

WHAT IS IQVIA?

In 2016, Quintiles and IMS Health converged to create an entirely new organization capable of serving the healthcare industry like never before. The name of the modern company honors the legacy organizations.

IQVIA: I (IMS Health), Q (Quintiles), and VIA (by way of).

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

Their mission is to help create a healthier world. They believe by accelerating innovations and making intelligent connections across the healthcare ecosystem.

SWACHH BHARAT MISSION

Swachh Bharat Mission or **Clean India Mission** is a country-wide campaign initiated by the [Government of India](#) in 2014 to eliminate [open defecation](#) and improve [solid waste management](#).

Phase 1 of the Swachh Bharat Mission lasted till October 2019.

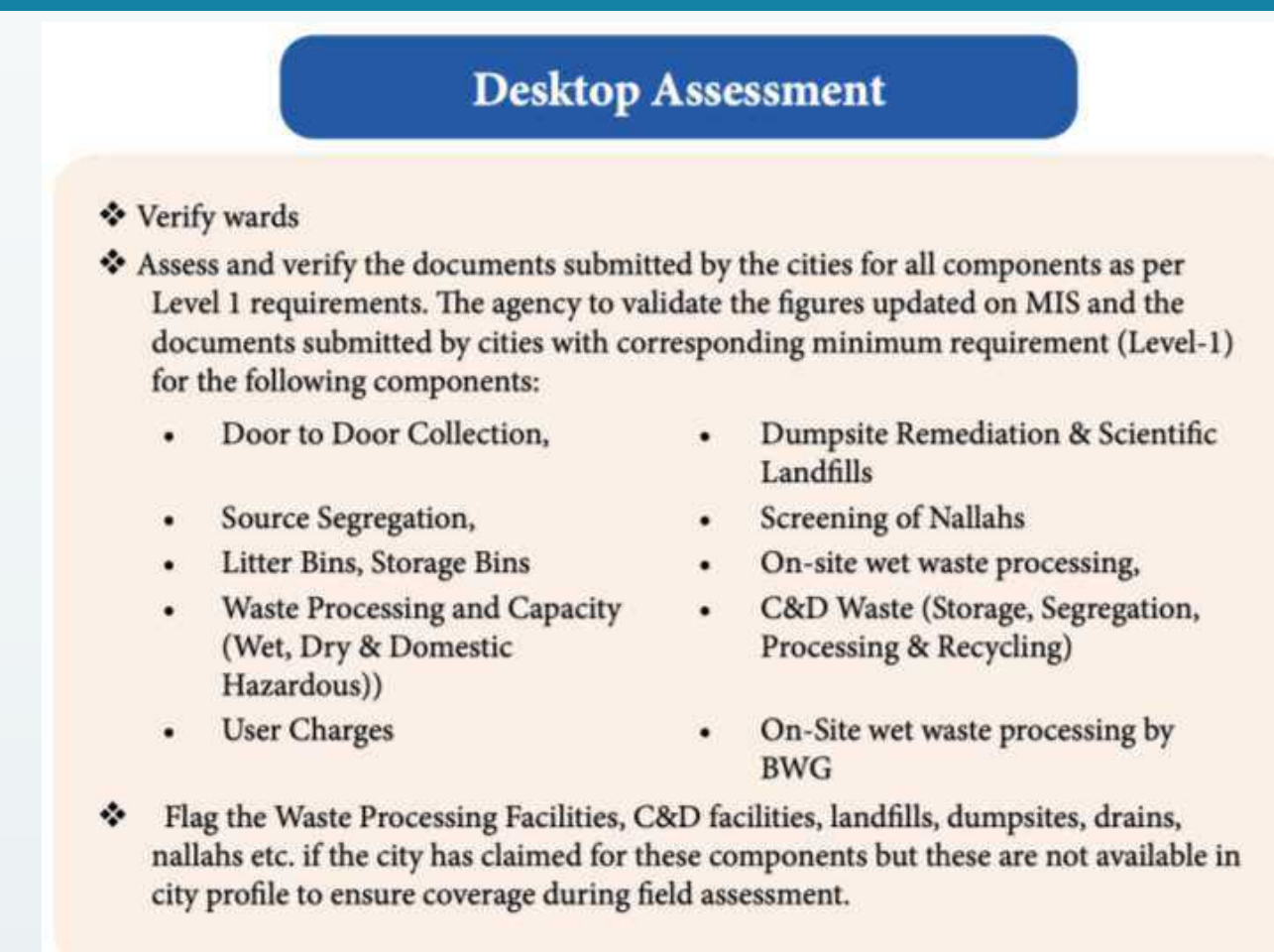
Phase 2 is being implemented between 2020–21 and 2024–25 to help cement the work of Phase 1. The mission is aimed at progressing towards target 6.2 of the [Sustainable Development Goals Number 6](#) established by the [United Nations](#) in 2015.

