

EFFECTIVE WAY TO IMPROVE THE SUPPLY CHAIN MANAGEMENT OF PROCURING DRUGS IN SANKARA EYE HOSPITAL

**PRESENTED BY-SHIVA KUMAR
DWIVEDI**

ROLL NO. – 0270

PM-12





SANKARA EYE HOSPITAL
YOUR VISION OUR MISSION

Founder= Dr. R.V. Ramani and Dr. Radha Ramani.

Started in 1977, Sankara Eye Foundation India (SEFI) is a Not-For-Profit organization committed to provide quality eye care services to the poor and marginalized sections of the society.

Vision: To work towards freedom from preventable and curable blindness.

Mission: To provide unmatched eye care through a strong service-oriented team.

Business Model followed= 80:20

80% of its patients from rural parts of the country are treated for free, cross-subsidized by the 20% of its paying patients, making the organization remain self-sustainable.



What is supply chain management ??

The Supply Chain Management Association defines supply chain management as "identifying, acquiring, accessing, deploying, and managing resources that an organization needs or may need to achieve its strategic goals." increase.

The SCM includes all procedures involving the movement of commodities, their transformation from raw materials to ultimate consumers, and the flow of relevant information.

The goal of supply chain management is to continuously improve how businesses get the resources they need to generate goods and services

Research Question

How to improve the Supply Chain Management Practices and Supply Chain Performance & Effectiveness in Sankara Eye Hospital?

Objectives of the study

- Knowledge of risk assessment and management in the supply chain.
- Examine the influence of supply chain management methods on your organization's overall success.
- Evaluate supply chain risk management skill.
- Determine the link between comprehensive quality management methods and organisational performance.

Methodology

- ▶ **Study Design-** Descriptive Cross-Sectional Study
- ▶ **Organization Name** -Sankara Eye Hospital (Mission Headquarters)
- ▶ **Duration** - 90 days (01-04-2022 to 30-06-2022)
- ▶ **Location** - Coimbatore (Tamil Nadu)
- ▶ **Study Tool** -The data was collected by study of purchase manual, documents, and reports journals & articles

Analysis

Store Purchase Order Process

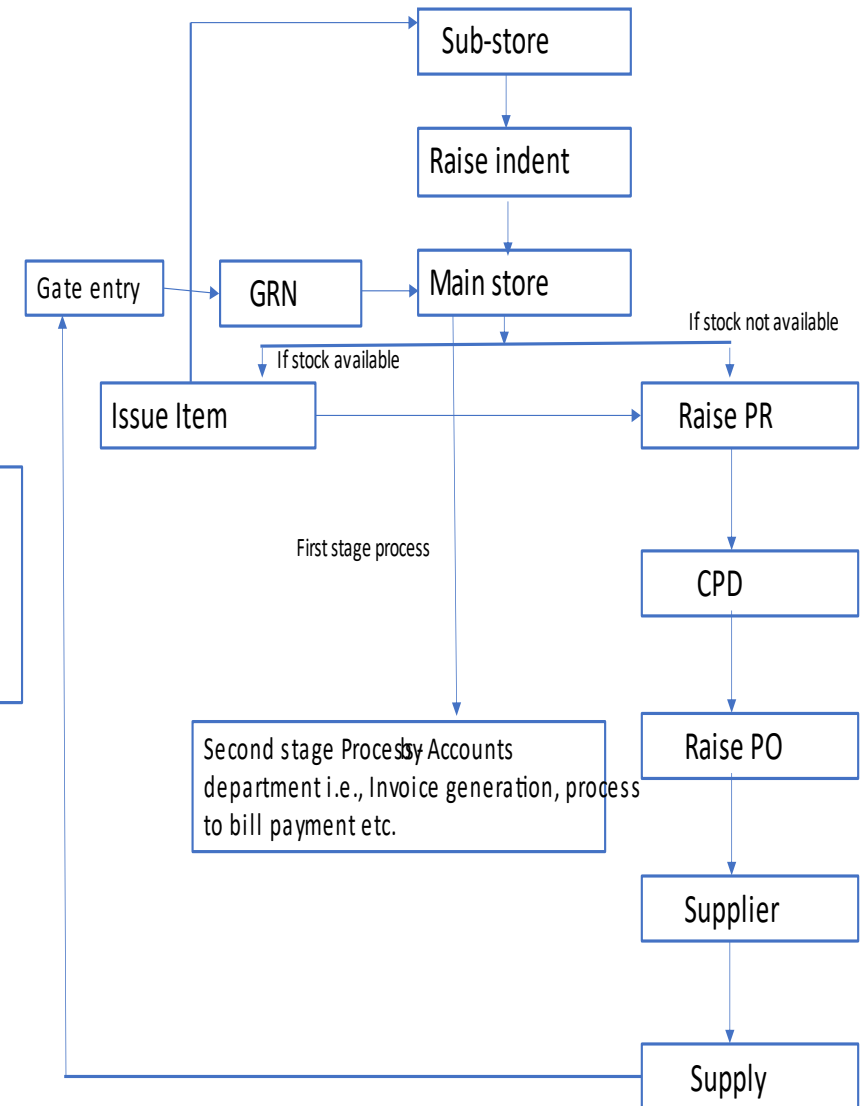
- ▶ The CPD department analyzes the collection and uses the software to create the collection order. After collecting the orders, they send an email to the provider stating the order. The provider will contact the CPD department to provide appropriate follow-up to the required indentation
- ▶ The supplier delivers the required materials to the unit along with the invoice and performs the gate entrance procedure before entering the hospital staff's warehouse. This stage guard verifies that the back of the invoice is sealed and signed, then confirms the invoice number, material expiration date, and quantity. The store representative receives the item and completes the necessary steps before entering the store.

