

Brief History and description of the organization

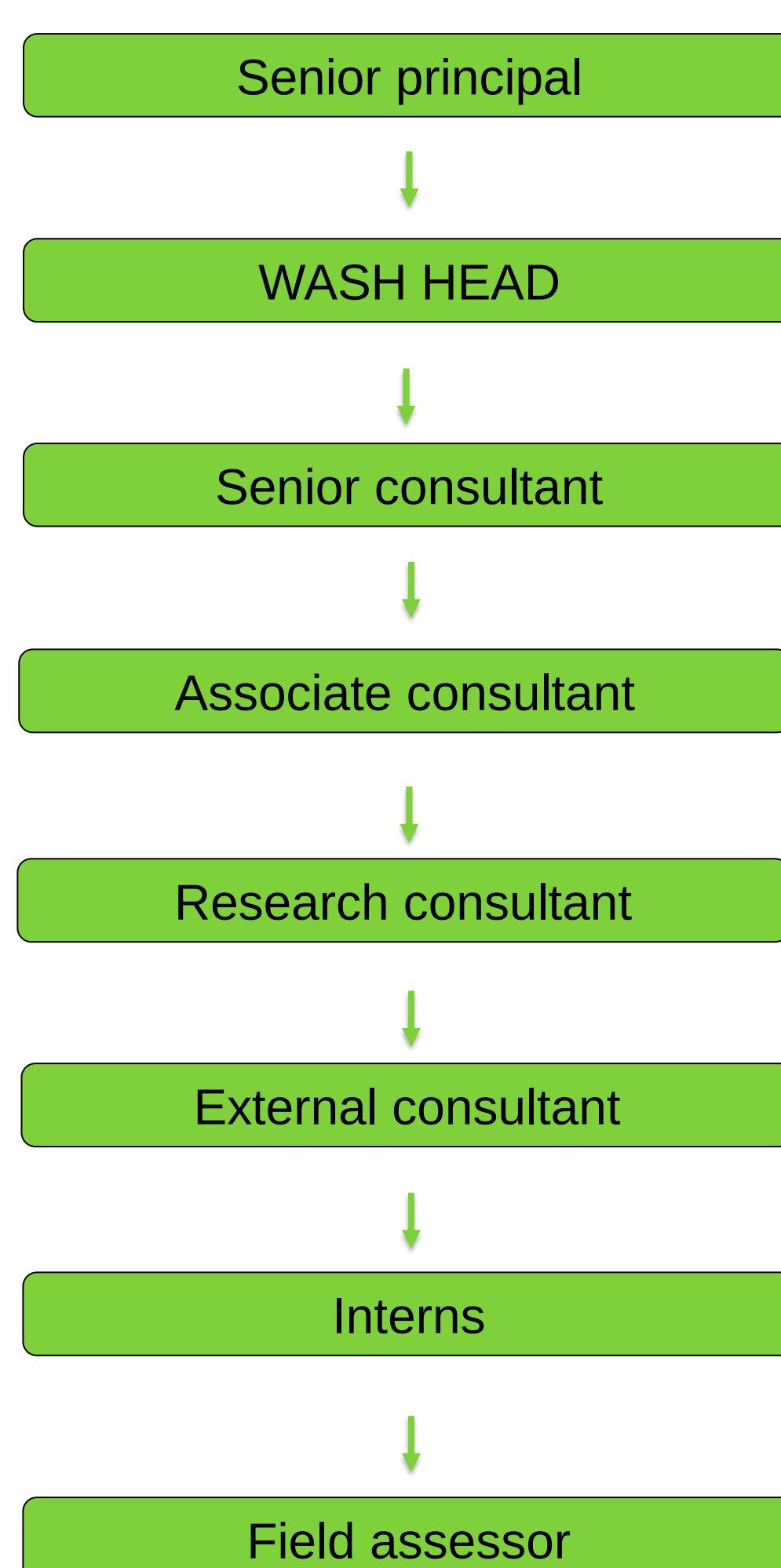
IQVIA, formerly Quintiles and IMS Health, Inc., is an American multinational company serving the combined industries of health information technology and clinical research.

