

**DELIVERY SYSTEM
VALUE CHAIN**

Stakeholders

Consumers: Purchasers, Payers, and Users ♦ **Distributors** ♦ **Human Resources / Employees**
Financial Resources/Investors ♦ **Suppliers** ♦ **Organizations/Employers** ♦ **Communities**

End States/Objectives

Ease of Access ♦ **Accurate Delivery** ♦ **Competent Delivery** ♦ **Interpersonal Satisfaction**
Positive Outcomes ♦ **Affordable Costs** ♦ **More Knowledgeable Consumer**

Competencies

**Specific Products or Services That Can Be Delivered to
a Specific Group of Consumers to Satisfy Their Needs**

Capabilities

- **A Set of Skills and Processes That Support or Leverage an Entire Value Chain**
- **Cross-Functional (i.e. Involves Several Diverse Skill-Sets or Functions)**
- **Difficult to Imitate (i.e. a Culture or Perceived Unique Selling Point)**

Consumer Needs/Expectations