

SUMMER INTERNSHIP PROGRAM
At
FORTIS ESCORTS HOSPITAL, JAIPUR

From 01st May 2024 to 29th June 2024

A REPORT BY
YASH CHOUHAN
Master of Business Administration
Pharmaceutical Management
2023-2025

Under the Mentorship of
Dr. Hemant Kumar Mishra
Associated Professor



02TH July, 2024

TO WHOMSOEVER IT MAY CONCERN

This is to certify that Mr. Yash Chouhan has worked as a Trainee with us in the Dept. of Supply Chain Management from 01 May, 2024 to 29 June, 2024 for the period of Two Months.

His performance during the period in the department was Good.

We wish Him the best for all his future endeavors.

For Fortis Healthcare Limited.

Authorized Signatory

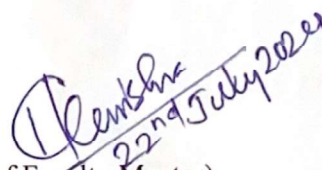


IIHMR University Faculty Mentor Approval

This is to certify that **Mr. YASH CHOUHAN** of academic year 2023-25 of **School of Pharmaceutical Management** has prepared a poster with respect to his summer internship held during 1st May – 29th June 2024.

He has carried out work as per the guidelines. His poster is approved for presentation.

Date: 22/07/2024


(Signature of Faculty Mentor)

Name: **Dr. Hemant Kumar Mishra**

Associate Professor

SUMMER INTERNSHIP PROGRAM IIMR UNIVERSITY, JAIPUR



THE ROLE OF INFORMATION TECHNOLOGY IN SUPPLY CHAIN MANAGEMENT AND THE FUTURE OF SUPPLY CHAIN EXCELLENCE IN INDIA : A CASE STUDY



University Mentor- Dr. Hemant Kumar Mishra

FORTIS ESCORTS HOSPITAL, JAIPUR

BRIEF HISTORY



Fortis Escorts Hospital Jaipur is the first Hospital accredited in Rajasthan since July 2008 from the National Accreditation Board for Hospitals & Healthcare Providers [NABH].

This hospital is the most advanced Heart Care Centre in Rajasthan and enhances the health condition of several patients. It also received Nursing Excellence from NABH. Fortis Escorts Jaipur received National award for 5 consecutive years and in 2012 FICCI Healthcare Excellence Award. In 2013, this hospital received awards for the best hospital in Patient Care, the best hospital for Patient Safety & Quality Initiatives. The purpose of Fortis is "Saving & enriching Lives".

VISION



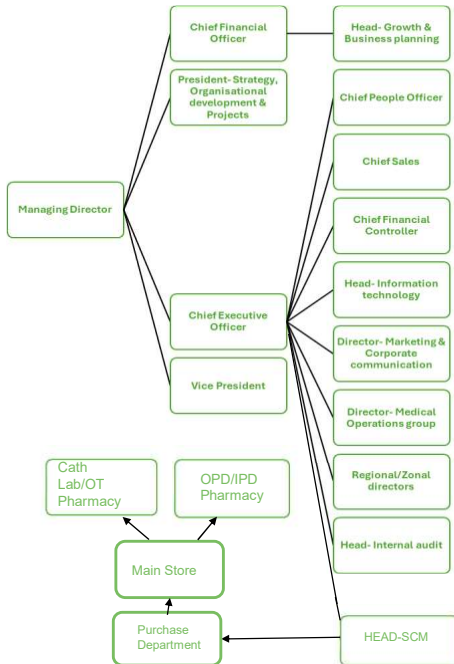
To create a world-class integrated healthcare delivery system in India, entailing the finest medical skills combined with compassionate patient care.

MISSION



To be a globally respected healthcare organisation known for Clinical Excellence and Distinctive Patient Care.

ORGANISATION STRUCTURE



GAP ANALYSIS

- Inefficient inventory management leading to stockouts or overstocking.
- Delays in the distribution of medical supplies and equipment.
- Poor coordination between departments leading to inefficiencies.
- Insufficient use of data analytics to drive decision-making.
- Reluctance to adopt new technologies.
- Outdated systems hindering efficiency.

DESCRIPTION

In last 12 years, Fortis Escorts Hospital, Jaipur has successfully managed to develop world class facilities. Fortis Jaipur is a pioneer in high-end procedures like Kidney Transplant, Total Knee & Hip Replacement with Robotics & Computer Navigation, Adult and Paediatric Cardiac Surgery including Congenital Heart Disease, GI & Bariatric Surgery, Complex Neuro Intervention Procedures with minimal invasive through computer Navigation, Surgical & Medical management of Brain Stroke, Comprehensive & advance Cardiac Care, Laser Surgery, Single Incision Laparoscopic Surgery(SILS), along with Trauma and Critical Care.

PURPOSE OF PROJECT -

This project aims to investigate the transformative role of information technology (IT) in revolutionizing supply chain management (SCM) practices in India. The project will analyze how IT empowers efficient and agile supply chains, ultimately contributing to achieving supply chain excellence in the Indian context.

THEORETICAL

- ✓ Learned From SOP's (Handling of Inventories)
- ✓ Provides A Foundation In Concepts like Inventory management, Forecasting and Logistics.
- ✓ Helps Understand the "Why" behind Supply Chain Practices

PRACTICAL

- ✓ Gained hands-on experience In a real-world setting at Fortis Hospital Jaipur.
- ✓ Involved applying theoretical knowledge to solve practical problems (e.g., managing medical supplies).
- ✓ Developed skills like problem-solving, communication, and collaboration.
- ✓ Helped understand the "how" of implementing supply chain strategies (Efficient Flow , Cost , Speed,)

CHALLENGES FACED



- ➔ Balancing multiple tasks and deadlines, often without a clear sense of priority
- ➔ To tackle uncooperative staff
- ➔ Staying motivated during repetitive or less engaging tasks.