This company is a world leader using data technology, advanced analytics and expertise to help customers drive health care forward. They have modern Health Care system and created breakthrough solutions that transforms business and patient outcomes. . IQVIA is a provider of biopharmaceutical development and commercial outsourcing services, focused primarily on Phase I-IV clinical trials and associated laboratory and analytical services, including consulting services. It has a network of more than 88,000 employees in more than 100 countries and a market capitalization of \$49 Billion as of August 2021. As of 2017, IQVIA was reported to be one of the world's largest contract research organizations.

Swachh Bharat Mission

- Swachh Bharat Mission was launched as a nationwide movement on October 2, 2014. The goal of the campaign is to realize the vision of a "Clean India". This is 'phase III' of the project.
- The Ministry of Housing and Urban Affairs (MoHUA) is implementing SBM urban.
- Before IQVIA, IPSOS was assigned this project but in 2021 IQVIA won the bid for this project and government have granted extension of 6 months to IQVIA.
- As desktop assessor in GFC my task was to check the integrity of the documents provided by the ulbs correspondence to the requirements and components.

Organization Structure



Organization vision and mission

IQVIA brings together advances in data science, technology, and healthcare expertise to help customers make better decisions and ultimately improve patient outcomes.

IQVIA mission is to help create a healthier world. IQVIA believe by accelerating innovations and making intelligent connections across the healthcare ecosystem, we can make exponential progress.

Usefulness of the internship

- Exposure
- Increase in productivity
- Understood where my strengths lies in
- Hands-on experience on working in nation wide projects.
- Enhanced knowledge
- Network and connection building.

