

SUMMER INTERNSHIP PROGRAM

at

India Health Action Trust

From 6th May 2024 to 6th July 2024

A REPORT BY

Salony Priya

Master of Business Administration (PM-15)

2023-25

under the Mentorship of

Dr. Kajal Sitlani Mam
ASSOCIATE PROFESSOR



IHAT/HR/Internship Cert.2024-25/06

July 5, 2024

Internship Certificate

Ms Salony Priya, a student of MBA in Pharmaceutical Management at Indian Institute of Health and Management Research (IIHMR Jaipur) has undergone an internship programme with India Health Action Trust, Uttar Pradesh - Technical Support Unit (UP-TSU), Lucknow, from May 6, 2024 to July 5, 2024.

During this period, Ms Salony Priya has worked on the following assignment:

“Improvising the efficiency of quality control system in UPMSCL”.

This Internship was assumed under the guidance of Mr Dheeraj Sonkhiya (Senior Specialist – Supply Chain Management, Health Systems Strengthening), India Health Action Trust, UPTSU, Lucknow.

Ms Salony Priya has completed the internship and submitted her report to IHAT.

We wish her all success in her future endeavours.



Edward Kennedy
Senior Manager – Human Resources
India Health Action Trust
UPTSU, Lucknow

IIHMR University Faculty Mentor Approval

This is to certify that **Ms. SALONY PRIYA** of academic year 2023-25 of **SCHOOL OF PHARMACEUTICAL MANAGEMENT** has prepared a poster with respect to her summer internship held during May – July 2024.

She has carried out work as per the guidelines. Her poster is approved for presentation.

Date: 23rd July

A handwritten signature in blue ink, appearing to read 'Kajal', is written over the printed name.

(Signature of Faculty Mentor)

Dr. Kajal Sitlani mam,
Assistant Professor

About Organization

IHAT, a non-profit organization located in Lucknow, is committed to enhancing public health results throughout India, especially in the areas of maternal and child health, HIV/AIDS prevention and care, and the reinforcement of healthcare systems. Established to tackle significant health issues in the nation, IHAT works closely with both governmental and non-governmental organizations to execute inventive health initiatives and tactics.

Basically, it provides technical support to Uttar Pradesh medical corporation to maintain the availability of drugs at facilities. IHAT, or the Integrated Health Asset and Supply Chain Management Program, plays a crucial role in managing the supply chain within the healthcare sector. It focuses on ensuring the efficient and effective distribution of health assets such as drugs, medical equipment, and other supplies.

IHAT is essential in creating and executing expandable and enduring health initiatives targeted at decreasing maternal and child mortality rates, stopping the transmission of HIV/AIDS, advocating for sexual and reproductive health, and improving healthcare provision. Through collaboration and involvement with communities, the organization operates in multiple Indian states to attain significant health results.

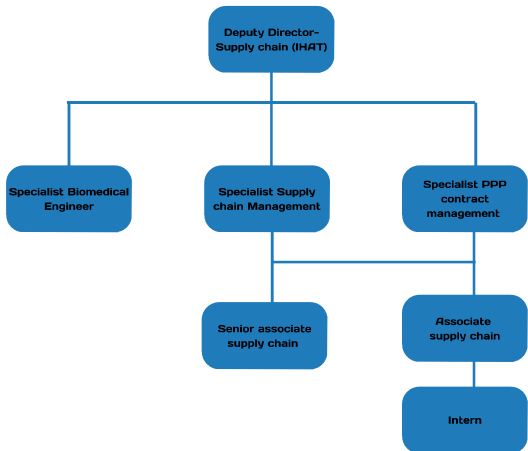
Mission

To effectively address the evolving requirements of state health services, eEfforts are made to ensure that warehouses maintain sufficient stocks of medications, equipment, and other essential supplies through optimal procurement methods.

Vision

The vision of the Indian Health Action Trust (IHAT) is to create a healthier India where every individual, especially the marginalized and vulnerable populations, has equitable access to quality healthcare services.