ORGANISATIONAL STRUCTURE



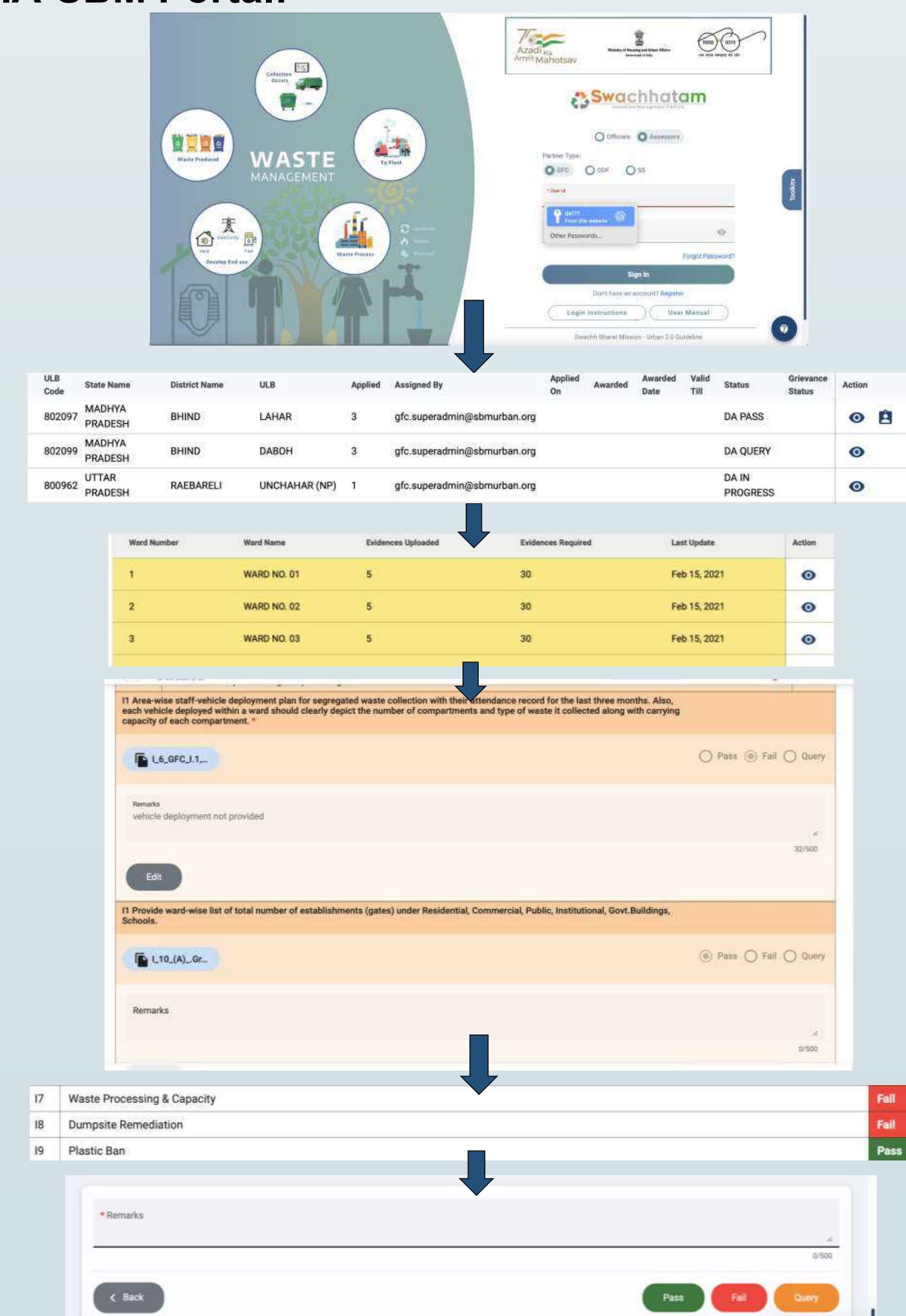
As an intern, we were appointed as Desktop Assessors to work on the Solid Waste Management division of SBM. Our role majorly focused on completing the ULBs (Urban Local Bodies) that were assigned to us and pass/fail them on the basis of the documents provided.

