anytime, anywhere.

With its 24/7 self-service capability, the Portal empowers PNFP facilities to make timely, informed decisions and reduces turnaround time in the ordering process. *“The Portal is a tool for collaboration*

that will enable Health Facilities make informed decisions using real-time data, facilitating JMS to respond faster and more effectively.” Joanita Namutebi Lwanyaga, Director, Supply Chain Services, JMS

The system is also expected to streamline communication between JMS and its customers, ensuring faster feedback and improved accuracy in orders.

Trainings are ongoing across regions, and customers are encouraged to register early to enjoy the full benefits once the Portal goes live.



Strengthening Relationships Through the JMS Key Account Management & Sales Representative Model

As part of our drive to enhance customer-centric service, JMS continues to implement a Key Account Management (KAM) model, supported by a robust Sales Representative structure. This model ensures that every facility large or small has a dedicated contact person who understands its needs, supply patterns, and challenges.

Key Account Managers focus on high-volume and strategic partners, while Sales Representatives serve facilities across the country through

routine visits, order support, and customer care. Together, the two teams play a critical role in maintaining strong relationships, ensuring timely problem-solving, and supporting facilities to maximize value from JMS services.

A full directory of KAMs and Sales Representatives, including their names and contacts, is provided in this newsletter to help customers reach the right person with ease.

S/N	Sales Rep	Email	Telephone	Territory
1	Brian Saviour	briansaviourn@jms.co.ug	0787 839 915	Makindye Division
2	Emmanuel Kiyaga	emmak@jms.co.ug	0704 712 660	Kawempe Division
3	Ronald Bogere	RonaldB@jms.co.ug	0779 169 316	Lubaga Division
4	Peter Isiiko	PeterI@jms.co.ug	0783 191 544/ 0752 121291	Busoga Region
5	Pius Ariyo	piusa@jms.co.ug	0785 434 978	Entebbe Municipality
6	Percy Komujuni	percyk@jms.co.ug	0783 984 940/0759 885 881	Nakawa Division
7	Joseph Ssedagala	JosephS2@jms.co.ug	0775535595/0758 535 595	Greater Masaka
8	Robert Nyakahuma	RobertN@jms.co.ug	0787 217 357/0701 681 178	Mid Western - Fort Portal
9	Pius Emaru	PiusE@jms.co.ug	0789 417 256/0708 232 653	Eastern Uganda
10	Aron Opio	arono@jms.co.ug	0779 781 323	Northern Uganda
11	Charles Dicken Ssentongo	charlesds@jms.co.ug	700 416 516	Mukono Region
12	Abenaitwe Rolland	rollanda@jms.co.ug	0758 317 817	Greater Mbarara
13	Allen Namugerwa	allenn@jms.co.ug	0789 895 872	Nansana Municipality
14	Yusuf Mwanje	yusufum@jms.co.ug	0705 740 859	Mid Western - Hoima
15	Medard Tusiimire	medardt@jms.co.ug	0704 975 590	Mityana - Mubende

S/N	Sales Rep	Email	Telephone	Territory
16	Anyine Philbert	philberta@jms.co.ug	0777 739 805/0394 893 998	Greater Kigezi
17	Paul Kisitu	paulk@jms.co.ug	0782 451 319	Corporates
18	Sande Micheal	JohnS@jms.co.ug	0756 772 255	Kampala Central
19	Allan Walter Dralema	walterallan@jms.co.ug	0783 776432	West Nile
20	Sunday Ouma	SundayN@jms.co.ug	0787 049 884	Manager Arua
21	Joshua Kyabakama	joshuak@jms.co.ug	0787 743 166	Tender Business
22	Elisha Kaweesa	elishak@jms.co.ug	752815270	Team Leader
23	Samuel Kiruyi	Samuelk@jms.co.ug	776035760	Manager Business Development
24	Ben Asiimwe	bena@jms.co.ug	772494829	Manager Marketing

Joint Medical Store officially opened the Gulu Branch on 16th October 2025, marking a major milestone in extending quality, affordable health supplies closer to facilities in Northern Uganda. The event, held in Gulu City, brought together Church leaders, district officials, partners, and health facility representatives to celebrate the dedication of the new branch.



Sr Prossy Incharge St Mary MC Boma



Dr Joseph Kato of Virika Hospital

JMS Dedicates and Opens Gulu Branch Ahead of Official Launch

Speaking at the ceremony, the JMS Board Chairman, Mr. Rhobert M. Korutaro, emphasized the significance of the milestone for the region. *"The Gulu Branch stands as a symbol of growth, resilience, and service. It brings our mission closer to the people of Northern Uganda by eliminating long distances and logistical barriers that once delayed access to essential health commodities."*

He added that the facility is a testament to JMS' commitment to good stewardship and sustained investment in infrastructure. *"This expansion reflects the fruits of prudent stewardship and the strong partnership between JMS and the faith-based health networks that founded us. It is our gift to the region, a commitment to ensure that every facility has access to quality, affordable health supplies."*

The new branch will serve as a one-stop centre for pharmaceuticals, laboratory reagents, medical equipment, and hospital furniture, improving efficiency and reducing turnaround time for health facilities across the region. Its establishment was fully financed through JMS internal resources, Equipping and Furnishing the warehouse was fully funded by GF.

