



The IIHMR University, Jaipur

Summer Training Report in Supply Chain Management at
ARTEMIS HOSPITAL

By

MR. SUDIP GUCHHAIT

IIHMR-U/02/2023-25/0581

MBA PM-15

Under the supervision and Guidance of

Dr. Hemant Kumar Mishra

Assistant Professor

School of pharmaceutical management,

IIHMR University, Jaipur.

Dated: 01st July, 2024

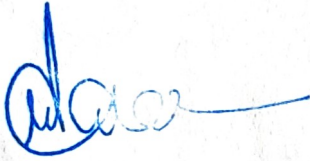
TO WHOMSOEVER IT MAY CONCERN

This is to certify that **Mr. Sudip Guchhait** has successfully completed his internship in the Department of Supply Chain Management, Gurugram from 02nd May, 2024 till 01st July, 2024.

During this internship, he was found to be sincere and hardworking.

We wish him all the best for future.

For Artemis Medicare Services Ltd,



Flt. Lt. Saras Malik

(Chief People Officer)



Susamma Jose

(General Manager - Supply Chain)

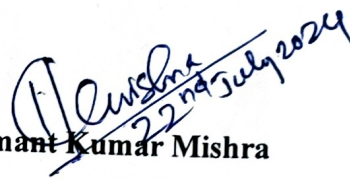


IIHMR University Faculty Mentor Approval

This is to certify that **Mr. SUDIP GUCHHAIT** of academic year 2023-25 of **SCHOOL OF PHARMACEUTICAL MANAGEMENT** has prepared a poster with respect to his summer internship held during May-June 2024.

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

Date: 22nd July 2024


Dr. Hemant Kumar Mishra

Assistant Professor

IIHMR University Jaipur

PROFILE OF THE ORGANIZATION

Artemis Hospital, established in 2007, spread across 9 acres, is a 550 plus bed; state-of-the-art multi-specialty hospital located in Gurgaon, India. Artemis Hospital is the first JCI and NABH accredited Hospital in Gurgaon.

MISSION

Deliver world-class patient care. Excel in specialized medicine, research, and education. Attract top medical talent. Advance medical technology. Contribute to community well-being and development.

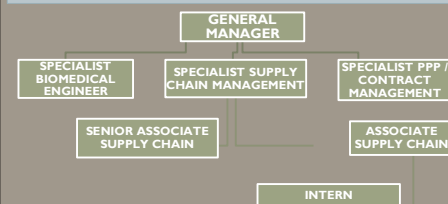
VISION

Create an integrated world-class healthcare system. Foster, protect, sustain, and restore health. Utilize best medical practices and cutting-edge technology. Develop through in-depth research by top scientific minds.

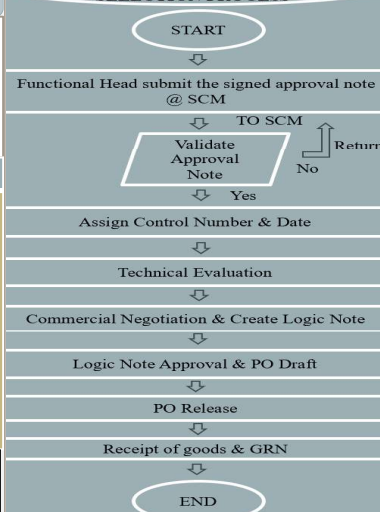
Objective

The objective of my internship was to understand and improve the supply chain management processes at Artemis Hospital. This involved learning how the hospital manages its inventory, vendor relationships, and logistics to ensure that medical supplies are available when needed.

STRUCTURE OF THE DEPARTMENT



FLOW CHART OF VENDOR SELECTION PROCESS



Methodology:

1. **Vendor Management:** Engaging with suppliers to ensure timely delivery of medical supplies.
2. **Inventory Control:** Utilizing SAP software to monitor stock levels and manage purchase orders efficiently.
3. **Process Evaluation:** Observing and analyzing the vendor selection process and the overall supply chain workflow.
4. **Field Visits:** Visiting different hospital branches to assess their resource needs and understand logistical challenges.