SWOT analysis of Swatchh Bharat Mission project



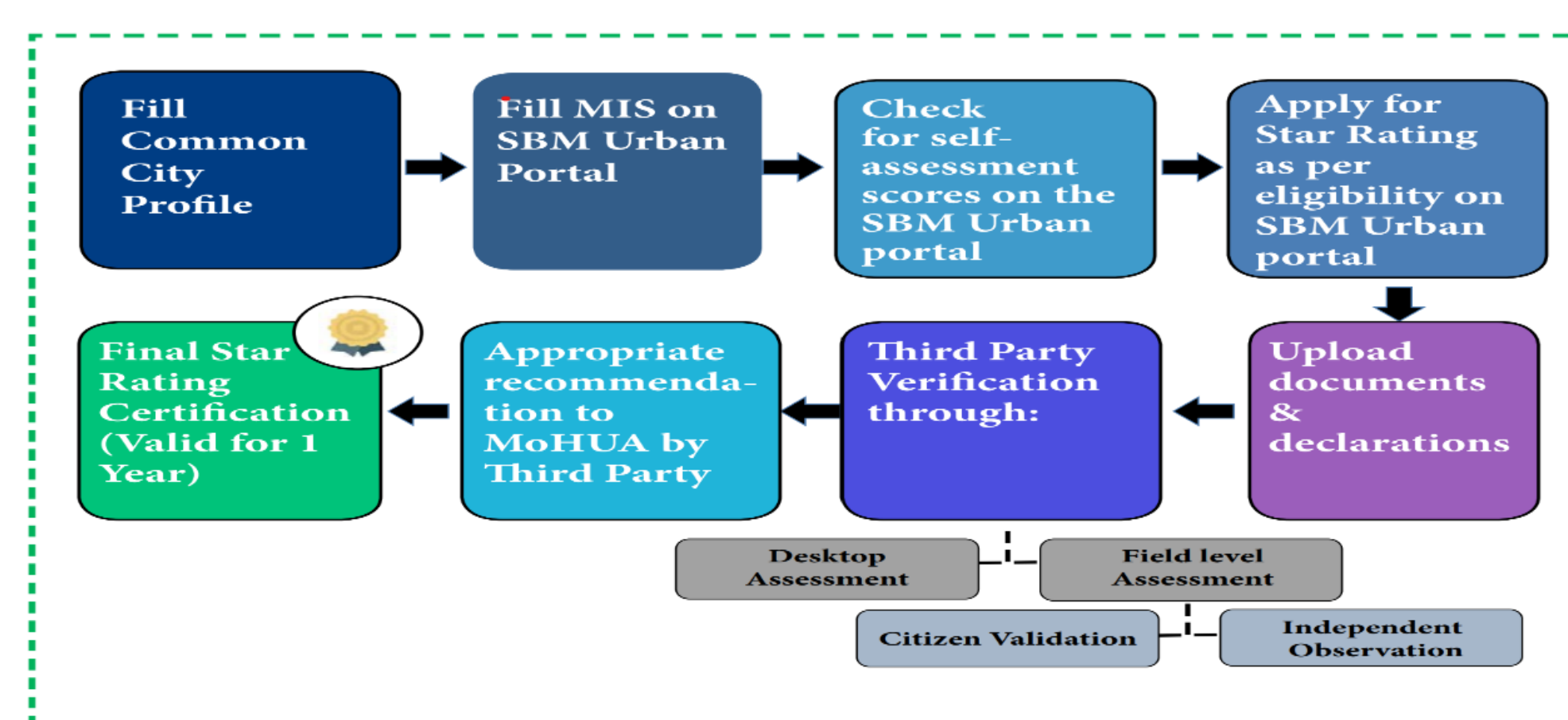
Challenges faced during internship

- Technical Implementation of skills into real life situations
- Time management.
- The scoring matrix was changed many times which led to confusion and revision of the protocol.
- Some of the tasks was extremely repetitive which used to take 50% of the time for assessing one ulb. So I had to use automation tools or macros unofficially to be more efficient.

Difference between practical exposure and theoretical work

- In practical soft skills are essentials, like communications, depersonalisation, conflict resolution.
- How to communicate with high profile individuals.
- How to balance work and personal life.
- Since we were directly in contact with city officials and we had to keep track of the previous communications.
- Team management and work distribution.
- In theoretical way we only learn the definite way but sometimes there are other way around.
- Theoretical learning only teaches about the way it should be done, but in practical exposure we also learn how to undue mistakes and to again follow the operating procedures.