Organogram IHAT



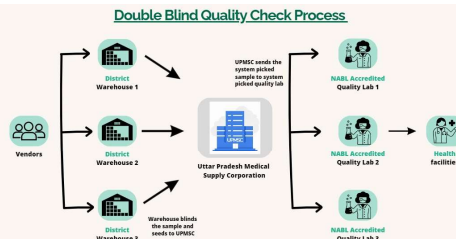
Key areas of improvement

- Space management is required for the purpose of sampling.
- Appropriate ID system is required for the handlers, involved in handling of samples.
- Third party transportation should be done to deal with limited transportation facility.
- Need to reduce the pendency of previous samples that were needed to received and sent to labs.

OBJECTIVE

To identify and address the key problems which delay quality control process and aim to design roadmap to clear at least 95% drug sample cleared in 2 months.

Process of quality control at UPMSC



Key challenges

- Limited transportation facilities
- Manual Sampling process for quality process.
- Inadequate Training provided to personnel.
- Inadequate base of lab

Interventions

- Increase transportation limit
- Embracing technology
- Staff-training
- Introducing an automated mechanism to replace the manual handling of samples

Samples cleared in 2 months



Prepared by Salony Priya, MBA-PM-15, Roll no. 0565
Under the guidance of: A. College mentor: Dr. Kajal Sitiani
B. Organizational mentor: Mr. Dheeraj

Sonkhiya

SWOT Analysis

Strength

- Ensure the quality of medicine and make it available to the facilities.
- Use double blind method before the drug is distributed among facilities.

Weakness

- Inadequate Training provided to personnel
- Manual sampling of drugs for quality process.
- Limited transportation facilities.

Opportuniy

- Opportunity to embrace new technology and automated system for sampling of drugs.
- Opportunity to conduct staff trainings for individuals involved in sampling of drugs.

SWOT

Threat

- Threat of data breaching during double blind method.
- Sample leakage.
- Manpower is hired on the daily basis without any appropriate ID system.

Key learning and value additions

- Recognized the Dynamics of the Supply Chain.
- Observed how technological help maximizes the effectiveness of distribution and logistics.
- Learned the significance of inventory control.
- Participated in India's biggest tender evaluation (tender no. 208).
- Explored career opportunities in healthcare supply chain management.

My role during internship

- Engaged in bid evaluation.
- Worked on improvising the quality process.
- To increase the number of samples at headquarters.
- To enhance the efficiency of quality process.
- Involved in the process of drug mapping and facility mapping.
- Conducted data analysis and research on healthcare delivery systems and public health initiatives.
- Participated in DVDMS training programs.
- Collaborated with multidisciplinary teams to develop strategies for improving process of quality control of drugs.
- Contributed in facility mapping on DVDMS.
- Contributed in updating EDL list on DVDMS.

Difference between theoretical and practical understanding

Practical

Real-world experiences and specific challenges in managing day to day operations.

Theoretical

Only include general, principles, guidelines and SOPs.

Challenges faced during internship

- Lack of experience
- Lack of knowledge about supply chain management
- Lack of knowledge about DVDMS system



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Mission

To effectively address the evolving requirements of state health services, efforts are made to ensure that warehouses maintain sufficient stocks of medications, equipment, and other essential supplies through optimal procurement methods.

Reporting Format (Weekly)

Name of the Organization: Indian Health Action Trust

Area/ Department/ Project of Summer Internship Program: Supply chain and Procurement

Name of the Student: Salony Priya

Roll no: 0565

Stream: Pharmaceutical management (PM-15)

Week no: 1

From: 06th May, 2024 To 10th May, 2024

Activity Done	Day 1 (6th May): A brief introduction about IHAT and its operative area. Learned about the role of UPMSCL in supply chain management. Identified the key personnel for queries and interactions. Gained insights regarding different facilities (MCs, CHCs, PHCs, HWCs). Day 2 (7th May): Reviewed previous day's learning. Gained in-depth understanding of the tender filing process, especially in Uttar Pradesh. A brief introduction about essential drug list and specific drug list. Day 3 (8th May): Learned how IHAT contribute to manage the availability of drugs among different facilities throughout 75 districts. Introduction to DVDMS system. Day 4 (9th May): I've acquired the necessary skills to handle purchase orders effectively. Learning how to create, process, and manage purchase orders has been a valuable part of my development. Day 5 (10th May) Practice MS. excel to manage DVDMS and NHS data.
Linking theory (Classroom learning) with practice at your organization	I've applied my knowledge of Production and Operations Management (POM) alongside marketing principles to effectively procure medicines.
Gaps identified on the working area.	No gaps identified till now.
Suggestions for improvement	No suggestions
Plan for the next week	I'll try to put my ideas and point of views in front of superiors so I can enhance my performance.