Findings:

1. The hospital saves a lot of money through good inventory control
2. Sometimes supplies arrive late, which can cause problems
3. Different departments don't always communicate well about supply needs
4. The SAP system helps, but staff could use more training to use it better



STRENGTH

- Significant cost savings for the hospital
- Efficient inventory control using SAP
- Structured vendor selection process

WEAKNESS

- Delayed deliveries of regular and emergency stocks
- Inefficient transportation system
- Communication gaps between departments

SWOT ANALYSIS

OPPURTUNITY

- Potential for better inventory tracking systems
- Room to improve interdepartmental communication
- Possibility to optimize transportation efficiency

THREATS

- Risk of stock-outs affecting patient care
- Potential mishandling of sensitive medical supplies
- Impact of supply chain issues on hospital operations

PRACTICAL VS THEORETICAL UNDERSTANDING

PRACTICAL

- Real-time inventory tracking and management.
- Handling unexpected shortages and emergencies.
- Coordination with multiple departments and suppliers.
- Dealing with budget constraints and cost control.

THEORETICAL

- Optimal inventory levels and just-in-time delivery.
- Predictive modeling and demand forecasting.
- Standardized procedures and protocols.
- Idealized supply chain models and strategies.

MY ROLE DURING INTERNSHIP

- Monitoring stock levels and reorder points
- Comparing prices and quality of products
- Managing warehouse operations
- Meeting with vendors in presence of GM of supply chain

SUGGESTION

- Proper ID system for employee
- Enhance their employability
- Regular Audits
- Automate Ordering Processes:

Reporting Format (Weekly)

Name of the Organization: ARTEMIS HOSPITAL

Area/ Department/ Project of Summer Internship Program: SUPPLY CHAIN MANAGEMENT

Name of the Student: SUDIP GUCHHAIT

Roll no: 0581

Stream: PHARMACEUTICAL MBA

Week no: 1

From: 02 May to 04 May 2024

Activity Done	Day 1: Orientation and introduction to company protocols and team members by Susamma Jose Ma'am. Day 2: Understanding the Standard Operating Procedure (SOP) Of the Hospital & get the information. Day 3: Learned about the culture of the hospital & overall department of supply chain.
Linking theory (Classroom learning) with practice at your organization	- Utilized academically acquired understanding of professional etiquette and organizational behavior to communicate with coworkers and comprehend corporate policies. - Intensely involved in team building and acquainting oneself with the Hospital culture, ensuring that classroom concepts are in line with actual workplace dynamics. - utilized concepts from Supply chain management to grasp the strategies discussed by Mr. Anil Sir.
Gaps identified on the working area.	I have found no significant gaps thus far, considering our recent joining the organization in Artemis Hospital.
Suggestions for improvement	As there is still much to learn about supply chain management, I am unable to make any improvements at this time.
Plan for the next week	Understanding the Supply Chain management Process.

Signature of the Student



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Week no: 2

From: 06May to 11 May 2024

Activity Done	Day 1: Understanding the guideline of supply chain management. Day 2: Understanding the process of Deal with the vendor. Day 3: Analyzing the various types of deal in the Purchase dept. Day 4: Conducted a comprehensive inventory check of medical supplies in the Hospital. Day 5: Updated the hospital's inventory management system with current stock levels and verified expiration dates of critical items. Day 6: Deal with Vendor
Linking theory (Classroom learning) with practice at your organization	• Developed a deeper understanding of the procurement process and the critical nature of timely supply chain operations in a hospital setting. • Improved my skills in using the hospital's inventory management software
Gaps identified on the working area.	• Delays in receiving critical supplies from a vendor. • Found discrepancies between physical inventory and system records.
Suggestions for improvement	• Contacted the vendor to expedite delivery and discussed implementing a performance clause for future contracts. • Introduced a double-check system for data entry to ensure accuracy.
Plan for the next week	• Understanding the Software which using in Supply Chain management.