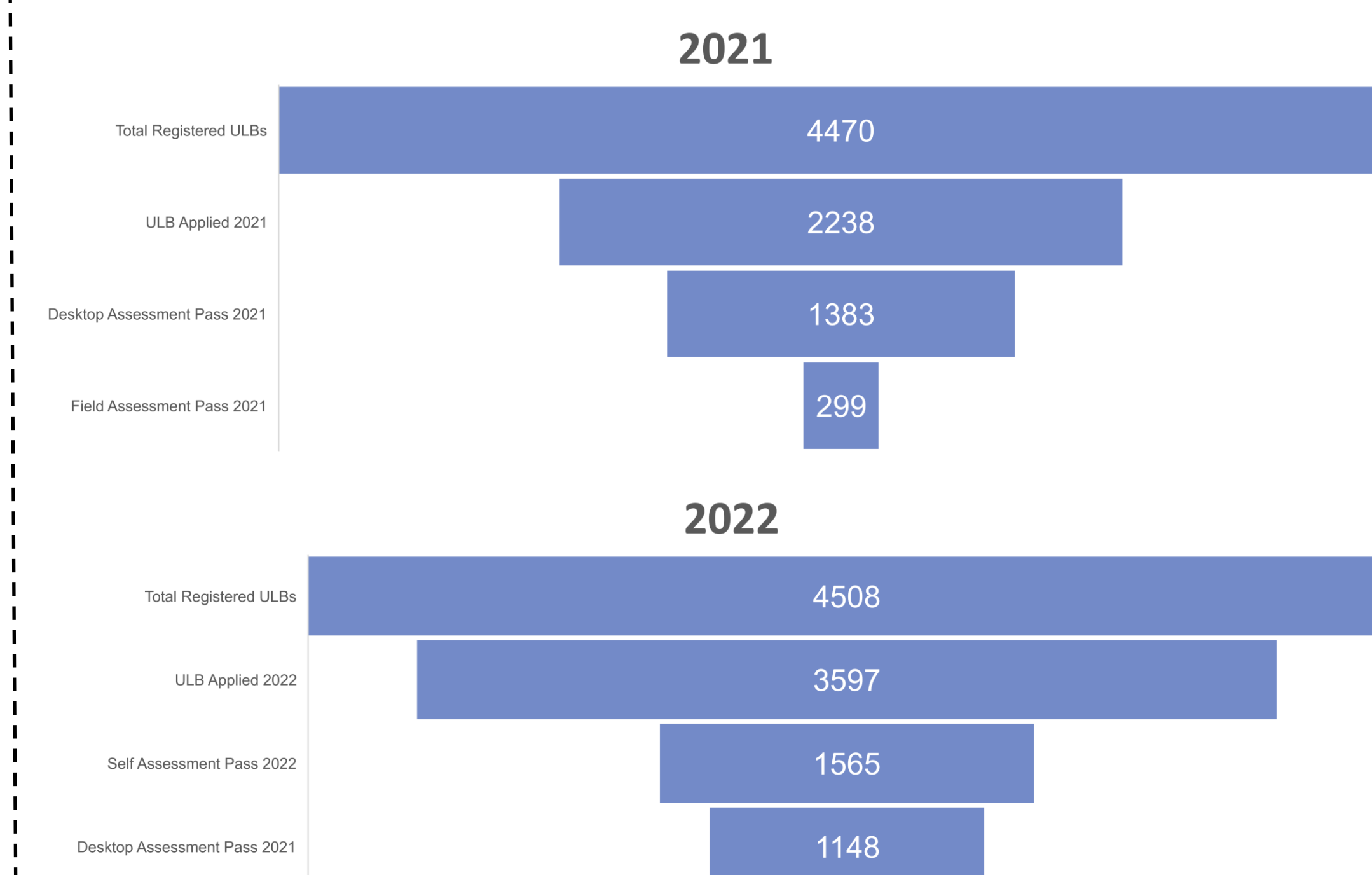
Star Rating Process Flow for ULBs



Learning and value addition done during internship

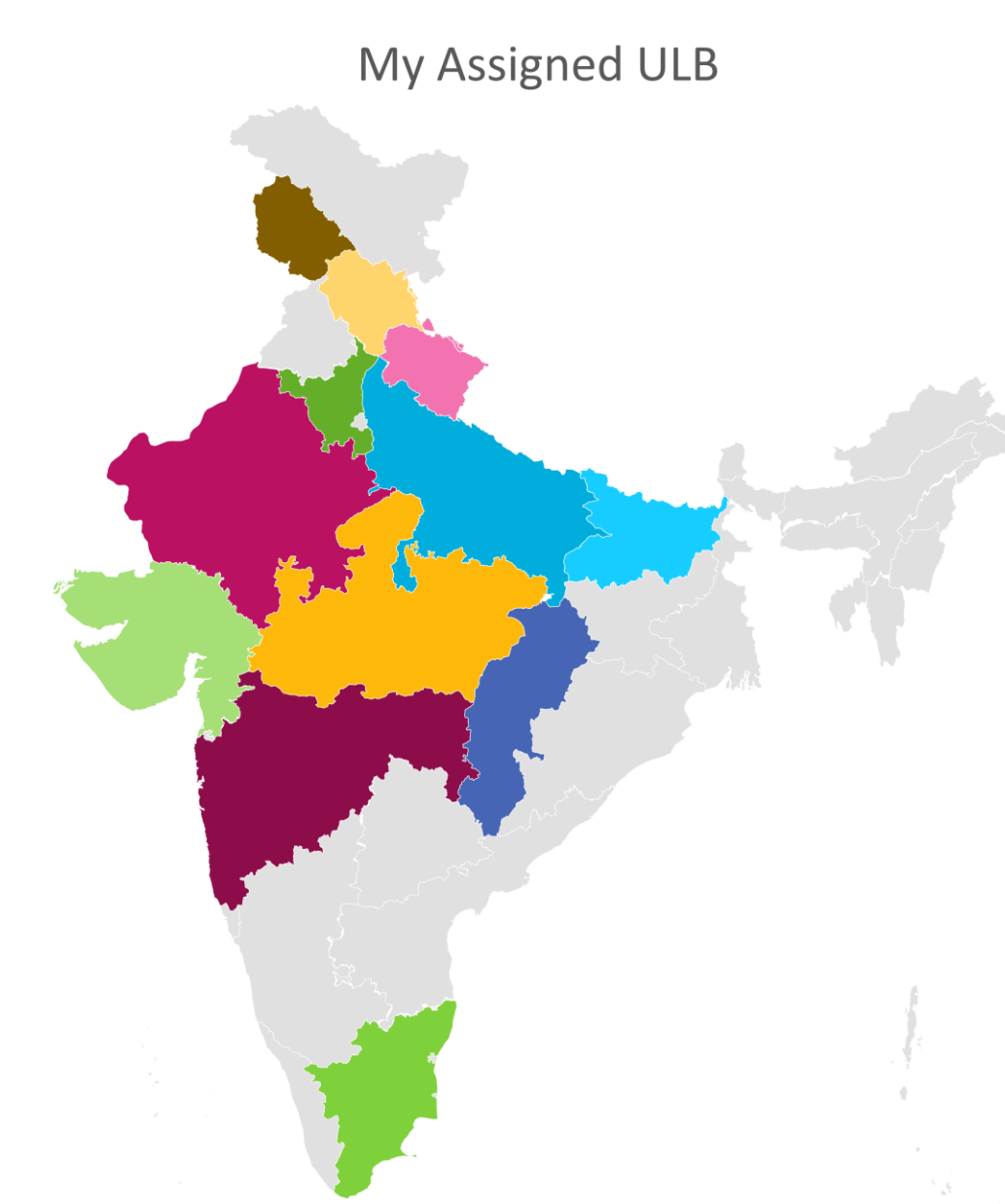
- Understood how a consulting organization work at ground level.
- To provide service by gap analysis. Iqvia uses the data from the project to provide services to the cities where they are lagging.
- Gave training to GFC Team and learned how to conduct trainings.
- And checked the working of the app in mobile. This helped me to know what the technical problems in the field works are.
- Made recorded training modules of total 3 hours which will be used by the employees as well as by the future employees and interns which made me know how to make a training module which should contain all the essential information and should be evergreen along with time constraints.
- Use of excel and data management.
- How to work in a team and how to distribute work so that no one is idle.

