

# **INTERNSHIP REPORT**

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IIHMR-U/02/2022-24/0391

**Topic: EFFICIENT METHOD TO ENHANCE DRUG PROCUREMENT  
SUPPLY CHAIN MANAGEMENT IN CLOUDNINE HOSPITAL**

## **Introduction**

The Supply Chain Management Association defines supply chain management (SCM) as the process of identifying, acquiring, accessing, deploying, and managing resources needed or potentially needed by an organization to achieve its strategic objectives. SCM encompasses all activities related to the movement of goods, their transformation from raw materials to finished products for end consumers, and the flow of relevant information. This includes the transportation of goods and information throughout the supply chain.

As a result, the supply chain comprises various systems, such as system administration, operations and assembly, purchasing, production scheduling, order processing, inventory management, shipping, warehousing, and after-sales support. The supply chain forms a network of interconnected processes that start with suppliers and end with customers.

SCM covers upstream purchasing activities, including converting inputs provided by suppliers through operations like production, engineering, and accounting. It also involves maintaining strong relationships with suppliers and procuring the right products from the right suppliers at the right time. Additionally, SCM includes internal procedures and downstream functions, such as the delivery of final products to consumers.

- 1 The objective of supply chain management (SCM) is to continually enhance the methods businesses use to acquire the resources necessary for producing goods and services. Discussing strategies for managing these resources is essential for providing high-quality services to clients. In line with SCM principles, companies can allocate up to 60% of their budget to material acquisition. The main goals of SCM include cost reduction, improved supply, shorter cycle times, high quality, and access to product and process technologies. Suppliers play a crucial role in this process, as their performance can significantly impact a company's ability to meet or exceed customer expectations, ultimately influencing business success or failure.
- 2 In the healthcare sector, supply chain management involves controlling the flow of medical products and services from the manufacturer to the patient. This process is often complex and fragmented, involving the acquisition of resources, management of consumables, and delivery of products and services to clients and

patients. The flow of information regarding tangible items and healthcare products and services typically passes through various independent parties, including manufacturers, insurers, hospitals, providers, purchasing organizations, and regulatory authorities, to be completed effectively.

### **Objective of Internship**

- Understanding risk assessment and management within the supply chain.
- Analyzing how supply chain management practices impact the overall success of your organization.
- Assessing skills in managing supply chain risk.
- Exploring the connection between comprehensive quality management approaches and organizational performance.

### **Organizational Profile**

Cloudnine Hospital is a renowned healthcare provider specializing in maternity, gynecology, neonatology, and pediatric care.

**Vision:** "To be the preferred healthcare provider renowned for excellence in maternity, gynecology, neonatology, and pediatrics, ensuring the health and happiness of every family."

#### **Mission:**

- **Patient-Centric Care:** Provide compassionate and personalized care that meets the unique needs of women, newborns, and children.
- **Clinical Excellence:** Maintain high standards of medical care through continuous learning, innovation, and adoption of best practices.
- **Empowerment:** Empower families with knowledge and support to make informed healthcare decisions.
- **Community Engagement:** Engage with communities to promote health awareness, accessibility, and inclusivity.
- **Continuous Growth:** Expand our services and reach to serve more families with quality healthcare solutions.

## **Key Activities/Learnings Undertaken Other than Dissertation**

### 1. Understanding Risk Assessment and Management within the Supply Chain:

- **Importance of Risk Assessment:** Understanding how to identify, assess, and prioritize risks within the supply chain is crucial. This involves recognizing potential disruptions such as supplier issues, logistics delays, or regulatory changes.
- **Risk Management Strategies:** Learning various strategies to mitigate risks, such as developing contingency plans, diversifying suppliers, improving visibility through data analytics, and enhancing communication within the supply chain network.
- **Impact on Operations:** Recognizing that effective risk management enhances operational resilience and continuity, ensuring that the hospital can continue to deliver uninterrupted healthcare services despite external challenges.

### 2. Analyzing How Supply Chain Management Practices Impact Overall Organizational Success:

- **Alignment with Organizational Goals:** Understanding how supply chain decisions influence overall business outcomes, including cost efficiency, customer satisfaction, and organizational growth.
- **Integration with Strategic Planning:** Seeing how supply chain management integrates with other functions like finance, marketing, and operations to achieve strategic objectives.
- **Performance Metrics:** Learning to measure supply chain performance using metrics like inventory turnover, on-time delivery, and supplier reliability to gauge overall organizational success.

### 3. Assessing Skills in Managing Supply Chain Risk:

- **Hands-on Experience:** Applying risk management techniques learned in theory to real-world scenarios within Cloudnine Hospital's supply chain operations.
- **Decision-Making Under Uncertainty:** Developing skills to make informed decisions amidst uncertainties and changing market conditions.
- **Collaboration and Communication:** Understanding the importance of collaboration across departments and effective communication with suppliers and stakeholders to manage supply chain risks effectively.

### 4. Exploring the Connection Between Comprehensive Quality Management Approaches and Organizational Performance:

- **Quality Management Systems:** Understanding how quality management systems (such as ISO standards) impact supply chain operations and overall organizational performance.
- **Continuous Improvement:** Learning about the principles of continuous improvement (e.g., Lean Six Sigma) and how they contribute to enhancing quality and efficiency in the supply chain.

- **Customer Satisfaction:** Recognizing that quality management practices directly impact customer satisfaction and loyalty, thereby influencing the hospital's reputation and market competitiveness.

### **Key Learnings from Internship**

During my internship at Cloudnine hospital, focused on exploring doctors' views on PHGG with L-theanine as a natural alternative to laxatives for childhood constipation, I gained valuable experience in several areas:

- **Case Studies and Projects:** Engaging in case studies and projects that simulate real-world supply chain challenges faced by Cloudnine Hospital.
- **Mentorship and Guidance:** Receiving mentorship from supply chain professionals to apply theoretical knowledge to practical scenarios.
- **Reflection and Evaluation:** Reflecting on experiences and evaluating the effectiveness of implemented strategies in mitigating risks and improving supply chain performance.