

IQVIA –BRIEF HISTORY

IQVIA is a world leader in the healthcare sector offering advisory, data, technology and advanced analytics services. IQVIA through its various engagements across the world is enabling a more modern and effective healthcare system and creating breakthrough solutions that transform business and patient outcomes. IQVIA's Public Health Practice works globally across various regions ranging from United States, Europe, AMESA (Africa, Middle East and South Asia) and Asia Pacific. IQVIA has one of the largest public health practices with over two decades of service devoted to the public sector and an internal structure to support and enhance our services to Governments and multilateral funding agencies.

IQVIA-VISION & MISSION and OBJECTIVES

In India, IQVIA has over 17+ years of experience of conducting large scale nationwide census & surveys including city level data collection, site/facility assessment, field logistics management, line listing and mapping of citizens/households, service recipient experience feedback, etc. using mobile based applications, large scale multicomponent and multi-stakeholder public health strengthening assignments, quality assessment & evaluation studies. We have conducted/executed over 170 large scale research studies, baseline, midline, end line evaluations and assessments of social-sector programs, including WASH in last 7 years.

IQVIA is the technical consultant for Swachh Bharat mission (Urban) under the Ministry of Housing and Urban Affairs for conducting on-ground assessment of Star Rating for Garbage Free Cities and Open Defecation Free Protocols. The engagement requires in-depth evaluation of cities on the approach and methodologies adopted for managing municipal solid waste and aspects of sanitation such as wastewater management and associated technology feasibility.