Dedicating the warehouse or branch, the Archbishop of Gulu, Rt. Rev. Raphael p'Mony Wokorach, welcomed the expansion as a timely and transformative development for the region. *"We are honoured to host the JMS Gulu Branch on Church land. This collaboration is a reaffirmation of our shared mission to uphold the dignity of life by ensuring that communities in Northern Uganda can*

access reliable, quality health services."

He further noted the wider impact the branch will have on the region. *"This new branch is not just a building, but a blessing for our region. It represents hope, progress, and the strengthening of healthcare systems that support our people to live healthier, more productive lives."*



The event also acknowledged the collaboration of Government, Development Partners, health facilities, and the private sector, whose support continues to strengthen JMS' role as a reliable partner in Uganda's health supply chain.

As JMS enters a new phase of growth, the Gulu Branch stands as a strong demonstration of the organization's commitment to expanding access to medical supplies, improving customer service, and responding to the needs of all regions with excellence and compassion.



Highlights from the JMS Annual General Meeting

JMS successfully held its Annual General Meeting (AGM) on 6th December 2025 at Skyz Hotel Naguru, bringing together members to reflect on the year's progress and align on strategic priorities for the future.

During the meeting, the Audited Financial Statements and the Annual Report were presented and formally approved by the Assembly, confirming JMS' continued commitment to transparency, accountability, and prudent stewardship.

Speaking at the AGM, the Executive Director, Dr. Bildard Baguma, noted: *"Our journey this year reflects resilience, innovation, and faith. As we conclude the 2021–2025 Strategic Plan, we remain committed to building a more efficient, customer-centred JMS anchored on stronger partnerships, improved systems, and a renewed focus on sustainability."*

He added that JMS had transitioned to a new Enterprise Resource Planning system (ERP), which is central to JMS' transformation. *"The*



transition to Microsoft Dynamics marks a turning point in our operations. It will strengthen efficiency, enhance customer experience, and position JMS for more seamless service delivery in the coming years."

The 2024/25 performance highlighted:

- UGX 383 billion turnover.
- 5% growth in sales revenue, driven by increased demand, strengthened customer relationships, and efficiency improvements
- Continued progress in embedding customer centricity, operational excellence, and deeper partnerships across the PNFP health network

The AGM also noted key organizational improvements, including the development of the new Strategic Plan 2025-2030, the integration of ESG principles across operations, and ongoing restructuring efforts to promote a lean and agile workforce focused on delivering value to health facilities.

In his remarks, the Board Chairman, Mr. Rhobert M. Korutaro, reaffirmed the strategic direction of JMS: "This AGM marks the close of an important chapter and the beginning of a new strategic journey. Our focus remains clear to strengthen governance, sustainability, and customer centricity as JMS enters its Golden Jubilee era."

He emphasized the significance of the Board's decision on sustainability. "Embedding Environmental, Social and Governance (ESG) principles into JMS operations is a historic milestone that positions us as a regional leader in sustainable health supply chain management and aligns us with global best practice."

JMS remains committed to building a customer-driven, sustainable health supply chain that supports Uganda's healthcare system with quality, reliability, and innovation.





JMS
JOINT MEDICAL STORE

RELOCATION NOTICE

WE HAVE MOVED OUR **ARUA BRANCH** TO **EDIOFE** NEXT TO **CATHEDRAL CHURCH**

Our dear esteemed Customers, kindly note that our Arua Branch has moved to Ediofe Warehouse next to Cathedral Church at Kommite Cell Plot 811, Arua City

JMS
JOINT MEDICAL STORE

EDIOFE
Warehouse

Reach out on at sales@jms.co.ug
 0707999024 0800203018 or 0800340340 for details

 0800203018, 0800340340, 0312-236400

 0707999024

HEAD OFFICE

Email: sales@jms.co.ug

MBARARA BRANCH

Email: salesmbra@jms.co.ug

FORT PORTAL

Email: salesfort@jms.co.ug

ARUA

Email: salesarua@jms.co.ug

GULU

Email: salesgulu@jms.co.ug

Fraud Hotline Email : speakup@jms.co.ug or
Call : **+256776809379**

 **@JMSUganda**

 **@JointMedicalStoreJMS**