GFC 2021 VS 2022

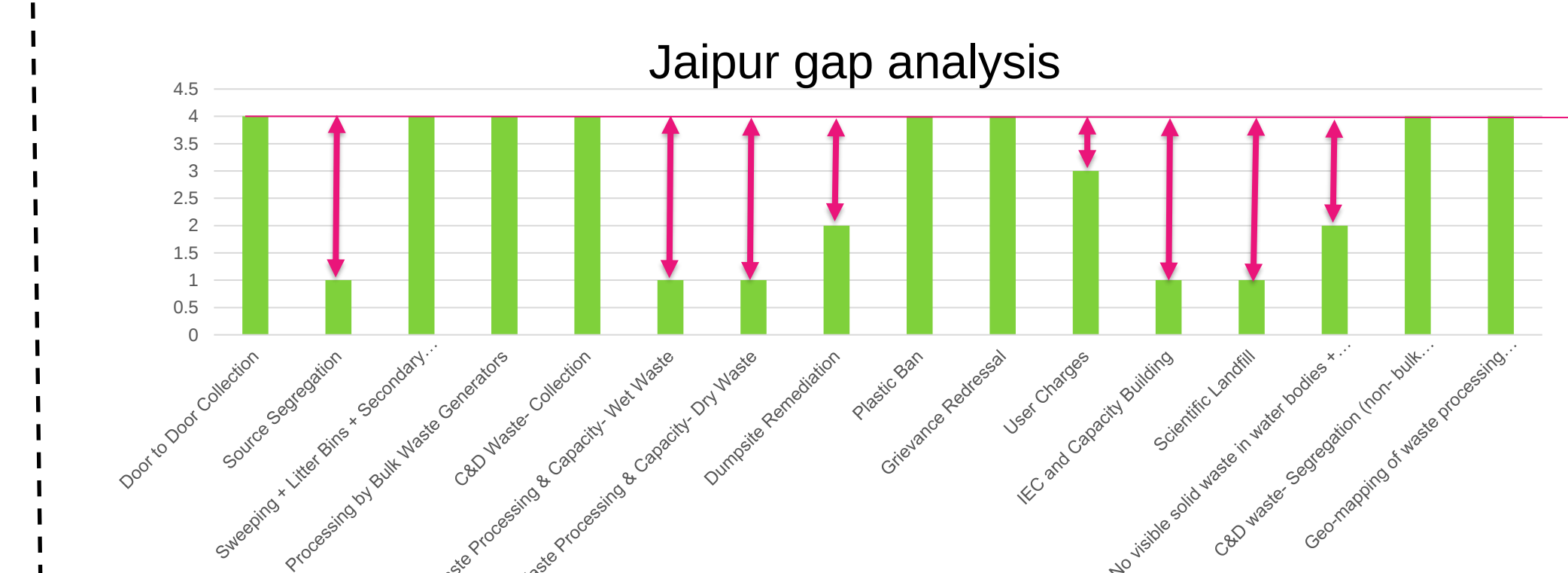