THE OBJECTIVES OF THE INTERSHIP ARE AS FOLLOWS

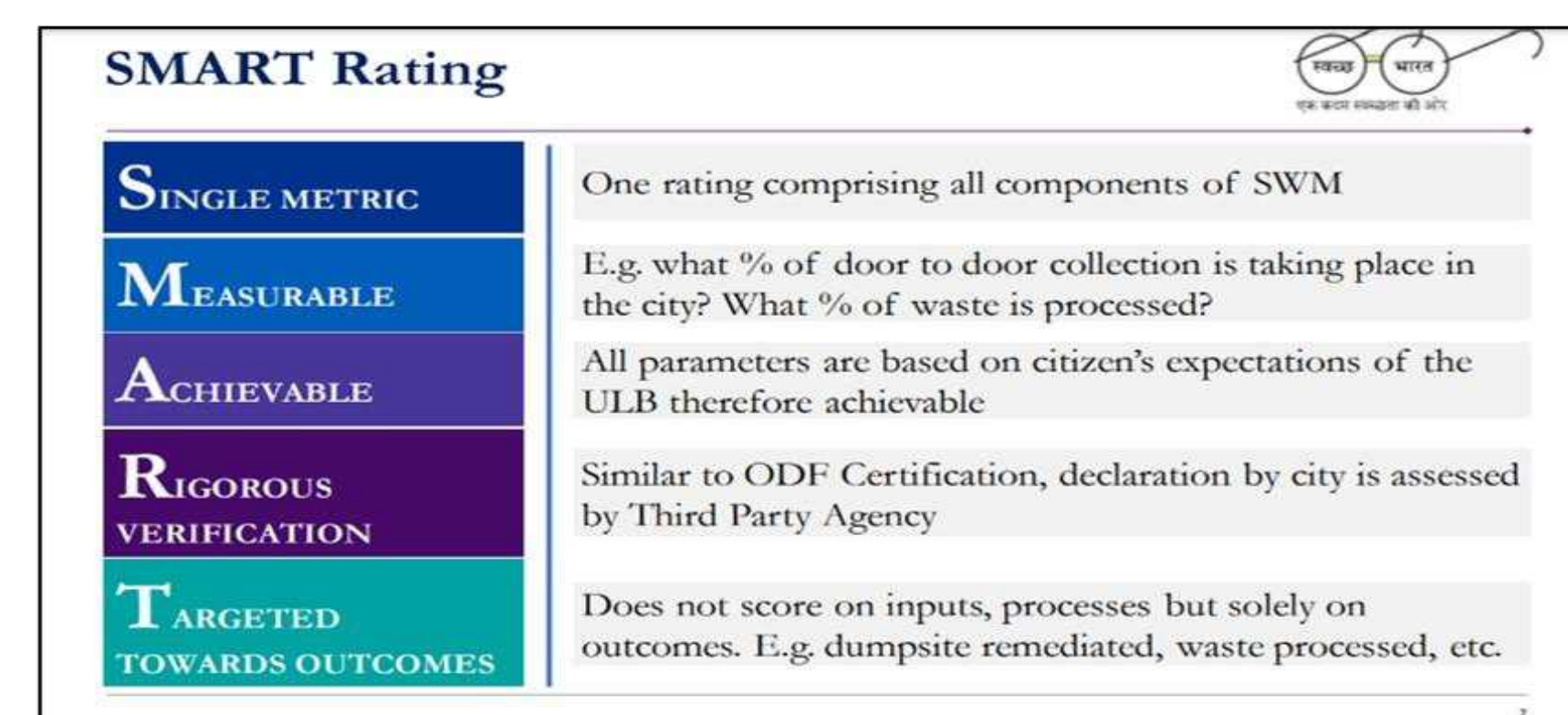
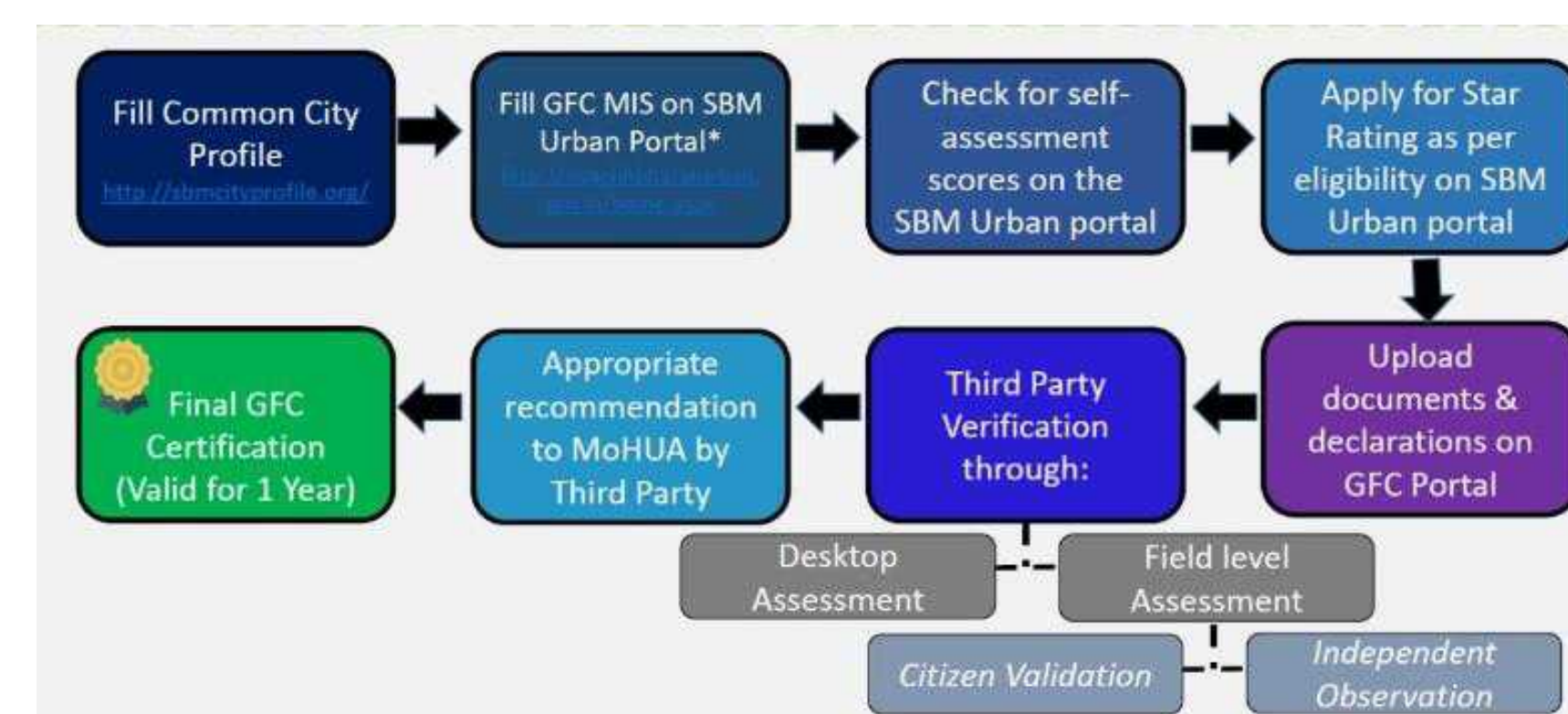
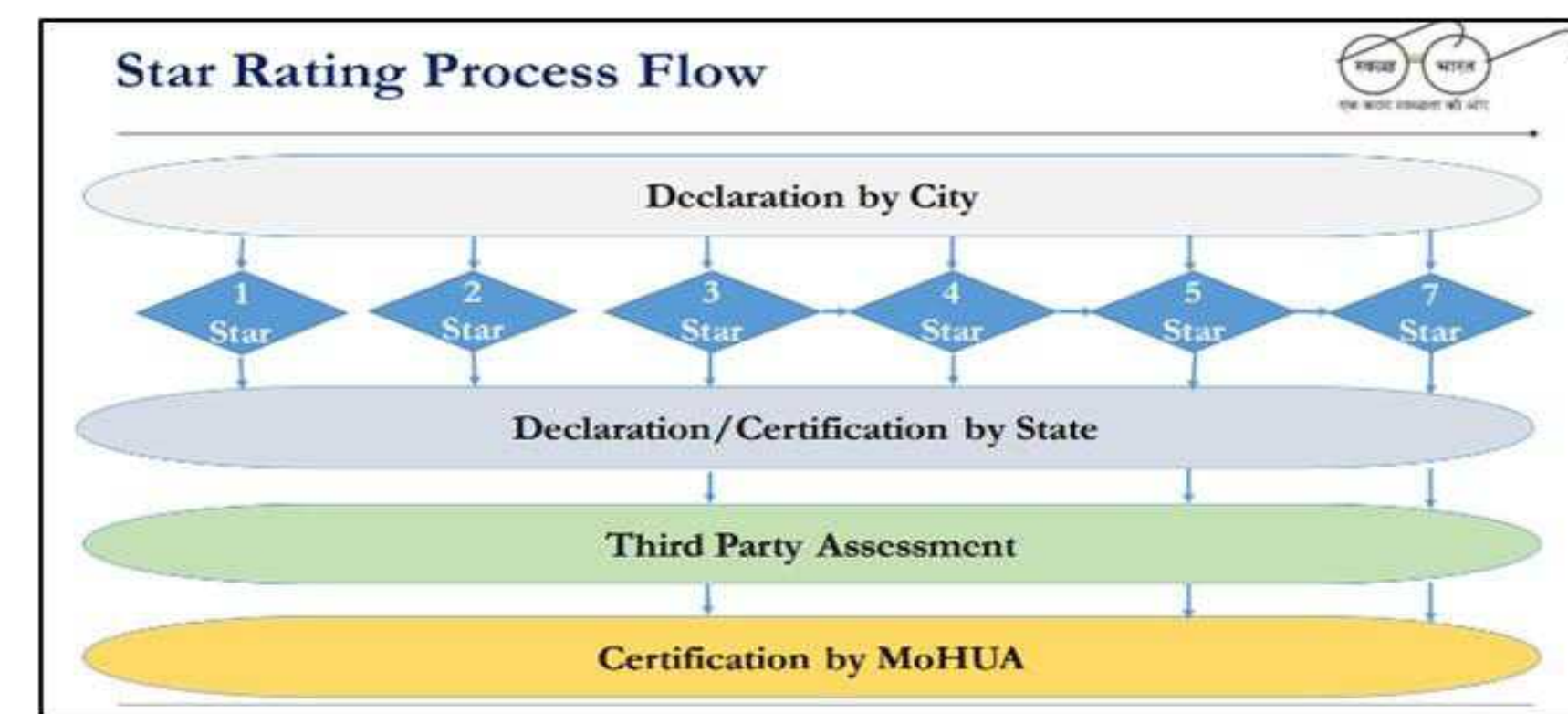
1. Seek technical expertise on specific subject matters such as Solid waste management Wastewater management and associated technology feasibility claimed by cities during assessment
2. Provide Industry exposure to students with respect to process-based evaluation, scoring, data management and data analysis.