Analysis

Store Purchase Order Process

Sankara Eye Hospital Coimbatore's supply chain management is centralized, with sub-stores collecting collections in software and sending them to the main store of the head office, reviewing the collections and transferring them to the Central Procurement Department (CPD)

Store Purchase order process



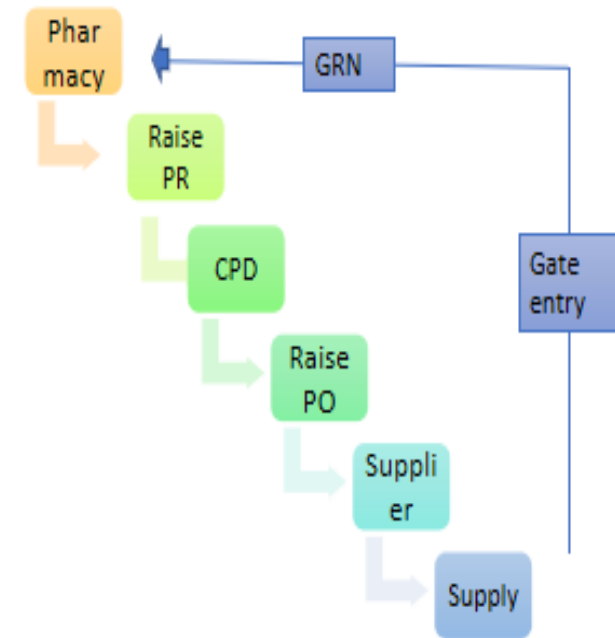
Analysis

Purchase order process in pharmacy

The hospital has a central pharmacy. The pharmacist creates a list of required medical devices (PR) in the software and sends it to the purchasing department. The CPD department analyzes the product, confirms the availability of the product with software, then creates an order and sends it to the seller. The vendor received the request and responded to the CPD department regarding the product. The hospital needs a separate room to store new products that have not yet

been updated with the software

Purchase order process in pharmacy



Result & Discussion

Problems and Loopholes in Supply Chain Management

- ❖ **Warehouse management**
- ❖ **Forecasting method-**
- ❖ **supply chain structure-**
- ❖ **Distribution of the products**
- ❖ **Proper follow up of logistic protocols**
- ❖ **software management**

RECOMMENDATIONS

- ▶ Some of the recommendations and suggestions for effectively improving the Supply Chain Management of procuring medical, non-medical and general products in Sankara Eye Hospital are as follows-
- ▶ Materials in the warehouse should be kept in proper racks alphabetically with proper dosage form, for easy accessibility. High-risk and flammable materials should be stored separately, and a cautionary note should be pasted near that area.
- ▶ The present pharmacy is small, whereas the area of atleast 600-1000sq.ft. should be allotted to the pharmacy as per the guidelines of CDSCO.
- ▶ Every month, some products should be kept separately only for emergency purpose, and not to be dispensed regularly. This will help in emergency situations where the products get out-of-stock a day or two before the scheduled surgery.

RECOMMENDATIONS

- ▶ MHE should be operated only by well-trained staff. Some products such as acids and flammable products need extra caution while handling. Proper equipment for handling some products should be used. Ex., Manual Pallet Trolley, Protective covers, and Safety equipment (heavy-duty sheets made of nylon, etc., and proper safety measures must be taken to prevent any unforeseen accidents.
- ▶ It is possible to employ forecasting techniques like "Adaptive Smoothing." It makes a prediction using a number of different factors. It offers a more thorough look at changes over time and reveals unique trends. It involves automated technologies that record, gather, and aggregate data in real-time and concentrates on certain factors to make better judgments. It can produce precise predictions over a vast product library using automation.
- ▶ A software should be used which determines what product is placed at which location. This will help in finding the products much easily and is less time-consuming. Also, if a *new* person joins, they can easily identify the various products arranged in the stores.
- ▶ In case of emergency procurement of drugs and medical products, the Sub-Store should raise an indent directly to the CPD, who will analyze it and contact the vendor. This will reduce the time taken for delivery of products.

Conclusion

It is important to identify and design all SCM processes and policies, but it is highly dependent on stakeholders. Therefore, we have to make repeated efforts to-

- ▶ Establish a safety culture
- ▶ Proper communication and teamwork during training
- ▶ Advanced equipment and suitable environment

Conclusion

The main advantages of the SCM are:

- Workflow optimized for different teams and stakeholders.
- Maintain strict inventory control to be commercially viable and readily available when needed.
- Reduce downtime and financial loss due to broken equipment, expired medicines, etc.
- Optimize device / drug costs by bulk or partial ordering based on consumption trends, and improve supplier management by digitizing all communications and tracking consumption

To effectively managing the supply chain, organizations need to adopt appropriate supply chain strategies into supply management chain practices. Effective supply chain management is critical determinant to building and sustaining competitive advantage in the marketplace.

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Thank you !!