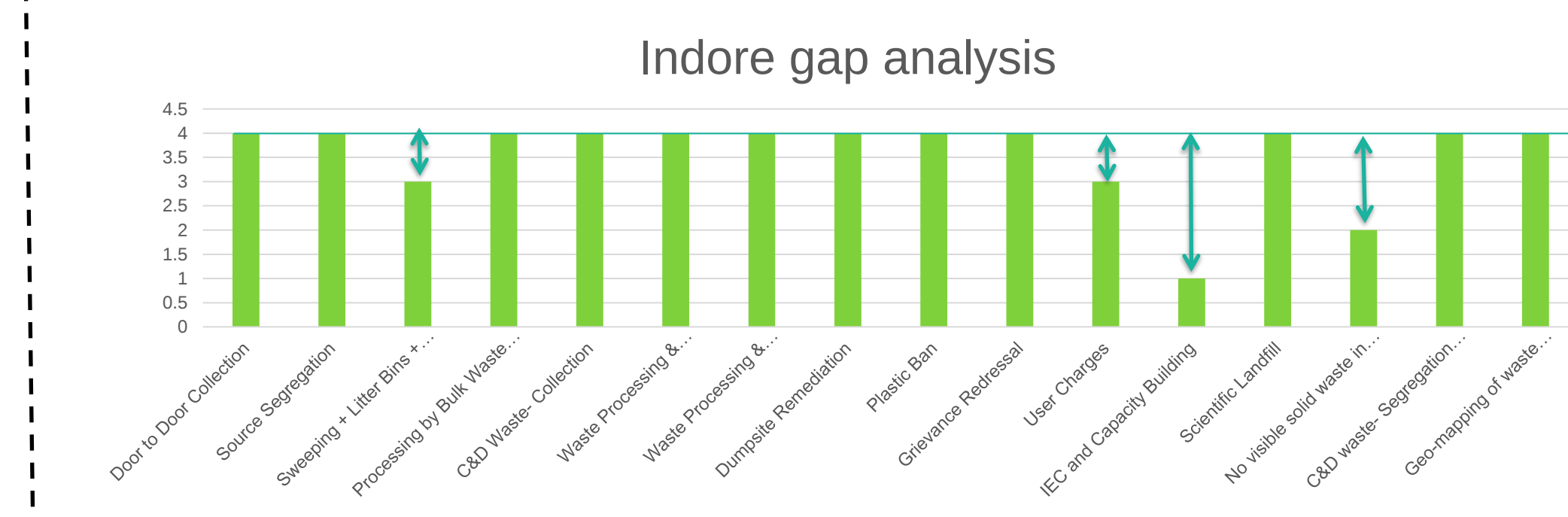
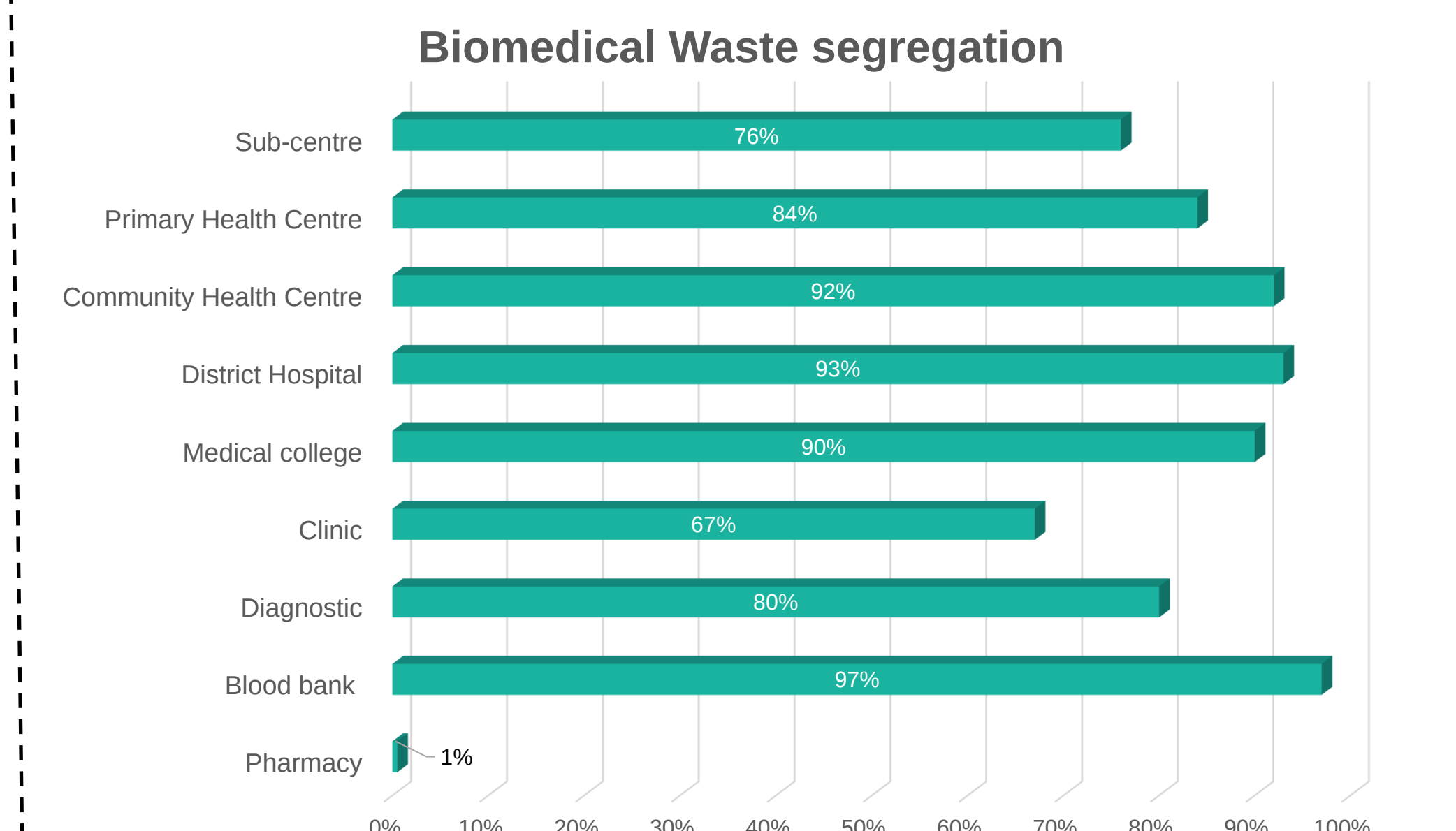