Salony Priya

Signature of the Student

Approved by the IIHMR University's Mentor

Reporting Format (Weekly)

Name of the Organization: IHAT

Area/ Department/ Project of Summer Internship Program: Supply chain and Procurement

Name of the Student: Salony Priya

Roll no: 0565

Stream: Pharmaceutical management (PM-15)

Week no: 2

From: 13th May, 2024 To 17th May, 2024

Activity Done	Day 1 (13th May): Purchase Order Management Overview ABC-VED analysis. Tender Management Day 2 (14th May): PPT on Warehousing and tender Management Day 3 (15th May): PPT on centralized procurement of drugs Day 4 (16th May): Attended training session on DVDMS for pharmacist. Day 5 (17th May) ABC-VED analysis on Excel.
Linking theory (Classroom learning) with practice at your organization	Incorporated PowerPoint and Excel skills, as well as other theoretical information from MBA seminars, into real-world projects.
Gaps identified on the working area.	Communication gap with pharmacist during training sessions.
Suggestions for improvement	Need to communicate with superiors.
Plan for the next week	I'll practice excel for inventory management with the help of ABC-VED analysis.

Salony Priya

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Reporting Format (Weekly)

Name of the Organization: IHAT

Area/ Department/ Project of Summer Internship Program: Supply chain and procurement

Name of the Student: Salony Priya

Roll no: 0565

Stream: Pharmaceutical management (PM-15)

Week no: 3

From: 20th May, 2024 To 26th May, 2024

Activity Done	Day 1 (20th May): Holiday Day 2 (21st May): - Review previous day training and product detailing, trained on the General Division products. Day 3 (22nd May): - ABC analysis - Read several articles related to ABC analysis. Day 4 (23rd May): Holiday Day 5 (24th May): - Training session at Chandoli district Day 6 (25th May) - Warehouse visit - I had the opportunity to visit a warehouse, where I gained firsthand experience with the ILR (Ice Lined Refrigerator) storage room and the rejection room. This visit allowed me to understand the practical aspects of inventory management, including the storage and handling of temperature-sensitive items and the processes involved in managing rejected goods.
Linking theory (Classroom learning) with practice at your organization	I had the opportunity to visit a warehouse, where I gained firsthand experience with the ILR (Ice Lined Refrigerator) storage room and the rejection room. This visit allowed me to observe the practical application of concepts learned in the classroom, such as inventory management, quality control, and cold chain logistics. Seeing these processes in action helped me better understand the theoretical principles and their real-world implications, reinforcing my academic knowledge with practical insights.
Gaps identified on the working area.	N/A
Suggestions for improvement	N/A
Plan for the next week	- ABS VED analysis - Project Work

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Reporting Format (Weekly)

Name of the Organization: IHAT

Area/ Department/ Project of Summer Internship Program: Supply chain and Procurement

Name of the Student: Salony Priya

Roll no: 0565

Stream: Pharmaceutical management (PM-15)

Week no: 4

From: 27th May, 2024 To 31st May, 2024

Activity Done	Day 1 (27th May): • Bid evaluation • Route mapping Day 2 (28th May): • VED analysis Day 3 (29th May): • Bid evaluation • Mapping of drug in purchase order Day 4 (30th May): • Understood warehouse management • VED analysis Day 5 (31st May) • VED analysis • PPT on warehouse management
Linking theory (Classroom learning) with practice at your organization	• Applied theoretical information from MBA courses in pharmacology for VED analysis.
Gaps identified on the working area.	• Inappropriate communication between several departments.
Suggestions for improvement	• A more ordered and focused management style is needed.
Plan for the next week	• Facility mapping • Route mapping

Salony Priya

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Reporting Format (Weekly)