LEARNING DURING INTERNSHIP

- Hospital-Specific Supply Chain Challenges (Emergency preparedness, Short-shelf-life medications and supplies).
- Value of Cross-functional Collaboration(Improved Decision-Making, Enhanced Efficiency and Cost Savings).
- Technology in Supply Chain Management (Software like HIS(Hospital Information System, Oracle/ Fusion).
- Specific Inventory Management Methods Like Demand Forecasting and Replenishment Techniques (ABC Analysis, Minimum Stock Levels and Reorder Points, Just-in-Time (JIT) Inventory Management).
- Vendor Management Strategies (Communication and Collaboration, Performance Management and Optimization).
- The Role of Data Analysis(Enhancing Demand Forecasting, Optimizing Inventory Management, Improving Transportation and Logistics).
- Importance of Compliance (Strengthens Relationships, Enhances Efficiency).
- Soft Skills Development (Work with Hospital software like HIS(Hospital Information System, Oracle/ Fusion).



SWOT ANALYSIS



STRENGTHS

- Domain Expertise
- Established Processes
- Hospital-Specific Knowledge
- Compliance Focus



WEAKNESSES

- Communication Silos
- Inventory Management Challenges
- Vendor Dependence



OPPORTUNITIES

- Technology Integration
- Supplier Relationship Management
- Waste Reduction
- Continuous Improvement



THREATS

- Cost Pressures
- Supply Chain Disruptions
- Staff Turnover
- Competitor Innovation

USEFULNESS OF INTERNSHIP

- The internship provided practical experience to apply academic knowledge in real-world settings.
- Skills such as communication, teamwork, problem-solving, and time management were honed through hands-on tasks .
- Exposure to industry practices allowed for exploration of career interests and networking with professionals. Contributed to personal growth, fostering confidence and readiness for future endeavors.

SUGGESTIONS FOR IMPROVEMENT

- Implement modern inventory management systems for better stock control and data analysis.
- Recommend training programs on new technologies or emerging trends in healthcare supply chain management.
- Foster better communication between departments (supply chain, nursing, finance) to improve overall coordination.
- Implement standardized practices for procurement, inventory control, and logistics.



Submitted by- Yash Chouhan
Roll no.- 0593

Batch- MBA PM-15 (2023-25)
Department :- Supply Chain Management

Organization Mentor- Mr. Rajeev Tuteja
Head Supply Chain Management

WEEKLY REPORT – 01

Name of the Organization: Fortis Hospital, Jaipur

Area/ Department/ Project of Summer Internship Program: Supply Chain Management

Name of the Student: Yash Chouhan

Roll no: 0593

Stream: MBA (Pharmaceutical Management)

Week no: 1

From: 1-May 2024 to 5-May 2024

Activity Done	Basic Life Support Training: In BLS received training in CPR (Cardiopulmonary Resuscitation) and familiarized with hospital codes (e.g., orange, blue, pink, grey, yellow, purple, red) and HAZMAT (Hazardous Materials) protocols. This training is crucial for emergency response and safety procedures within the hospital environment. Supply Chain Management Training: Gained insights into various aspects of supply chain management, including purchase and procurement processes. This involves understanding quotations, negotiations, and overall management of different types of items (e.g., capex items, opex items, service items, non-medical items, pharmaceutical items, medical consumables, and consignment items). Pricing Committee Involvement: Participated in or observed pricing committee activities, which are vital for cost management and budgeting within the hospital's supply chain.
Linking theory (Classroom learning) with practice at your organization	This integration provided practical insights into how supply chain management principles are implemented and adapted in a healthcare setting.
Gaps identified on the working area.	Identified areas where improvements can be made in supply chain processes. These gaps involve efficiency, cost-effectiveness, inventory management, or communication within the supply chain.
Suggestions for improvement	Based on the gaps identified, might have recommendations for improving specific processes or implementing new strategies to enhance supply chain performance. Suggestions could address workflow optimization, technology adoption, or training initiatives.
Plan for the next week	Engaging further with supply chain management activities and seeking opportunities to contribute ideas or solutions. Collaborating with colleagues to implement suggested improvements or strategies. Participating in ongoing training sessions or workshops related to supply chain management within a hospital setting.

Signature of the Student:

Approved by the IIHMR University's Mentor: Dr. Hemant Kumar Mishra

WEEKLY REPORT – 02

Name of the Organization: Fortis Hospital, Jaipur

Area/ Department/ Project of Summer Internship Program: Supply Chain Management

Name of the Student: Yash Chouhan

Roll no: 0593

Stream: MBA (Pharmaceutical Management)

Week no: 2

From: 6-May 2024 to 12-May 2024

Activity Done	• Reading Old Quotation Files: Reviewing historical quotation records to understand past procurement decisions and pricing trends. • Final Recommendations: Providing recommendations based on vendor assessments, price comparisons, and negotiation outcomes to support effective procurement strategies. • Price List Management: Contributing to the development and maintenance of the price list specific to Fortis Hospital, ensuring accuracy and relevance for budgeting purposes. • Quotation Preparation: Drafting quotations for required products and services based on identified needs within the hospital. • Vendor Assessment: Utilizing vendor assessment forms to evaluate potential suppliers and assess their capabilities to meet hospital requirements. • PC (Pricing Committee) Approval: Drafting recommendation notes and supporting documents for presentation to the pricing committee to secure approval for procurement decisions. • Negotiation Correspondence: Engaging in negotiations via email and urgent communications to address supply chain issues promptly and efficiently. • Purchase Order Management: Assisting in the generation of purchase orders and managing related agreements and authorization processes.
Linking theory (Classroom learning) with practice at your organization	Understanding of procurement strategies, vendor management, and cost optimization in a healthcare environment. This hands-on experience understanding of procurement processes and decision-making within a healthcare setting.