OBJECTIVES OF SWACHH SURVEKSHAN ABHIYAN

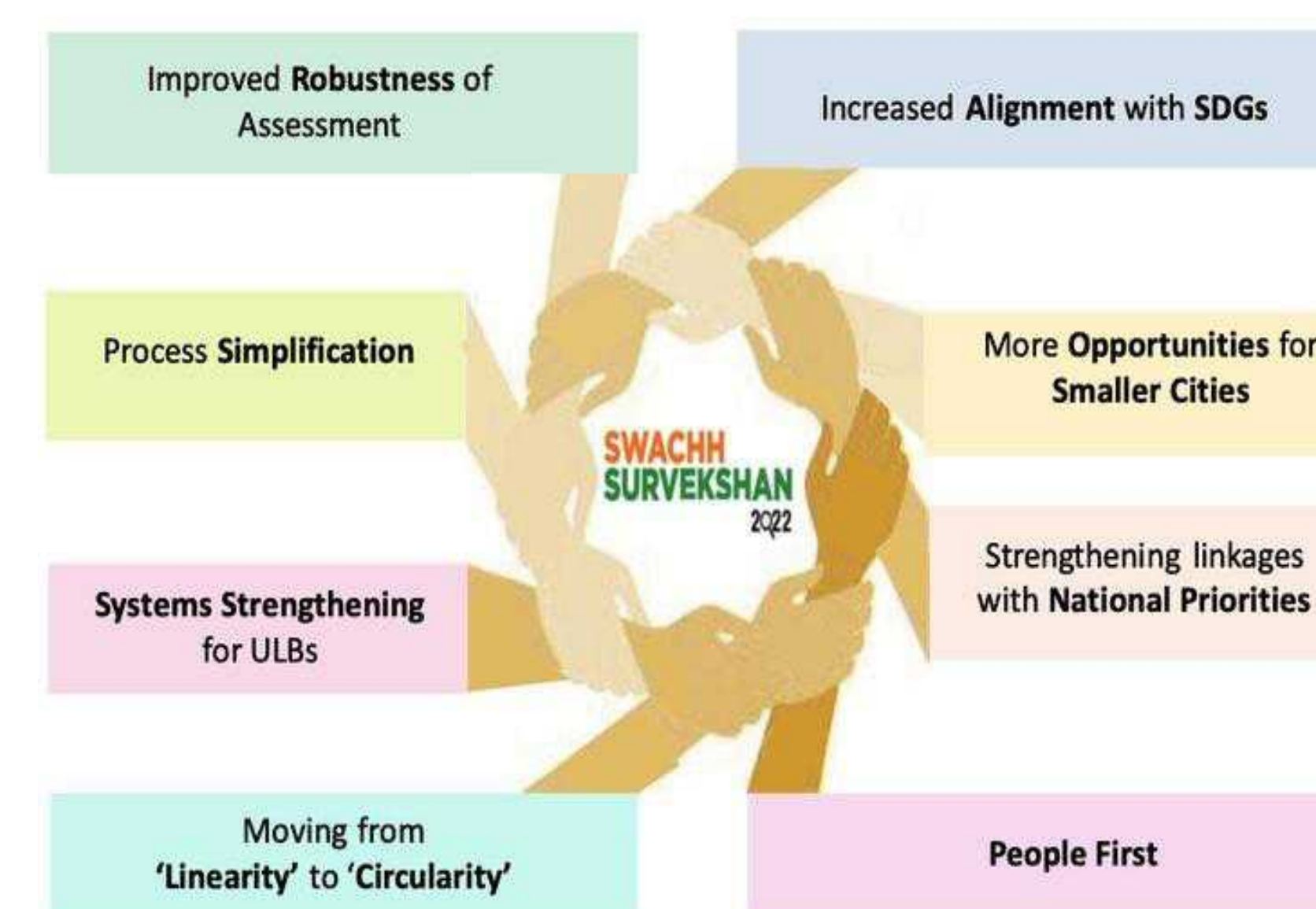