Name of the Organization: IHAT

Area/ Department/ Project of Summer Internship Program: Supply chain and Procurement

Name of the Student: Salony Priya

Roll no: 0565

Stream: Pharmaceutical management (PM-15)

Week no: 5

From: 3rd June, 2024 to 7th June, 2024

Activity Done	Day 1 (3rd June): • Bid evaluation Day 2 (4th June): • Mapped drugs as per the bidder list • Facility mapping Day 3 (5th June): • Mapped drugs as per the bidder list • Route mapping for logistics Day 4 (6th June): • Bid evaluation Day 5 (7th June) • Project on quality assurance at UPMSCCL
Linking theory (Classroom learning) with practice at your organization	• During the bid evaluation processes on Day 1 and Day 4, I applied strategic decision-making frameworks similar to those explored in my Strategic Management courses. Mapping drugs according to the bidder list on Days 2 and 3 allowed me to utilize concepts from Supply Chain Management, focusing on vendor management and supply chain mapping strategies. • My project on quality assurance at UPMSCCL on Day 5 enabled me to apply principles from my Quality Management coursework, emphasizing continuous improvement and quality control techniques.
Gaps identified on the working area.	• Manual handling of data at UPMSCCL and delayed result
Suggestions for improvement	• Need to introduce new technology and AI
Plan for the next week	• Project on quality assurance.

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Reporting Format (Weekly)

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Area/ Department/ Project of Summer Internship Program: Supply chain and Procurement

Name of the Student: Salony Priya

Roll no: 0565

Stream: Pharmaceutical management (PM-15)

Week no: 6

From: 10rd June, 2024 to 14th June, 2024

Activity Done	Day 1 (10th june): - Prepared checklist for drug Day 2 (11th june): - Prepared checklist for dug Day 3 (12th june): - Prepared master drug list Day 4 (13th june): - Prepare checklist for companies Day 5 (14th june) - Collecting and analyzing data for OTIF
Linking theory (Classroom learning) with practice at your organization	No
Gaps identified on the working area.	No
Suggestions for improvement	No
Plan for the next week	Project on OTIF.

Salony Priya

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Reporting Format (Weekly)

Name of the Organization: IHAT

Area/ Department/ Project of Summer Internship Program: Supply chain and Procurement

Name of the Student: Salony Priya

Roll no: 0565

Stream: Pharmaceutical management (PM-15)

Week no: 7

From: 17rd June, 2024 to 21th June, 2024

Activity Done	Day 1 (17rd June): • Holiday Day 2 (18th June): • Bid evaluation Day 3 (19th June): • Bid evaluation Day 4 (20th June): • Bid evaluation Day 5 (21th June): • Project on quality assurance at UPMSCCL
Linking theory (Classroom learning) with practice at your organization	This theory emphasizes selecting suppliers based on criteria such as quality, reliability, cost-effectiveness, and compliance with regulatory standards. During bid evaluation, we apply this theory to assess potential suppliers' capabilities to meet pharmaceutical industry requirements.
Gaps identified on the working area.	No
Suggestions for improvement	No
Plan for the next week	Project on quality assurance.

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Reporting Format (Weekly)

Name of the Organization: IHAT

Area/ Department/ Project of Summer Internship Program: Supply chain and Procurement

Name of the Student: Salony Priya

Roll no: 0565

Stream: Pharmaceutical management (PM-15)

Week no: 8

From: 24th June, 2024 to 28th June, 2024

Activity Done	Day 1 (24th June): • Bid evaluation Day 2 (25th June): • Poster preparation Day 3 (26th June): • Poster preparation Day 4 (27th June): • Poster preparation Day 5 (28th June) • Project discussion
Linking theory (Classroom learning) with practice at your organization	No
Gaps identified on the working area.	No
Suggestions for improvement	No
Plan for the next week	Discussion of poster and project with mentor.