Gaps identified on the working area.	• Vendor Selection Criteria: Enhancing the criteria used for vendor assessments to ensure alignment with hospital needs and quality standards. • Negotiation Techniques: Developing more effective negotiation strategies to achieve favorable terms and pricing for hospital supplies. • Communication Protocols: Streamlining communication channels for urgent supply chain matters to enhance responsiveness and efficiency. • Documentation and Process Efficiency: Implementing tools or procedures to streamline quotation comparisons, approval workflows, and purchase order generation.
Suggestions for improvement	• Conduct workshops or training sessions on advanced vendor assessment techniques and negotiation skills. • Implement software solutions or digital platforms to facilitate faster and more accurate quotation comparisons and purchase order management. • Establish clear communication protocols and escalation procedures for urgent supply chain issues. • Regularly review and update the vendor assessment form to ensure it captures essential criteria for supplier evaluation.
Plan for the next week	• Continue to shadow and assist experienced supply chain managers in day- to-day activities. • Collaborate with team members to address any ongoing procurement challenges or tasks. • Seek opportunities to participate in meetings or presentations related to supply chain decision-making processes. • Reflect on lessons learned and consider how to apply new knowledge and skills to upcoming projects or assignments.

Signature of the Student:

Approved by the IIHMR University's Mentor: Dr. Hemant Kumar Mishra

WEEKLY REPORT – 03

Name of the Organization: Fortis Hospital, Jaipur

Area/ Department/ Project of Summer Internship Program: Supply Chain Management

Name of the Student: Yash Chouhan

Roll no: 0593

Stream: MBA (Pharmaceutical Management)

Week no: 3

From: 13-May 2024 to 19-May 2024

Activity Done	Reading Old Quotation Files: Reviewing historical quotation records to understand past procurement decisions and pricing trends. Final Recommendations: Providing recommendations based on vendor assessments, price comparisons, and negotiation outcomes to support effective procurement strategies. Price List Management: Contributing to the development and maintenance of the price list specific to Fortis Hospital, ensuring accuracy and relevance for budgeting purposes. Quotation Preparation: Drafting quotations for required products and services based on identified needs within the hospital. Vendor Assessment: Utilizing vendor assessment forms to evaluate potential suppliers and assess their capabilities to meet hospital requirements. PC (Pricing Committee) Approval: Drafting recommendation notes and supporting documents for presentation to the pricing committee to secure approval for procurement decisions. Negotiation Correspondence: Engaging in negotiations via email and urgent communications to address supply chain issues promptly and efficiently. Purchase Order Management: Assisting in the generation of purchase orders and managing related agreements and authorization processes.
Linking theory (Classroom learning) with practice at your organization	Understanding of procurement strategies, vendor management, and cost optimization in a healthcare environment. This hands-on experience understanding of procurement processes and decision-making within a healthcare setting.

Gaps identified on the working area.	• Vendor Selection Criteria: Enhancing the criteria used for vendor assessments to ensure alignment with hospital needs and quality standards. • Negotiation Techniques: Developing more effective negotiation strategies to achieve favorable terms and pricing for hospital supplies. • Communication Protocols: Streamlining communication channels for urgent supply chain matters to enhance responsiveness and efficiency. • Documentation and Process Efficiency: Implementing tools or procedures to streamline quotation comparisons, approval workflows, and purchase order generation.
Suggestions for improvement	• Conduct workshops or training sessions on advanced vendor assessment techniques and negotiation skills. • Implement software solutions or digital platforms to facilitate faster and more accurate quotation comparisons and purchase order management. • Establish clear communication protocols and escalation procedures for urgent supply chain issues. • Regularly review and update the vendor assessment form to ensure it captures essential criteria for supplier evaluation.
Plan for the next week	• Continue to shadow and assist experienced supply chain managers in day- to-day activities. • Collaborate with team members to address any ongoing procurement challenges or tasks. • Seek opportunities to participate in meetings or presentations related to supply chain decision-making processes. • Reflect on lessons learned and consider how to apply new knowledge and skills to upcoming projects or assignments.

Signature of the Student:

Approved by the IIHMR University's Mentor: Dr. Hemant Kumar Mishra

WEEKLY REPORT – 04

Name of the Organization: Fortis Hospital, Jaipur

Area/ Department/ Project of Summer Internship Program: Supply Chain Management

Name of the Student: Yash Chouhan

Roll no: 0593

Stream: MBA (Pharmaceutical Management)

Week no: 4

From: 20-May 2024 to 26-May 2024

Activity Done	This week, I was assigned to the general store at Fortis Hospital Jaipur Rajasthan. I gained valuable experience in the receiving process for various medical supplies and equipment. My key learnings include: • Order verification: I learned how to meticulously examine incoming orders by checking crucial details like vendor names, batch numbers, expiry dates, product prices, and unit prices within bulk packages. • Order matching: I developed skills in aligning received items with corresponding purchase orders, both physically and through the hospital's inventory management software.
Linking theory (Classroom learning) with practice at your organization	This week's experience directly connects to the classroom concepts of: • Inventory management: The receiving process plays a vital role in maintaining accurate inventory levels, ensuring timely availability of supplies for patient care. • Procurement principles: Verifying order details aligns with ensuring quality and cost-effectiveness as per established procurement procedures.
Gaps identified on the working area.	• Potential for automation: While the software facilitates order matching, I observed some manual data entry tasks. Implementing a more automated system could enhance efficiency. • Standardization of processes: There might be room for further standardization in how certain received items are logged and stored in the software, promoting consistency.
Suggestions for improvement	• Investigate the feasibility of partial automation: Explore the possibility of automating repetitive data entry tasks in the receiving process to streamline workflow and minimize errors. • Develop clear guidelines for item storage: Develop and implement standardized procedures for logging and storing received items within the software to ensure clarity and consistency across different staff members.
Plan for the next week	For the upcoming week, I plan to: • Delve deeper into the hospital's inventory management system, exploring its functionalities for order tracking,

stock level monitoring, and reordering processes.