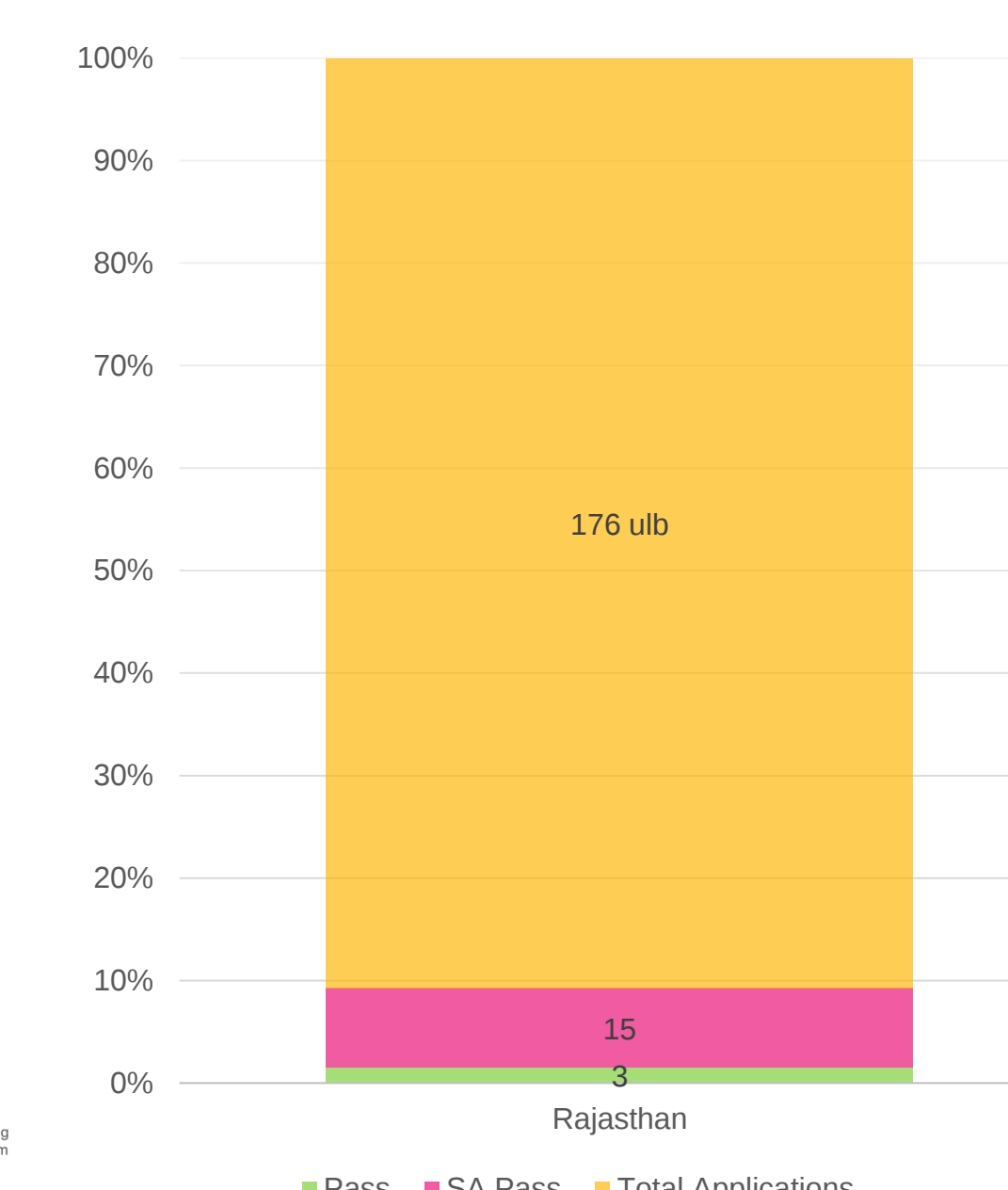


