

**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