- Shadow other departments within the supply chain, such as procurement or logistics, to gain a broader understanding of the entire cycle.
- Potentially discuss the identified gaps and improvement suggestions with my supervisor at Fortis to learn about existing efforts or propose potential solutions.

I look forward to actively contributing and learning more about supply chain management at Fortis Hospital during the next week.

Signature of the Student:

Approved by the IIHMR University's Mentor: Dr. Hemant Kumar Mishra

WEEKLY REPORT – 05

Name of the Organization: Fortis Hospital, Jaipur

Area/ Department/ Project of Summer Internship Program: Supply Chain Management

Name of the Student: Yash Chouhan

Roll no: 0593

Stream: MBA (Pharmaceutical Management)

Week no: 5

From: 27-May 2024 to 02-June 2024

Activity Done	• Identifying Gaps in Good Receipt Notes: I reviewed a sample of good receipt notes (GRNs) and analyzed them for completeness and accuracy. This involved checking for missing information such as product codes, quantities received, expiry dates, and lot numbers. • Learning Purchase Requisition Creation: I shadowed the purchasing team to understand the process of creating purchase requisitions (PRs). This included learning about identifying stock needs, specifying product details, selecting vendors, and obtaining approvals.
Linking theory (Classroom learning) with practice at your organization	My learning in supply chain management has been instrumental in understanding these practical activities. The importance of accurate GRNs aligns with the theories of inventory control and ensuring product traceability. Similarly, the process of creating PRs reflects the concepts of material requirements planning (MRP) and vendor selection.
Gaps identified on the working area.	• Inconsistency in GRNs: Some GRNs lacked complete information, potentially leading to discrepancies between ordered and received items. • Limited Automation: The PR creation process appeared to be manual, which could be prone to errors and delays.
Suggestions for improvement	• Standardizing GRN Format: Establishing a standard template for GRNs with mandatory fields can ensure consistent and complete data capture. • Investigating PR Automation: Exploring software solutions for automating PR creation could streamline the process and enhance efficiency.
Plan for the next week	• Continue analyzing GRNs and compile data on identified gaps. • Research existing literature on best practices for GRN management. • Deeper involvement in creating PRs, potentially assisting with identifying stock needs and product specifications. • Prepare a presentation summarizing the findings on GRN gaps and potential improvement suggestions.

Signature of the Student:

Approved by the IIHMR University's Mentor: Dr. Hemant Kumar Mishra

WEEKLY REPORT – 06

Name of the Organization: Fortis Hospital, Jaipur

Area/ Department/ Project of Summer Internship Program: Supply Chain Management

Name of the Student: Yash Chouhan

Roll no: 0593

Stream: MBA (Pharmaceutical Management)

Week no: 6

From: 03-June 2024 to 09-June 2024

Activity Done	During this week, I had the opportunity to work in the IP pharmacy at Fortis Hospital, Jaipur. My responsibilities included: 1. Patient Prescription Issuance: Assisted in issuing prescriptions to patients, ensuring accuracy and compliance with hospital protocols. 2. Condemnation Item Management: Learned the process of identifying and removing condemned items from the pharmacy stock, adhering to safety and regulatory guidelines. 3. Medication Inspection: Participated in medication checks to verify their expiry dates, integrity, and adherence to quality standards. 4. Inventory Management: Observed how inventory is managed efficiently to ensure availability of essential medicines while minimizing wastage. • Storage and Handling of Narcotics and High-Risk Medicines: Gained insights into the specialized protocols and precautions involved in storing and handling narcotics and high-risk medicines to prevent misuse and ensure patient safety.
Linking theory (Classroom learning) with practice at your organization	This week's experiences provided a valuable opportunity to link classroom learning with practical applications in a real-world healthcare setting. By applying theoretical knowledge to actual scenarios, I gained a deeper understanding of pharmaceutical management principles and their implementation in a hospital environment.
Gaps identified on the working area.	Through my observations and interactions, I identified the following areas for improvement: • Lack of standardized procedures for condemnation item disposal. • Inefficient utilization of space in the pharmacy storage area. • Limited documentation regarding medication inspection and inventory audits.
Suggestions for improvement	To address the identified gaps, I propose the following suggestions: 1. Develop a structured protocol for the disposal of condemned items, including documentation and tracking mechanisms. 2. Conduct a review of the pharmacy layout to optimize

	space utilization and enhance accessibility. • Implement a comprehensive documentation system for medication inspection and inventory management to ensure accountability and compliance.
Plan for the next week	For the upcoming week, I plan to: 1. Further engage with pharmacy staff to gain insights into other aspects of pharmaceutical management, such as procurement and distribution. 2. Participate in training sessions or workshops related to medication safety and regulatory compliance. 3. Collaborate with the team to explore opportunities for process improvement and efficiency enhancement within the pharmacy department. • I look forward to another productive week of learning and contributing to the goals of Fortis Hospital.