Signature of the Student



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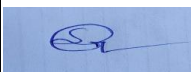
Stream: PHARMACEUTICAL MBA

Week no: 3

From: 13 May to 18 May 2024

Activity Done	Day 1: Understanding the Software which using in Supply Chain management. Day 2: Understanding the SAP Software and their use. Day 3: Deal with the Various types Vendor minimum 3 vendor for each product. Day 4: Attend the meeting with vendor. Day 5: Understanding Logic Note Day 6: Create Logic note
Linking theory (Classroom learning) with practice at your organization	• Economic Order Quantity (EOQ): Determines the optimal order quantity that minimizes the total inventory costs, including ordering and holding costs. • Just-In-Time (JIT): Aims to reduce inventory levels and associated costs by receiving goods only as they are needed.
Gaps identified on the working area.	• Many hospitals lack real-time tracking of inventory levels, leading to stockouts or overstocking. • Manual inventory checks are time-consuming and prone to errors.
Suggestions for improvement	• Develop stronger relationships with suppliers to ensure reliable and timely deliveries. • Negotiate bulk purchasing agreements for essential items to reduce costs. • Regularly evaluate supplier performance and have backup suppliers in place.
Plan for the next week	• Create PO (Purchase Order)

Signature of the Student



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Week no: 4

From: 20 May to 25 May 2024

Activity Done	Day 1: Create Logic note Day 2: Working with co-works on the review of the vendors Day 3: Understanding the selection process of the vendors through review Day 4: selecting the best vendor for hospital through review process meeting with vendors Day 5: creating the vendor code of the selected vendor through various information of vendor Day 6: Giving the order of the hospital to the vendor
Linking theory (Classroom learning) with practice at your organization	• Design and implement training programs for staff on supply chain best practices and new technologies. • Promote a culture of continuous improvement through regular feedback and incremental changes. • Build strategic relationships with multiple suppliers to ensure reliability and reduce risks.
Gaps identified on the working area.	• Hospitals often do not evaluate supplier performance regularly, leading to issues with reliability and quality. There is a lack of backup suppliers, increasing risk. • Different departments within the hospital use incompatible systems, hindering effective communication and data sharing.
Suggestions for improvement	• Adopt e-procurement systems to simplify and speed up the procurement process. • Standardize purchasing procedures across departments to ensure consistency and compliance. • Conduct regular audits to identify and eliminate inefficiencies in procurement
Plan for the next week	• Create WO (Work Order)

Signature of the Student



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Stream: PHARMACEUTICAL MBA

Week no: 5

From: 27 May to 01 June 2024

Activity Done	Day 1: Giving the order of the hospital to the vendor Day 2: Visiting the branches of the Artemis hospital Day 3: Preparing for NABH Audit of the hospital Day 4: Creating the Urgent P.O required for the hospitals Day 5: Visiting the branches Of Artemis Day 6: Heading toward NABH Audit
Linking theory (Classroom learning) with practice at your organization	• SCRM: Develop a comprehensive risk management plan to identify potential disruptions (e.g., supplier issues, natural disasters) and create mitigation strategies. • BCP: Establish contingency plans and emergency protocols to maintain supply chain operations during crises, ensuring that critical supplies are always available
Gaps identified on the working area.	• Lengthy and complex procurement processes. • Lack of standardized procurement procedures. • Poor vendor management and supplier relations
Suggestions for improvement	• Establish criteria for evaluating supplier performance, focusing on reliability, quality, and cost. • Negotiate long-term contracts and partnerships with key suppliers. • Implement a centralized ERP system to integrate supply chain activities, ensuring seamless data flow. • Ensure compatibility and data sharing between different departments.
Plan for the next week	• Create Service Order