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Signature of the Student

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Compiled Reporting Format

Name of the Organisation:

Area/ Department/ Project of Summer Internship Program: Name of the Student: Salony Priya

Roll no: 0565

Stream: Supply chain and procurement

Activity Done	• Engaged in bid evaluation. Worked on improvising the quality process. • To increase the number of samples at headquarters. • To enhance the efficiency of quality process. Involved in the process of drug mapping and facility mapping. • Conducted data analysis and research on healthcare delivery systems and public health initiatives. • Participated in DVDMS training programs. • Collaborated with multidisciplinary teams to develop strategies for improving process of quality control of drugs. • Contributed in facility mapping on DVDMS. • Contributed to updating EDL list on DVDMS. • Participated in India's biggest tender evaluation. • Worked on time in full delivery of drugs by different companies. • Worked on root mapping for the purpose of transportation of drugs. • Gained insights regarding different facilities (MCs, CHCs, PHCs, HWCs). • Learned necessary skills to handle purchase orders effectively. Learning how to create, process, and manage purchase orders has been a valuable part of my development. • Performed ABC-VED analysis of list to categorize them as vital, essential and desirable. • I had the opportunity to visit a warehouse, where I gained firsthand experience with the ILR (Ice Lined Refrigerator) storage room and the rejection room. • Mapped drugs as per the bidder list. • Route mapping for logistics. • Understood warehouse management. • Using the theory of Lean Management, Six Sigma, and Theory of Constraints (TOC) and using data analytics to identify bottlenecks, reduce waste, and improve efficiency. For example, analyzing
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	production data to minimize defects and optimize the production process. • Practiced basic Excel functions and pivot tables for data management and visualization.
Linking theory (Classroom learning) with practice at your organisation	• Evaluating bids is part of strategic sourcing, ensuring that suppliers meet quality, cost, and delivery standards. This aligns with SRM by fostering relationships with suppliers who can consistently provide high-quality products. • Improving quality processes aligns with TQM and Six Sigma principles, which emphasize continuous improvement, defect reduction, and process optimization to enhance overall supply chain performance. • Increasing the number of samples ensures better quality control and inventory accuracy, aligning with the principle of maintaining adequate stock levels to meet demand and ensuring product quality. • Enhancing efficiency aligns with lean manufacturing principles, focusing on reducing waste and improving process flow to ensure efficient operations and high-quality outputs. • Drug and facility mapping are critical for designing an effective supply chain network, ensuring efficient distribution and resource allocation. This helps in optimizing the supply chain and reducing logistical inefficiencies. • Conducting data analysis and research supports data-driven decision-making, a core aspect of modern supply chain management. This helps in predicting trends, optimizing operations, and improving service delivery. • Training programs align with human resource development and knowledge management, ensuring that staff are well-equipped with the necessary skills and knowledge to manage supply chain processes effectively. • Collaboration with multidisciplinary teams reflects CPFR principles, fostering teamwork and information sharing to improve supply chain planning and execution. • Facility mapping is a part of facility location planning, which aims to optimize the placement of facilities to reduce costs and improve service levels within the supply chain. • Updating the Essential Drugs List (EDL) ensures that the supply chain is aligned with current healthcare needs, reflecting principles of product lifecycle management and ensuring coordinated supply chain efforts. • Learned about office culture and created a presentation on the Indian public health sector.

	Implementing data warehousing solutions to collect and store vast amounts of supply chain data, using big data analytics and business intelligence tools to extract actionable insights.
Gaps identified on the working area.	- Manpower is hired on the daily basis without any appropriate ID system. - Limited space available for sampling. - Limited availability of transportation facilities. - Limited exposure to real-world office dynamics despite creating a presentation on the Indian pharma market. - Need for more interactive sessions with industry experts to understand practical applications of market analysis. - Lack of skills in organizing and visualizing data effectively, especially understanding data in row form. - Manual handling of data at UPMSCL and delayed result. Communication barrier during the discussion with higher authorities for the pharma market. - Inadequate preparation in questionnaire design for primary data collection. - Interns required more training in formulating comprehensive and relevant survey questions to gather actionable insights. - Suggested need for structured men.
Suggestions for improvement	- Space management is required for the purpose of sampling. - Appropriate ID system is required for the handlers, involved in handling of samples. - Third party transportation should be done to deal with limited transportation facilities. - Need to reduce the pendency of previous samples that were needed to receive and sent to labs.

Salony Priya
Signature of the Student

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