Signature of the Student:

Approved by the IIHMR University's Mentor: Dr. Hemant Kumar Mishra

WEEKLY REPORT – 07

Name of the Organization: Fortis Hospital, Jaipur

Area/ Department/ Project of Summer Internship Program: Supply Chain Management

Name of the Student: Yash Chouhan

Roll no: 0593

Stream: MBA (Pharmaceutical Management)

Week no: 5

From: 27-May 2024 to 02-June 2024

Activity Done	• Emergency Cash Purchase: Performed emergency cash purchases for essential items not readily available in stock. (Link Theory: Inventory Management) • Material Returns: Processed material returns from nursing stations and wards, ensuring proper documentation and crediting accounts. (Link Theory: Reverse Logistics) • Count Correction: Identified and rectified discrepancies in inventory counts. (Link Theory: Inventory Control) • Consignment Goods: Managed consignment stock, ensuring timely replenishment and accurate records. (Link Theory: Vendor Managed Inventory) • Unused Open Consignment Items: Handled unused open consignment items as per hospital policy and vendor agreements. (Link Theory: Contract Management) • Material Issue: Issued materials based on patient and departmental indents, Schedule H1, and other requirements. (Link Theory: Order Fulfillment) • H1 Register Management: Maintained the H1 register for controlled substances, adhering to regulations. (Link Theory: Pharmaceutical Supply Chain Regulations) • OT Stores Issue: Issued materials from OT service stores to operating theatres as needed. (Link Theory: Just-in-Time Inventory) • New SKU Introduction: Assisted in the process of introducing new stock-keeping units (SKUs) into the inventory system. (Link Theory: Inventory Management) • Purchase Requisition: Prepared purchase requisitions for required materials, following proper procedures. (Link Theory: Procurement) • Purchase Return: Processed purchase returns to vendors for non- returnable and returnable items, ensuring adherence to agreements. • Physical Stock Verification: Participated in physical stock verification to ensure inventory accuracy. (Link Theory: Cycle Counting) • Chargeability Criterion: Learned about the chargeability criterion for various materials used in patient care. (Link Theory: Cost Management)
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Linking theory (Classroom learning) with practice at your organization	This week provided valuable opportunities to apply classroom learning to practical situations in a hospital supply chain. The tasks performed allowed me to gain hands-on experience in inventory management, procurement, vendor relationships, and regulations specific to the pharmaceutical industry.
Gaps identified on the working area.	• Potential for automation: Some manual processes, such as data entry, could be automated to improve efficiency and reduce errors. (Suggestion: Implement inventory management software) • Standardization of procedures: Slight variations were observed in how some tasks were completed across different departments. (Suggestion: Develop standardized operating procedures for key processes) • Staff training opportunities: Enhancing staff knowledge on specific regulations and procedures could further improve compliance and efficiency. (Suggestion: Conduct training sessions on relevant topics)
Suggestions for improvement	• Implementing inventory management software can streamline processes, improve data accuracy, and facilitate better forecasting. • Developing standardized operating procedures across departments ensures consistency and reduces errors. • Conducting regular training sessions will equip staff with the knowledge and skills to perform their tasks effectively and efficiently.
Plan for the next week	• aim to better understand specific areas, like vendor selection and negotiation processes. • I plan will shadow the logistics team to learn more about material handling and distribution practices. • I intend to research additional cost-saving strategies for the hospital's supply chain. • I will prepare a presentation on my learnings and recommendations for the department (subject to approval).

Signature of the Student:

Approved by the IIHMR University's Mentor: Dr. Hemant Kumar Mishra

WEEKLY REPORT – 08

Name of the Organization: Fortis Hospital, Jaipur

Area/ Department/ Project of Summer Internship Program: Supply Chain Management

Name of the Student: Yash Chouhan

Roll no: 0593

Stream: MBA (Pharmaceutical Management)

Week no: 8

From: 17-May 2024 to 23-June 2024

Activity Done	• Emergency Cash Purchase: Performed emergency cash purchases for essential items not readily available in stock. (Link Theory: Inventory Management) • Material Returns: Processed material returns from nursing stations and wards, ensuring proper documentation and crediting accounts. (Link Theory: Reverse Logistics) • Count Correction: Identified and rectified discrepancies in inventory counts. (Link Theory: Inventory Control) • Consignment Goods: Managed consignment stock, ensuring timely replenishment and accurate records. (Link Theory: Vendor Managed Inventory) • Unused Open Consignment Items: Handled unused open consignment items as per hospital policy and vendor agreements. (Link Theory: Contract Management) • Material Issue: Issued materials based on patient and departmental indents, Schedule H1, and other requirements. (Link Theory: Order Fulfilment) • H1 Register Management: Maintained the H1 register for controlled substances, adhering to regulations. (Link Theory: Pharmaceutical Supply Chain Regulations) • OT Stores Issue: Issued materials from OT service stores to operating theatres as needed. (Link Theory: Just-in-Time Inventory) • New SKU Introduction: Assisted in the process of introducing new stock-keeping units (SKUs) into the inventory system. (Link Theory: Inventory Management) • Purchase Requisition: Prepared purchase requisitions for required materials, following proper procedures. (Link Theory: Procurement) • Purchase Return: Processed purchase returns to vendors for non- returnable and returnable items, ensuring adherence to agreements. (Link Theory: Vendor Management) • Physical Stock Verification: Participated in physical stock verification to ensure inventory accuracy. (Link Theory: Cycle Counting) • Chargeability Criterion: Learned about the chargeability criterion for various materials used in patient care. (Link Theory: Cost Management) • Review Classroom Concepts: Recall key concepts from
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	your inventory management courses, such as ABC analysis, forecasting techniques, safety stock levels, and inventory control methods (e.g., FIFO, LIFO). • Observe Hospital Practices: During the workshop, actively observe how the hospital manages its pharmaceutical inventory. Take notes on: • Inventory control systems used (manual or software-based) • Processes for ordering, receiving, storing, and dispensing medications • Frequency of inventory checks and cycle counts • Participation in a workshop on inventory management	
Linking theory (Classroom learning) with practice at your organization	This week provided valuable opportunities to apply classroom learning to practical situations in a hospital supply chain. The tasks performed allowed me to gain hands-on experience in inventory management, procurement, vendor relationships, and regulations specific to the pharmaceutical industry.	
Gaps identified on the working area.	• Potential for automation: Some manual processes, such as data entry, could be automated to improve efficiency and reduce errors. (Suggestion: Implement inventory management software) • Standardization of procedures: Slight variations were observed in how some tasks were completed across different departments. (Suggestion: Develop standardized operating procedures for key processes) • Staff training opportunities: Enhancing staff knowledge on specific regulations and procedures could further improve compliance and efficiency. (Suggestion: Conduct training sessions on relevant topics) • Data Accuracy: While the hospital uses an inventory management system, there might be discrepancies between actual stock and recorded data due to manual data entry or delays in stock updates. • Lead Time Management: There could be a lack of clear lead time data for specific items, impacting optimal ordering and potentially leading to stock outs or overstocking. • Inventory Optimization: The current system might not be fully optimized for cost-effectiveness. There could be opportunities to negotiate better pricing with suppliers or explore alternative vendors for specific items.	
Suggestions for improvement	• Implementing inventory management software can streamline processes, improve data accuracy, and facilitate better forecasting. • Developing standardized operating procedures across departments ensures consistency and reduces errors. Conducting regular training sessions will equip staff with the knowledge and skills to perform their tasks effectively and efficiently. • Improve Data Collection: Implement a system for real-time or more frequent stock updates to ensure data accuracy. This could involve barcode scanning or mobile	