- Previous year 2238 ulb's were part of ulb and 60% passed desktop assessment whereas this year 3597 ulb's were part of the project but only 30% passed the desktop assessment the answer could be revision in criteria of passing.
- In 2021 73 ulb's applied for 7 stars whereas in this year only 37 ulb's applied for 7 Stars, this could be because no ulb was awarded 7 stars in 2021.

Ulbs done by me state wise



RAJASTHAN 2022



Gap analysis of Indore and Jaipur

- Indore achieved level 4 in 12 components, level 3 in 2 components, level 2 in 1 component and level 1 in 1 component out of 16 essential components.
- But Jaipur was able to achieve level 4 in 8 components, level 3 in 1 component, level 2 in 2 component and level 1 in 5 components out of 16 essential components.
- Jaipur should focus on source segregation and waste processing management.
- Also, Indore takes help of 3rd party agencies.

Suggestions to Organization

- Parameter change every year, so every year training is required to ulb officials as well as to assessors.
- The protocols should be improvised as states have made loopholes in which they will be passed.
- The data should be streamlined and diversified.
- There should be more classification of different types of waste collected which help in retrospective analysis in future.
- Automation software should be used for repetitive and rigorous tasks.
- Because of technical error many ulbs which failed self-assessment were in the portal of desktop assessment which should not happen. Technical teams should try to mitigate these problems.