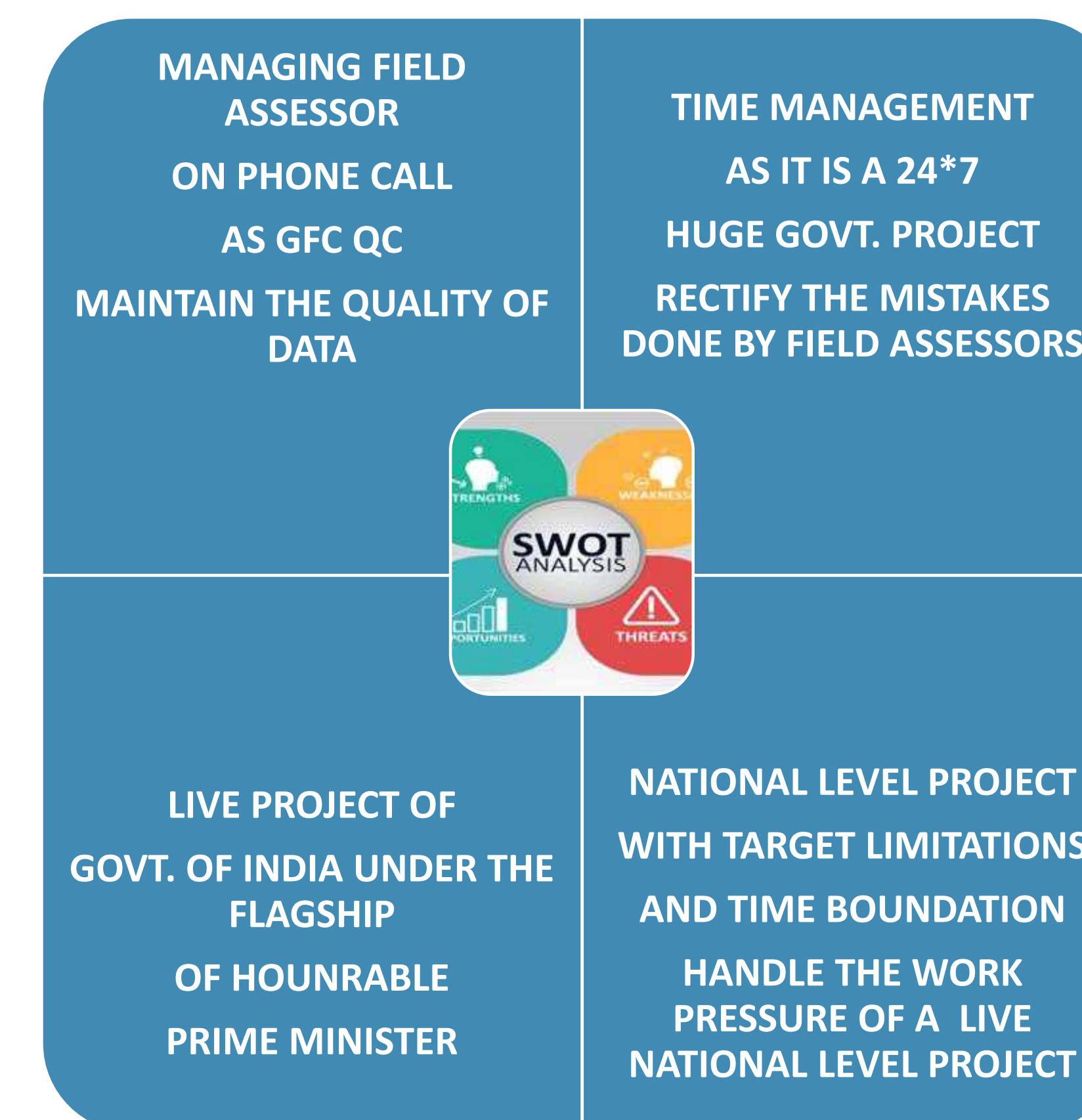
The main objectives of conducting Swachh Survekshan survey are as follows:-