	data entry apps. • Analyze Lead Time Data: Conduct an analysis to determine the accurate lead times for various items. This allows for better forecasting and ordering decisions. • Cost-Effectiveness Analysis: Evaluate current inventory management practices to identify opportunities for cost savings. This could involve negotiating better prices with suppliers or exploring alternative vendors for specific items.
Plan for the next week	• Aim to better understand specific areas, like vendor selection and negotiation processes. • I plan will shadow the logistics team to learn more about material handling and distribution practices. • I intend to research additional cost-saving strategies for the hospital's supply chain. • I will prepare a presentation on my learnings and recommendations for the department (subject to approval). • Discuss the identified gaps and suggestions with the inventory management team at the hospital. • Explore the possibility of shadowing a staff member responsible for inventory management tasks for a closer look at the daily operations. • Investigate the current inventory management system functionalities and identify potential areas for improvement. • Research and propose additional inventory management techniques that could be implemented at Fortis Hospital.

Signature of the Student:

Approved by the IIHMR University's Mentor: Dr. Hemant Kumar Mishra

WEEKLY REPORT – 09

Name of the Organization: Fortis Hospital, Jaipur

Area/ Department/ Project of Summer Internship Program: Supply Chain Management

Name of the Student: Yash Chouhan

Roll no: 0593

Stream: MBA (Pharmaceutical Management)

Week no: 9

From: 24-May 2024 to 29-June 2024

Activity Done	• Presentation: Delivered a presentation on "The Role of Information Technology in Supply Chain Management and the Future of Supply Chain Excellence in India: A Case Study." This presentation focused on the importance of IT in optimizing the hospital's pharmaceutical supply chain and explored future trends in Indian healthcare logistics. • Project Report Submission: Submitted a project report to the Hospital SCM Head on the topic: The Role of Information Technology in Supply Chain Management and the Future of Supply Chain Excellence in India: A Case Study (Specific Hospital Focus)
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Signature of the Student:

Approved by the IIHMR University's Mentor: Dr. Hemant Kumar Mishra



Compiled Reporting

Name of the Organization: Fortis Hospital, Jaipur

Area/ Department/ Project of Summer Internship Program: Supply Chain Management

Name of the Student: Yash Chouhan

Roll no: 0593

Stream: MBA (Pharmaceutical Management)

Activity Done	• I expanded my skillset through Basic Life Support (BLS) training, gaining CPR (Cardiopulmonary Resuscitation) certification and familiarizing myself with hospital emergency codes and HAZMAT protocols. Additionally, I delved into supply chain management through training on procurement processes, including quotations and negotiation strategies for managing diverse items like capex, opex, service, and medical supplies. Finally, I participated in or observed the pricing committee, gaining valuable insights into cost management and budgeting within the hospital's supply chain. Overall, this week provided a well-rounded learning experience in emergency response, procurement, and cost control within the hospital environment. • I gained practical experience in various procurement tasks. I reviewed historical quotation files to understand past purchasing decisions and pricing trends. I also contributed to future strategies by providing recommendations based on vendor assessments, price comparisons, and negotiation outcomes. I actively participated in price list management, quotation preparation for needed products and services, and vendor assessments using evaluation forms. Furthermore, I drafted recommendation notes and supporting documents for the pricing committee's approval on procurement decisions. Finally, I honed my communication skills by engaging in negotiation correspondence and assisted in generating purchase orders, managing related agreements, and authorization processes. • I gained valuable experience in receiving medical supplies and equipment at Fortis Hospital's general store. I honed my skills in order verification, meticulously examining deliveries for accuracy in vendor names, batch numbers, expiry dates, product and unit prices, including verifying bulk package contents. Additionally, I mastered order matching, ensuring
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received items aligned perfectly with corresponding purchase orders, both physically and within the hospital's inventory management software.

