

Internship Report

**“Enhancing Vendor Management and Relationship Building
in Hospital Supply Chain”**

Guided By:

Mr . Rahul Sharma

Associate Professor

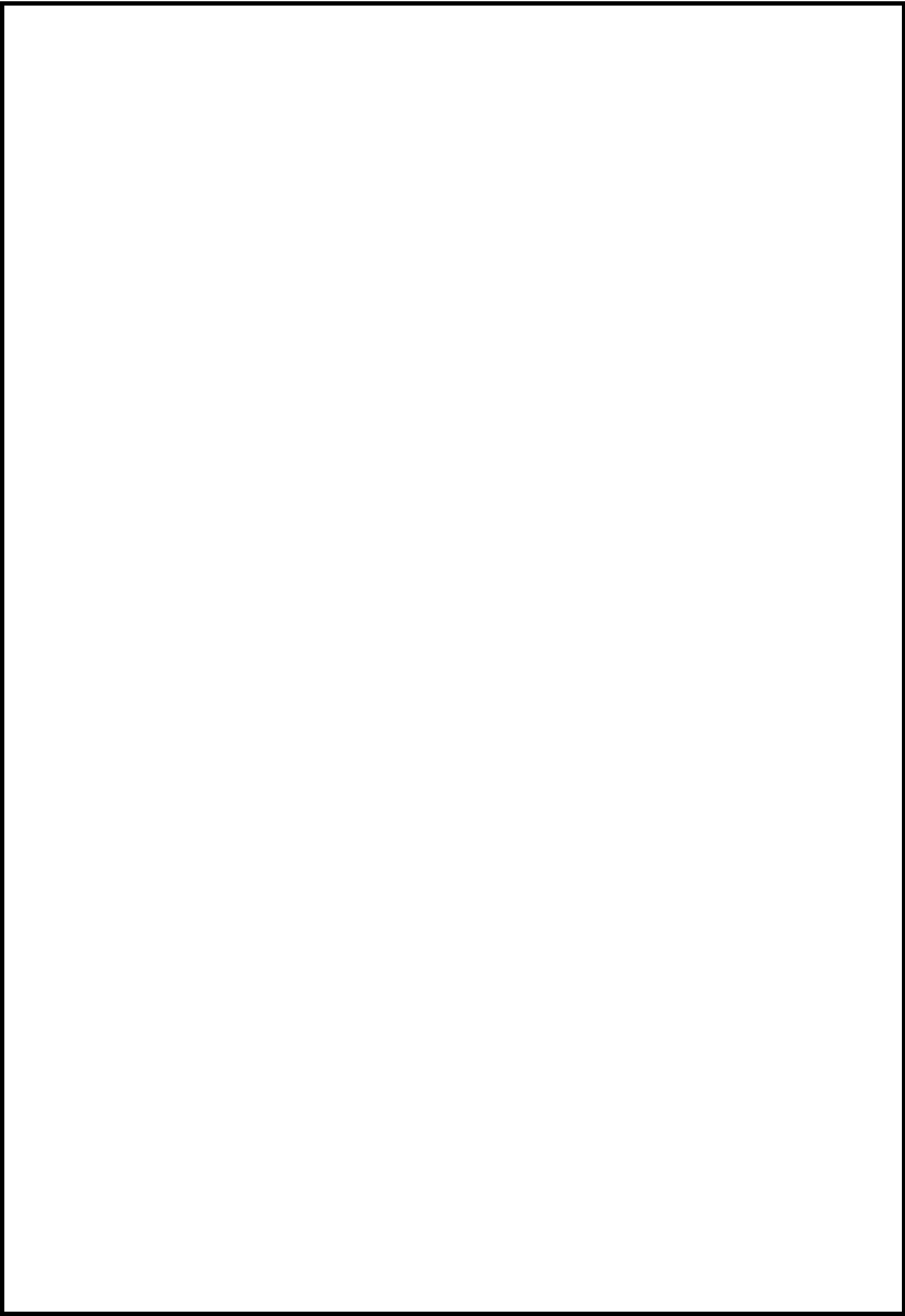
School of Pharmaceutical Management

IIHMR UNIVERSITY, JAIPUR

Submitted by: Shreya Agrawal

Roll Number: 0438





Enhancing Vendor Management and Relationship Building in Hospital Supply Chain

1. INTRODUCTION

This internship report provides a detailed account of my experience and learnings during my internship at Rajiv Gandhi Cancer Hospital. The primary focus of my internship was to understand and enhance vendor management and relationship-building within the hospital supply chain. This report outlines the objectives of the internship, provides an organizational profile, details the services provided by the organization, highlights key activities and projects undertaken apart from the dissertation, and discusses the key learnings from the internship.