What was our work as a Desktop Assessor (Intern)?



Only once the correct data had been uploaded were the components of each ward passed. In the event of a minor error, we raised a question, which was answered by the local body. ULB was passed when the query returned accurate data, and it was failed when it did not.

IQVIA-SBM Portal:



Components to assess:

Door to Door Collection of waste	User Fees, Enforcement of Plastic Ban, Sale of waste by-products	1 Star and 3 Star: Component 1-16 5 Star and 7 Star: Component 1-24
Source Segregation of waste (Dry, Wet, Sanitary & Domestic Hazardous (DHW))	Geo-mapping of wards & processing facilities, Digital Monitoring of SWM Operations	ULBs that applied for 1 star - Maximum score: 5200 - Minimum score: 2400
Sweeping of public, commercial & residential areas, Waste Storage Bins, Litter Bins	Citizen grievance redressal	ULBs that applied for 3 star - Maximum score: 5200 - Minimum score: 3600
Scientific Waste Processing (Dry, Wet & DHW), Scientific Landfilling and C&D Waste Mgmt.	Waste reduction through on-site processing of wet waste	ULBs that applied for 5 star - Maximum score: 7500 - Minimum score: 6300
Dumpsite remediation	Cleaning of storm water drains & water bodies, and screening of Nallahs	ULBs that applied for 7 star - Maximum score: 7500 - Minimum score: 7500
Bulk Waste Generators Compliance	City Beautification, IEC & Capacity building	

How to pass/fail?

Example:

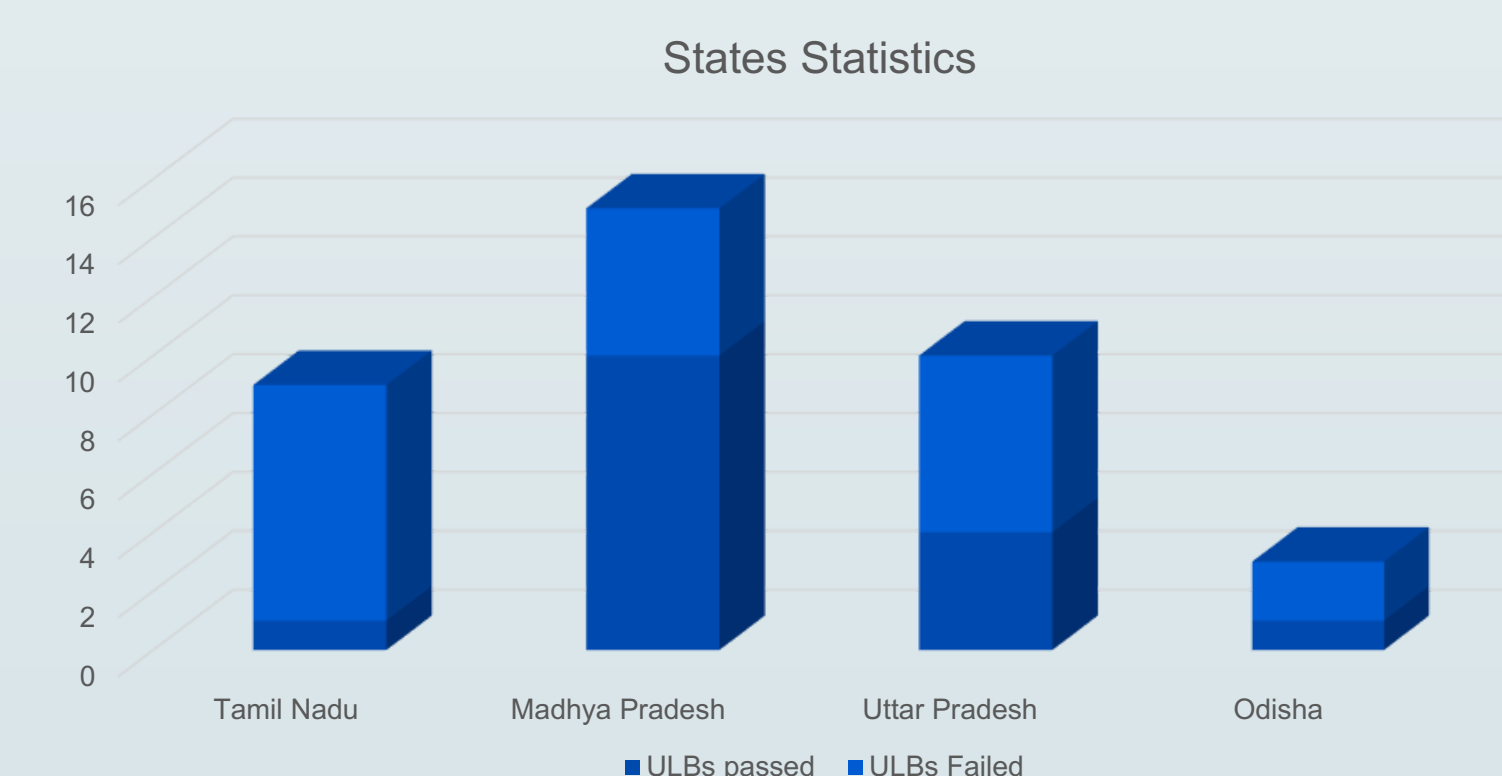
Component 1- **at least 'x' percent of households/ premises/gates in the ward are covered by door-to-door collection and transportation of solid waste (through ULB/ ULB authorized garbage collectors)**

Note: Waste collector needs to inform each household/ premise/ gate to provide their waste.

level	level 1	level 2*	level 3*	level 4*
condition	At least 50 %	At least 70 %	At least 90 %	100 %
Marks	150	200	250	300

Pass only in case cut off marks are met.

Undertaken states and their progress:



After passing the DA stage, the Field Assessors assigned would verify the data as seen on ground and take the process further.

How does the ULB get certified?



MY LEARNINGS AT IQVIA



Under the mentorship of Kishan sir and Lakshay sir, I was fortunate enough to get a great level of exposure towards the different parameters of the SBM and the dedication required to complete time bound projects.

- Each role counts:** No matter your job at the workplace, the smallest of actions have huge impacts
- Benefits of networking:** Your co-workers and mentors are always there to pull you out when stuck
- Understanding workplace culture:** It provided everyone with the opportunity to initiate change and to grow on a professional and personal aspect
- Importance of good communication:** Communication promotes openness and encourages the employees to voice their opinions and chase after the values that they believe in.
- There's a large workforce behind every small/big initiative:** There are people working day and night to complete all kinds of projects, taken by private and government firms.
- Good guidance adds value to your work:** The productivity of my work increased when I had significant people who would clear all my doubts.
- Being efficient helps a long way:** Completing the appointed tasks on time and with precision is of utmost importance
- Helped in choosing the next step:** After getting to see the consultancy world, it not only made me choose it as a profession but also made me very optimistic.

Theoretical knowledge and practical knowledge are like two sides of the coin, both are equally important. It is necessary to understand both the ends of the spectrum. It takes hours to acquire the art of practical techniques putting in the time to understand how these techniques fit into a larger context and how they work.

Practical education is better because it makes you capable enough to know how things happen in the real world. The best part of practical application is whatever we learn through the practical way that knowledge will remain with us for a longer period. In practical application, we learn the facts in an interesting manner which are the best part of learning