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Stream: PHARMACEUTICAL MBA

Week no: 6

From: 03 June to 08 June 2024

Activity Done	Day 1: Create Service Order Day 2: Checking on inventory stocks Day 3: Meeting on supply of materials in hospitals Day 4: Deal with new vendor for specific items Day 5: Making budget for the construction of hospital Day 6: Create vendor code through SAP
Linking theory (Classroom learning) with practice at your organization	• Negotiate rates and make informed purchases to get the greatest deals from medical supply companies. • Track inventory with barcode scanners and handle orders and delivery with software. • Recognize possible supply chain issues, such as delays or shortages, and develop strategies to address them.
Gaps identified on the working area.	• Lack of systematic supplier performance evaluation and relationship management • Limited use of data analytics to forecast demand and optimize inventory levels • Poor vendor management and supplier relations.
Suggestions for improvement	• Arrange frequent departmental meetings to talk about problems with the supply chain and come up with solutions. • To prevent confusion, each department participating in the supply chain should have its duties and responsibilities clearly defined.
Plan for the next week	• To observe Making and budgeting for the construction of hospital

Signature of the Student



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Stream: PHARMACEUTICAL MBA

Week no: 7

From: 10 June to 15 June 2024

Activity Done	Day 1: Filling OPEX Day 2: Create OPEX Logic Note Day 3: Filling CAPEX Day 4: Create CAPEX Logic Note Day 5: Send the PO existing vendor with their existing rate Day 6: Negotiated rate with the new vendor
Linking theory (Classroom learning) with practice at your organization	• Develop risk management plans to address potential supply chain disruptions, such as supplier failures or natural disasters. • Focuses on creating more value with fewer resources by optimizing processes and eliminating waste. • Emphasizes small, continuous changes to improve efficiency and quality
Gaps identified on the working area.	• Analyzes the competitive forces that influence the supply chain, including supplier power. • Strategic Sourcing: Focuses on developing long-term relationships with suppliers to ensure reliability and quality.
Suggestions for improvement	• Provide continuous training for staff on the latest supply chain management best practices, technologies, and regulatory requirements. • Encourage cross-functional training to improve understanding and collaboration between different departments involved in the supply chain.
Plan for the next week	• Create CAPEX PO

Signature of the Student



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Roll no: 0581

Stream: PHARMACEUTICAL MBA

Week no: 8

From: 17 June to 22 June 2024

Activity Done	Day 1: Create CAPEX PO Day 2: Create OPEX PO Day 3: Create General PO Day 4: Attend the meeting with vendor. Day 5: Send the PO new vendor with their existing rate to low rate Day 6: Create Vendor Code
Linking theory (Classroom learning) with practice at your organization	- Analyzes the competitive forces that influence the supply chain, including supplier power. - Focuses on developing long-term relationships with suppliers to ensure reliability and quality. - Integrates various functions of the organization, including supply chain, into a unified system for better data management and decision-making.
Gaps identified on the working area.	- Procurement processes are often manual, paper-based, and lack standardization, leading to delays and errors. - Different departments within the hospital use incompatible systems, hindering effective communication and data sharing.
Suggestions for improvement	- Implement e-procurement systems to standardize and automate purchasing processes, reducing cycle times and administrative costs. - Develop standardized procurement procedures and guidelines to ensure consistency and efficiency across all departments.
Plan for the next week	Revise all the learning theory.

Signature of the Student



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Stream: PHARMACEUTICAL MBA

Week no: 9

From: 24 June to 29 June 2024

Activity Done	Day 1: Deal with the Various types Vendor minimum 3 vendor for each product Day 2: Conducted a comprehensive inventory check of medical supplies in the Hospital. Day 3: creating the vendor code of the selected vendor through various information of vendor Day 4: Attend the meeting with vendor. Day 5: Send the PO new vendor with their existing rate to low rate Day 6: Process of Documentation.
Linking theory (Classroom learning) with practice at your organization	Link theory on quality assurance and quality control with practical tasks such as conducting audits, monitoring supplier performance, and ensuring compliance with Good Manufacturing Practices (GMP) and Good Distribution Practices (GDP).
Gaps identified on the working area.	- Hospitals often struggle with finding the right balance in inventory levels. Overstocking ties up capital and leads to wastage due to expiration, while understocking can lead to stockouts and compromise patient care. - Inconsistent communication and relationship management with suppliers can lead to delays, quality issues, and higher costs.
Suggestions for improvement	- Upgrade to modern inventory management systems that offer real-time visibility into stock levels, demand forecasting capabilities, and automated replenishment processes. - Utilize barcode scanning, RFID technology, or automated inventory tracking to improve accuracy and efficiency in inventory management.
Plan for the next week	Completed internship.