- Encourage large scale citizen participation.
- Ensure sustainability of initiatives taken towards garbage free cities.
- Provide credible outcomes which would be validated by third party certification.
- Ensure sustainability of initiatives taken towards open defecation free cities.
- Institutionalize existing systems through online processes.
- Create awareness amongst all sections of society.
- Importance of working together towards making towns and cities more habitable and sustainable.
- Foster a spirit of healthy competition amongst towns and cities.
- Improve service delivery to citizens and move towards creating cleaner cities.



LEARNINGS & VALUE ADDITIONS DURING INTERNSHIP

- Develop a quality check mechanisms and conduct quality check of field data collected by the assessors in various states and cities
- Develop reports for gap analysis for cities
- Conduct workshops/training sessions with the states/cities on the SBM protocols
- Support in IT dashboarding, IT platform development and operation for the SBM projects



THEORETICAL & PRACTICAL ASPECTS OF INTERNSHIP

Internships are considered as the gap filling tenure in between the theoretical learnings of the course and the practical implementation of those learnings.

Internships are an excellent way to gain real world experience, building network with potential future co-workers and managers.

It's an excellent way for me to build my resume and ultimately help lay the groundwork I will need to build the future of my own career.

So basically, whatever I have learnt during my course i.e. The managerial skills, the human resource management, the time management skills, handling the work pressure while maintain the work life balance, this internship can be considered as applying all on real time.

CHALLENGES FACED DURING INTERNSHIP AS QC

- To manage field assessors on phone
- To maintain the quality of data
- To rectify the mistakes done by field assessors
- To work as a connection in between "it team"& "field assessors"
- To manage the phone calls, project's portal & app at the very same time
- To handle the work pressure of a live national level project
- Quality check of total 427 wards of 24 cities in the timeline of 2 months

SUGGESTIONS

- During the project the personal phone numbers of internees were distributed for communication with field assessors so kindly provide the alternate phone number for the official use as It is a national project, The privacy of internees should have maintained
- Assessor's level of training should be improved for better data collection
- One day off for the internees should be there, as we had work all through out 7 days.



SUMMER TRAINING POSTER PRESENTED BY-

Dr. Swati Pareek -1428 (M.B.A. HM 26)

UNDER THE GUIDANCE OF

Dr Piyusha Majumdar (IIHMR University Jaipur)

Mr. Pankaj Bajaj & Ms. Rimisha Masroor (IQVIA)