- I expanded my knowledge beyond receiving. I honed my analytical skills by reviewing good receipt notes (GRNs) to identify any missing information like product codes, quantities, or expiry dates.
- Additionally, to gain insight into the earlier stages of the procurement process, I shadowed the purchasing team, learning how to create purchase requisitions (PRs). This involved understanding how to identify stock needs, specify product details, select vendors, and navigate the approval process.
- My internship took me to the heart of patient care at Fortis Hospital's IP pharmacy. I played a vital role in assisting with patient prescription issuance, ensuring accuracy and adherence to hospital protocols. Beyond that, I learned crucial procedures for maintaining medication safety, including identifying and removing expired or compromised drugs (condemnation items), participating in medication inspections for quality control, and observing efficient inventory management practices to minimize waste. Finally, I gained valuable insights into the specialized protocols and heightened safety precautions required for storing and handling narcotics and high-risk medications.
- I gained hands-on experience in various inventory management tasks. I performed emergency cash purchases for missing essentials, processed material returns from wards, and identified/corrected inventory discrepancies. Additionally, I managed consignment stock, handled unused open consignment items, and issued materials based on patient needs and departmental requests. Furthermore, I contributed to maintaining the controlled substance register (H1 register), issued supplies to operating theatres, and assisted in introducing new items to the inventory system. My learning extended to creating purchase requisitions, processing purchase returns, and participating in physical stock verification to ensure inventory accuracy. Finally, I gained valuable knowledge about chargeability criteria for various medical supplies used in patient care.
- Participation in a workshop on inventory management. I gained hands-on experience in various inventory management tasks. I performed emergency cash purchases for missing essentials, processed material returns from wards, and identified/corrected inventory discrepancies. Additionally, I managed consignment stock, handled unused open consignment items, and issued materials based on patient needs and departmental requests. Furthermore, I contributed

	to maintaining the controlled substance register (H1 register), issued supplies to operating theatres, and assisted in introducing new items to the inventory system. My learning extended to creating purchase requisitions, processing purchase returns, and participating in physical stock verification to ensure inventory accuracy. Finally, I gained valuable knowledge about chargeability criteria for various medical supplies used in patient care. I leveraged my knowledge by delivering a presentation on "The Role of Information Technology in Supply Chain Management and the Future of Supply Chain Excellence in India," highlighting its importance for Fortis Hospital's pharmaceutical operations and future trends in Indian healthcare logistics and . Additionally, Submitted a project report to the Hospital SCM Head on the topic: The Role of Information Technology in Supply Chain Management and the Future of Supply Chain Excellence in India: A Case Study (Specific Hospital Focus) I delivered a presentation at Fortis Hospital Jaipur titled "The Role of Information Technology in Supply Chain Management and the Future of Supply Chain Excellence in India: A Case Study." The presentation focused on how IT can optimize Fortis Hospital's pharmaceutical supply chain through improved inventory visibility, enhanced collaboration with suppliers, and streamlined logistics management. I also explored the potential of emerging technologies like AI and blockchain for future advancements in Indian healthcare logistics. Furthermore, I identified potential gaps in the hospital's current system and presented recommendations for improvement based on these future trends and IT solutions.	
Linking theory (Classroom learning) with practice at your organization	• This integration provided practical insights into how supply chain management principles are implemented and adapted in a healthcare setting. • Understanding of procurement strategies, vendor management, and cost optimization in a healthcare environment. This hands-on experience understanding of procurement processes and decision-making within a healthcare setting. • Understanding of procurement strategies, vendor management, and cost optimization in a healthcare environment. This hands-on experience understanding of procurement processes and decision-making within a healthcare setting. • Verifying order details during receiving solidified my understanding of procurement principles, emphasizing quality and cost-effectiveness as outlined in established procedures. Additionally, participating in the receiving process showcased the crucial role it plays in inventory management, ensuring	

	accurate stock levels and timely availability of supplies for patient care. • My learning in supply chain management has been instrumental in understanding these practical activities. The importance of accurate GRNs aligns with the theories of inventory control and ensuring product traceability. Similarly, the process of creating PRs reflects the concepts of material requirements planning (MRP) and vendor selection. • Provided a valuable opportunity to link classroom learning with practical applications in a real-world healthcare setting. By applying theoretical knowledge to actual scenarios, I gained a deeper understanding of pharmaceutical management principles and their implementation in a hospital environment. • Provided valuable opportunities to apply classroom learning to practical situations in a hospital supply chain. The tasks performed allowed me to gain hands-on experience in inventory management, procurement, vendor relationships, and regulations. • Provided valuable opportunities to apply classroom learning to practical situations in a hospital supply chain. The tasks performed allowed me to gain hands-on experience in inventory management, procurement, vendor relationships, and regulations.	
Gaps identified on the working area.	• Identified areas where improvements can be made in supply chain processes. These gaps involve efficiency, cost-effectiveness, inventory management, or communication within the supply chain. • Provided valuable insights into areas beyond basic receiving and inventory management. I identified opportunities to improve the selection process for vendors, ensuring they align with the hospital's specific needs and quality standards. Additionally, I explored strategies to enhance negotiation techniques for more favourable terms on hospital supplies. Recognizing the importance of clear communication, I identified areas where streamlining communication channels could improve responsiveness and efficiency in addressing urgent supply chain matters. Finally, I saw the potential for implementing tools or procedures to streamline processes like quotation comparisons, approval workflows, and purchase order generation. • Provided valuable insights into areas beyond basic receiving and inventory management. I identified opportunities to improve the selection process for vendors, ensuring they align with the hospital's specific needs and quality standards. Additionally, I explored strategies to enhance negotiation techniques for more favorable terms on hospital supplies. Recognizing the importance of clear communication, I identified areas where streamlining communication channels could improve responsiveness and efficiency in addressing urgent supply chain matters. Finally, I saw the potential for implementing tools or procedures to streamline processes like	

quotation comparisons, approval workflows, and purchase order generation.

