

Enhancing Vendor Management and Relationship Building in Hospital Supply Chain



Case Study of Rajiv Gandhi Cancer Hospital

This presentation will examine the vendor management and relationship building practices at Rajiv Gandhi Cancer Hospital.

The study aims to identify areas for improvement and provide recommendations for enhancing the hospital's supply chain.





Introduction to Supply Chain Management in Healthcare

1 Supply Chain Management (SCM) in Healthcare

SCM involves managing the flow of goods, services, and information from suppliers to patients.

2 Ensuring Timely Availability

SCM ensures timely availability of medical supplies, equipment, and pharmaceuticals.

3 Impact on Patient Care

SCM directly impacts the quality of patient care and operational efficiency.

Research Objectives and Methodology



Objectives

- Identify current challenges in vendor management. Investigate the effectiveness of current supply chain processes from the perspective of supply chain employees and vendors.
- Identify key challenges such as inventory shortages, communication issues, and quality concerns.



Methodology

Mixed-method approach: qualitative and quantitative. Data sources: survey responses, vendor evaluations, GRN data for TAT analysis. Study design: cross-sectional survey and longitudinal data collection.

Vendor Performance Evaluation



■ Quality ■ Cost ■ Service ■ Capability

All vendors scored perfectly on quality, cost, and supplier capability.

Service performance scores ranged from 15 to 25.

Survey Results

Key Findings

70% of respondents believe current supply chain processes are effective. 65% see a need for improved technology integration. 60% indicate a need for more streamlined communication channels.

Identified Challenges

Inventory shortages (36%), inefficient communication with vendors (36%), quality issues with supplies (20%), and delayed deliveries (8%) were identified as key challenges.

Suggested Improvements

Respondents suggested better communication with vendors (24%), increased use of technology to automate processes (20%), and streamlined procurement processes (40%).



Turn-Around Time (TAT) Analysis

52.3%

Excellent
0 days

25.6%

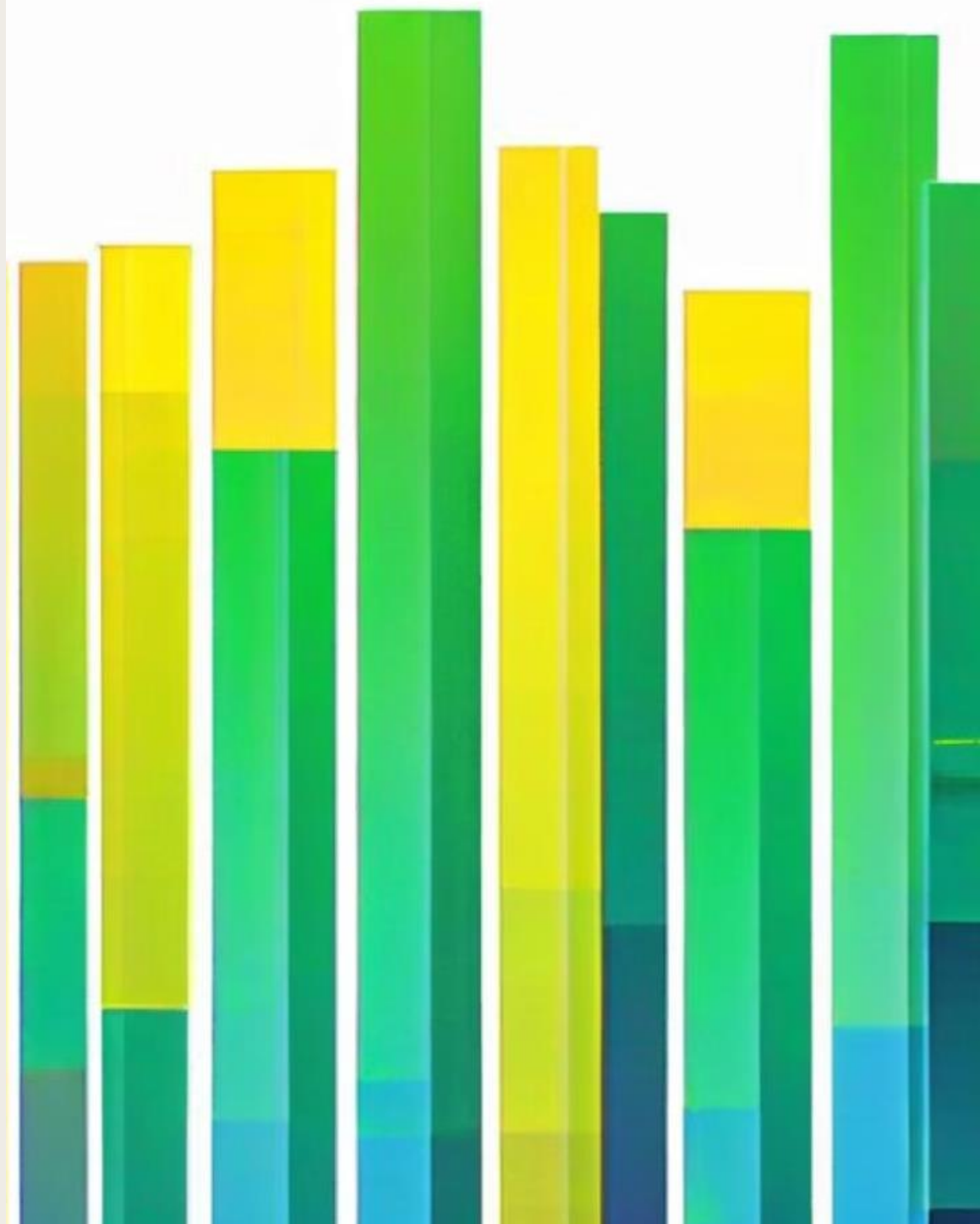
Good
1 day

16.3%

Average
2 days

5.8%

Start too This foos



Discussion



Vendor Performance Data

Consistency in quality and cost performance. Variability in service performance. Recommendations for improvement: Develop targeted improvement plans for vendors scoring below average in Service Performance. Study best practices of top-performing vendors in service and share insights across the vendor base. Implement a tiered vendor development program based on total scores to help lower-performing vendors improve. Regularly monitor Service Performance as it's the key differentiator.



Survey Results

Identified challenges and suggested improvements. Impact of technology and recent initiatives. Recommendations: Enhance communication and collaboration with vendors. Leverage technology for supply chain efficiency. Build strategic vendor partnerships.

Conclusion and Recommendations

Summary of Key Findings

The Rajiv Gandhi Cancer Hospital demonstrates high standards in quality and cost performance. However, there is room for improvement in service performance and communication. Leveraging technology and building strategic vendor partnerships are crucial for future success.

Actionable Recommendations

1. Maintain high standards in quality and cost.
2. Improve service performance.
3. Conduct regular performance reviews.
4. Enhance communication and collaboration.
5. Leverage technology.
6. Build strategic vendor partnerships.

Thank You

Thank you for your attention.