Signature of the Student



SUMMER INTERNSHIP PROGRAM

at

ARTEMIS HOSPITAL

From 02-05-2024 to 1-07-2024

A REPORT BY

Sudip Guchhait

Master of Business Administration

Pharmaceutical Management-15

2023-25

under the Mentorship of

Dr. Hemant Kumar Mishra

Assistant Professor



Compiled Reporting Format

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Roll no: 0581

Stream: PHARMACEUTICAL MBA

Activity Done	While on my nine weeks internship at Artemis Hospital I basically got in-depth experience on operational and management of hospital supply chain, key process; Standard Operating Procedures and the hospital, as well as the supply chain department. I had an understanding of how vendors are managed, how inventories are counted, and understanding the SAP software. I was involved in developing Logic Notes, working with purchase orders and, among others, coordinating both operational expenses and capital expenses. Moreover, I was involved in selecting vendors and preparing for audits, costing and any session that gave me a broad perspective on the functional and developmental part of SCM in the context of hospital environment.
Linking theory (Classroom learning) with practice at your organization	In this 9-week internship at Artemis Hospital, I implemented my gathered theoretical knowledge in order to be able to interact with other employees and explain corporate behaviors. While in team building, I was able to relate the classroom concepts such as team building to that of the hospital with regard to cultural practices as well as the dynamics of the hospital environment. This enabled me to enhance my competency on the inventory management system of the hospital, as well as applying EOQ and JIT to enhance the inventory. I created training, boring, and supplier relations. Major areas of concern were risk management and business continuity which gave me a guarantee of efficient operations during disasters. It involved fixing rates, control of stocks, tackling supply chain management problems and coordination of organizational activities to enhance the decision-making activities. Furthermore, I was able to relate the theoretical knowledge in the topic of quality assurance, auditing, and adherence to the GMPs and GDPs.

Gaps identified on the working area.	In the case of my 9-week internship at Artemis Hospital, there were gaps noted in the working area. Some of them are; delay on receipt of essential stocks, stock variances between physical stock and bin cards and no real time stock update leading to stock out or over stocking. According to the momentary inventory count and recounting, it has been observed that it is time consuming and contains many errors. While there are few complaints of Delphi's supplier management, there are a number of risks associated with supplier relations that are evident in the structure: there is little frequent, formal assessment of supplier performance, and the firm lacks backup suppliers in the event its main suppliers fail to deliver. There is also the problem of silos; while various departments in a firm employ different systems, it becomes difficult to share information. The procurement procedures take a longer time and are multiple, which are most often paper-based and not standardized. Other major issues include weak vendor management, inadequately stable communication with the supply chain partners, and low adaptation of data analytics for demand planning.
Suggestions for improvement	Among the recommendations to enhance hospital supply chain flows are the early delivery options with performance incentives, system of double-entry data with checks and balances, and enhancing supplier partnerships for reliable, timely delivery of supplies. Having contingency plans and having a policy of annually negotiating quantities for the purchase and frequently reviewing the performance of suppliers also reduce risks. Implementing, promoting, and professed e-procurement methods, setting guidelines, and audits keep inefficiencies in check. Another important activity is the definition of the evaluation criteria of the suppliers, negotiation of long-term contracts, integration of the ERP systems for the exchange of data. Promoting ongoing education and cooperative work increases practice quality, while using updated inventory control systems increases the supply chain's transparency and effectiveness.

Signature of the Student



Approved by the IIHMR University's Mentor