- I delved deeper into the world of procurement, identifying areas for improvement beyond basic tasks. I recognized the potential to refine vendor selection criteria, ensuring suppliers align perfectly with the hospital's needs. Negotiation strategies could be further developed to secure more favorable terms for supplies. Furthermore, I identified opportunities to streamline communication channels for urgent matters and explored the potential for implementing tools or procedures to improve efficiency in tasks like quotation comparisons, approval workflows, and purchase order generation. Looking towards the future, I observed areas where automation could enhance efficiency, potentially replacing some manual data entry tasks in the current software. Additionally, I noticed opportunities for further standardization in how certain received items are logged and stored within the software, promoting consistency across the board.
- Valuable insights for process improvement. While the software facilitates order matching, I observed opportunities to enhance efficiency. Some good receipt notes (GRNs) lacked complete information, potentially causing discrepancies between ordered and received items. Additionally, the purchase requisition (PR) creation process appeared to be manual, which could be susceptible to errors and delays.
- Medication safety and efficiency. I identified key areas for improvement, such as establishing standardized procedures for disposing of expired or compromised drugs, optimizing pharmacy storage space for better organization, and implementing more robust documentation practices for medication inspections and inventory audits to enhance control and medication traceability.
- I identified opportunities to streamline operations across various departments. Noticing some manual data entry tasks, I saw the potential for automation through inventory management software to improve efficiency and minimize errors. Additionally, I observed slight variations in how tasks were completed across departments. To address this, I suggested developing standardized operating procedures for key processes to ensure consistency. Finally, recognizing the importance of staff knowledge, I recommended conducting training sessions to enhance understanding of specific regulations and procedures, ultimately improving compliance and overall efficiency.
- Valuable insights for improving efficiency and inventory management across departments. I identified opportunities for automation, particularly in manual data entry tasks, which

	could be streamlined through implementing inventory management software. Standardizing procedures across departments through the development of SOPs (Standard Operating Procedures) would ensure consistency and potentially reduce errors. Additionally, staff training on relevant regulations and procedures could further enhance compliance and efficiency. Beyond process improvements, I observed potential discrepancies between actual stock levels and recorded data due to manual data entry or delays in updates within the existing inventory management system. Furthermore, a lack of clear lead time data for specific items could impact optimal ordering, potentially leading to stockouts or overstocking. Finally, I identified possibilities for cost-optimization through better pricing negotiations with suppliers or exploring alternative vendors for specific items.	
Suggestions for improvement	• Based on the gaps identified, might have recommendations for improving specific processes or implementing new strategies to enhance supply chain performance. Suggestions could address workflow optimization, technology adoption, or training initiatives. • focused on optimizing procurement and supply chain efficiency. To enhance vendor selection, I recommended workshops or training sessions on advanced vendor assessment techniques and negotiation skills. Additionally, I suggested implementing software solutions or digital platforms to streamline quotation comparisons and purchase order management, improving both speed and accuracy. Recognizing the importance of clear communication, I proposed establishing communication protocols and escalation procedures for addressing urgent supply chain issues. Finally, to ensure comprehensive supplier evaluation, I recommended regularly reviewing and updating the vendor assessment form to capture all essential criteria. • focused on optimizing procurement and supply chain efficiency. To enhance vendor selection, I recommended workshops or training sessions on advanced vendor assessment techniques and negotiation skills. Additionally, I suggested implementing software solutions or digital platforms to streamline quotation comparisons and purchase order management, improving both speed and accuracy. Recognizing the importance of clear communication, I proposed establishing communication protocols and escalation procedures for addressing urgent supply chain issues. Finally, to ensure comprehensive supplier evaluation, I recommended regularly reviewing and updating the vendor assessment form to capture all essential criteria. • Focused on streamlining receiving and inventory management. To improve efficiency and reduce errors, I recommended investigating the feasibility of partial automation for repetitive data entry tasks within the receiving	

process. Additionally, to enhance clarity and consistency for all staff members, I suggested developing clear guidelines for item storage, outlining standardized procedures for logging and storing received items within the software.

- aimed to improve data accuracy and efficiency. I identified opportunities to standardize good receipt note (GRN) formats with mandatory fields, ensuring consistent and complete data capture. Furthermore, to streamline the purchase requisition (PR) creation process and improve overall efficiency, I suggested investigating the feasibility of automating PR generation through software solutions.
- To bridge the identified gaps, I proposed a three-pronged approach: establishing a standardized protocol with documentation for safe and traceable disposal of expired drugs, conducting a space utilization review to optimize pharmacy layout and medication accessibility, and implementing a comprehensive documentation system for medication inspection and inventory management to ensure regulatory compliance and enhanced control.
- to bridge efficiency gaps across departments. I recommended implementing inventory management software to streamline processes, improve data accuracy, and enhance forecasting. Additionally, I suggested developing standardized operating procedures (SOPs) to ensure consistent task completion and proposed regular staff training sessions to equip staff with the necessary knowledge and skills for optimal performance.
- To streamline processes, improve data accuracy, and enhance forecasting, I recommended implementing inventory management software. Furthermore, I suggested developing standardized operating procedures (SOPs) across departments to ensure consistent task completion and reduce errors. Recognizing the importance of a knowledgeable workforce, I proposed regular staff training sessions. Beyond process improvements, I identified areas for data collection enhancement through real-time or more frequent stock updates, potentially using barcode scanning or mobile data entry apps. Additionally, I recommended analyzing lead time data to improve forecasting and ordering decisions. Finally, to optimize cost-effectiveness, I suggested evaluating current practices to identify opportunities for better pricing negotiations with suppliers or exploring alternative vendors for specific items.

Signature of the Student:

Approved by the IIHMR University's Mentor: Dr. Hemant Kumar Mishra

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