

INTERNSHIP REPORT

of

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MBA-PM-14, Roll No: 0450**

**In the Department of
PHARMA PROCUREMENT
At**

Cloudnine Group of Hospitals, Bengaluru

Submitted to



The IIHMR University, Jaipur

for the partial fulfillment for the award of the

degree in

Master of Business Administration

(MBA)

(Pharmaceutical Management)

**by
Sounak Ghosh**

Under the Supervision and Guidance of University Mentor-

Dr.(Prof.) Rahul Sharma

And Under the Supervision and Guidance of Organization Mentor-

**Mr. Saif Kamal
(Deputy Manager-Pharma Procurement),**

Cloudnine Group of Hospitals

1. Introduction

The Cloudnine Group of Hospitals, the leading private maternity hospital chain in India, specializes in maternity, women, and child health.

Effective pharmaceutical procurement is crucial for ensuring the availability of essential medications and medical supplies, directly impacting patient care and operational efficiency.

I joined the Hospital as a **Supply Chain Management Trainee (Pharma Procurement)** on **01/06/2024**

1. Objectives of the Internship:

To learn and assist the Purchase and Procurement team in following ways:

Key Responsibilities

Procurement Support:

Assist in the procurement of pharmaceuticals and medical supplies, ensuring timely and cost-effective acquisition.

Support the procurement team in preparing purchase orders, tracking deliveries, and maintaining accurate records.

Coordinate with suppliers to resolve issues related to order discrepancies, delayed deliveries, or product quality concerns.

Inventory Management:

Participate in inventory analysis and categorization using VED (Vital, Essential, Desirable) and FSN (Fast-moving, Slow-moving, Non-moving) methodologies.

Monitor inventory levels and assist in setting reorder points and safety stock levels.

Conduct regular stock audits to ensure accuracy and compliance with inventory management policies.

Supplier Relationship Management:

Assist in evaluating supplier performance based on criteria such as delivery reliability, product quality, and pricing.

Support the development and maintenance of strong relationships with key suppliers to ensure continuous supply and service improvements.

Participate in supplier meetings and negotiations to secure favorable terms and conditions.

Data Analysis and Reporting:

Collect and analyze procurement and inventory data to identify trends, opportunities for cost savings, and areas for process improvement.

Prepare regular reports on procurement activities, inventory status, and supplier performance.

Assist in developing dashboards and performance metrics to monitor key supply chain indicators.

Regulatory Compliance: Ensure all procurement activities comply with relevant healthcare regulations and internal policies.

Stay updated on industry regulations and best practices to ensure compliance and enhance procurement strategies.

Project Participation:

Participate in supply chain improvement projects, including process optimization, technology integration, and cost reduction initiatives.

Collaborate with cross-functional teams to implement best practices and innovative solutions in pharmaceutical procurement.

2. Organizational Profile:

- Job Description: Supply Chain Management Trainee (Pharma Procurement)
- Department: Pharma Procurement
- Reports To: Supply Chain Manager

Being a GPTW (Great Place to Work) Certified Organization and having celebrated over 1,50,000 births across regions, with a strong team of 5700 employees and 2000+ doctors of 35+ years of average experience in the past years, Cloudnine has expanded its reach to multiple facilities across India while continuing to maintain and excel in international standards of care. It is still going strong with plans to reach every woman and child across the country

3. Key Activities other than Dissertation:

These are the following activities that were performed under the guidance and supervision of the Organizational Mentor. The activities are in coordination with Purchase Team Activities, as follows :

Purchase team Activities

1. PR to be converted to PO & sent to vendor within 24 hours from the time of Purchase request
2. PO to be raised with correct rates & to the authorize vendor only (in case of short supply arrange from non authorize vendor on priority)

3. Don't miss any mails of sending PO to vendors (reconfirm)
4. All rate amendments received during workings (before 5pm) should be updated within same day
5. Any Invoice correction/ revised Invoice to be cleared on the same day
6. Keep update the pharmacy team during delay in supply & also on short supply/non availability of products constantly to proceed further with alternative arrangements.

4. Key Learnings from the Internship:

It has been noted by both Organizational assessment and self assessment that there has been significant improvement in hard skills and soft skills while undergoing internship in the organization.

Some of the key learnings are:

Hard Skills: Also known as knowledge or Technical Skills:-

- (i) Hands on MS-Office suite- MS Excel, PPT, Word and Outlook
- (ii) Knowledge of Procurement Process and Purchase Team in a Hospital
- (iii) Knowing about overall operations performed in a Hospital

Soft Skills:

- (i) Discipline
- (ii) Motivation to Work

(iii) Multi-Tasking Abilities.