2. OBJECTIVES OF INTERNSHIP

The objectives of the internship were as follows:

- To gain practical experience in managing and improving the hospital supply chain.
 - To understand the challenges and opportunities in vendor management and relationship building.
 - To contribute to the hospital's efforts in enhancing supply chain efficiency and effectiveness.
 - To apply theoretical knowledge to real-world scenarios and develop practical solutions for supply chain management.
 - To complete a dissertation on enhancing vendor management and relationship building in the hospital supply chain.
-

3. ORGANIZATIONAL PROFILE

Rajiv Gandhi Cancer Hospital

- **Location:** New Delhi, India
- **Established:** 1996
- **Type:** Tertiary care hospital specializing in cancer treatment
- **Mission:** To provide high-quality, affordable, and comprehensive cancer care to patients.
- **Vision:** To be a leading institution in cancer treatment, research, and education.

Rajiv Gandhi Cancer Hospital is one of the premier cancer treatment centers in India, offering a wide range of services including diagnosis, treatment, and rehabilitation for cancer patients. The hospital is equipped with state-of-the-art technology and employs highly skilled medical professionals dedicated to providing the best possible care to patients.

4. SERVICES PROVIDED BY ORGANIZATION

Rajiv Gandhi Cancer Hospital offers a comprehensive range of services, including but not limited to:

- **Diagnostic Services:** Advanced imaging, laboratory tests, and biopsy procedures to accurately diagnose cancer.
- **Treatment Services:** Chemotherapy, radiation therapy, surgery, immunotherapy, and targeted therapy.
- **Support Services:** Psychological counseling, nutrition counseling, pain management, and palliative care.
- **Rehabilitation Services:** Physical therapy, occupational therapy, and speech therapy for post-treatment recovery.
- **Research and Education:** Conducting clinical trials, research studies, and providing training programs for medical professionals.

5. KEY ACTIVITIES/ PROJECTS UNDERTAKEN OTHER THAN DISSERTATION

During my internship, apart from working on my dissertation, I was involved in several key activities and projects, including:

- **Inventory Management Optimization:** Assisted in optimizing inventory levels by implementing ABC and VED analysis to prioritize inventory management efforts.
- **Vendor Performance Evaluation:** Participated in evaluating vendor performance based on quality, cost, and service criteria to identify areas for improvement.
- **Supply Chain Process Improvement:** Contributed to identifying bottlenecks in the supply chain process and suggesting improvements to enhance efficiency.
- **Technology Integration:** Supported the integration of new technology solutions to automate procurement and inventory management processes.
- **Training and Development:** Assisted in organizing training sessions for supply chain staff to improve their skills and knowledge in supply chain management.

6. KEY LEARNINGS FROM INTERNSHIP

The internship at Rajiv Gandhi Cancer Hospital provided me with valuable insights and practical experience in supply chain management. The key learnings from the internship include:

- **Understanding the Importance of Vendor Management:** Gained a deep understanding of how effective vendor management can significantly impact the efficiency and reliability of the hospital supply chain.
- **Challenges in Supply Chain Management:** Learned about the common challenges faced in managing the hospital supply chain, including inconsistent delivery times, varying product quality, and cost management.
- **Application of Inventory Management Techniques:** Applied theoretical knowledge of inventory management techniques such as ABC and VED analysis to real-world scenarios, helping to optimize inventory levels.

- **Enhancing Communication and Collaboration:** Recognized the importance of clear communication and collaboration between the hospital and its vendors to ensure smooth supply chain operations.
- **Leveraging Technology:** Understood the role of technology in improving supply chain processes, from procurement to inventory management and vendor performance evaluation.
- **Importance of Data Analysis:** Gained experience in collecting, analyzing, and interpreting data to make informed decisions and improve supply chain performance.
- **Project Management Skills:** Developed project management skills by participating in various projects and activities aimed at enhancing supply chain efficiency.