

SUMMER INTERNSHIP PROGRAM

At

MICRO LABS LIMITED



FROM 02 MAY 2024 TO 30 JUNE 2024

A REPORT BY

ANJUM NAAZ

Master of Business Administration

PHARMACEUTICAL MANAGEMENT

2023-25

under the Mentorship of

RAHUL SHARMA





Certificate of Recognition



This is to certify that

Ms. ANJUM NAAZ

of 2023 - 2025 (batch) of IIHMR University

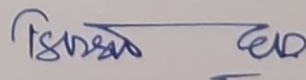
has effectively learnt, performed and completed
her Summer Training Project with Micro Labs

Ltd. from May 2024 to June 2024

We appreciate her active participation, conduct,
mannerism and timely deliverables.

This certificate is being issued to meet the
requirement of the University.

Date : 12-7-2024


Tavinder Jit Singh Vasudeva
President & CBO

IIHMR University Faculty Mentor Approval

This is to certify that **Ms. ANJUM NAAZ** of academic_year 2023-25 of **SCHOOL OF PHARMACEUTICAL MANAGEMENT** has prepared a poster with respect to her summer internship held during May-June 2024.

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

Date: 19/07/2024

A handwritten signature in blue ink, appearing to read 'Rahul Sharma'.

Rahul Sharma

Assistant Professor

IIHMR University Jaipur

Approved Coloured Poster



Brand plan for Apicoag (Apixaban)

Name: Anjum Naaz (0480)
Batch: MBA PM-15
Mentor: Rahul Sharma
Industry Mentor: Tavinder Jit Singh Vasudeva



Micro Labs Limited

Micro Labs was incorporated on 7th September 1973. Micro Labs Limited's operating revenues range is Over INR 500 cr. It is a multifaceted healthcare organization with a proficient marketing team. Have manufacturing facilities and R & D centers that are with international standards. The company is well known for its brand "DOLO-650" which was ranked as No.1 brand in Paracetamol Solids as per IQVIA MAT March 2023 while the portfolio includes some of the topmost brands in various specialties like cardiology, diabetology, anti-infective, ophthalmology, and pain etc.

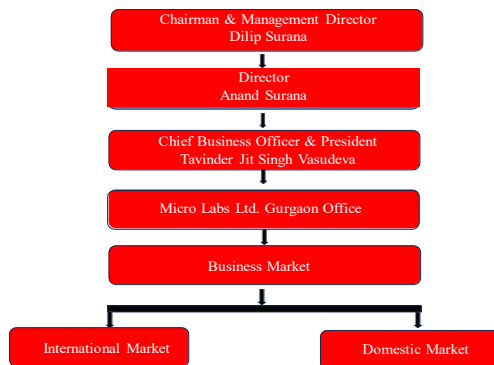
VISION

Micro Labs Limited aims to improve global healthcare by providing affordable, high-quality medicines. They strive to be a leading player in the industry, focusing on R&D, manufacturing excellence, and partnerships. Sustainability and social responsibility are key, with a vision that includes healthcare access, education support, and philanthropy.

VALUES

The main business objective of Micro Labs is to tap into infinite potential in developing new medicines and expanding the therapy portfolio in diverse therapeutic areas that are significant for mankind's wellbeing.

Organizational Structure



Indications

- Atrial Fibrillation (AF)
- Venous Thromboembolism (VTE)
- Prevention of Stroke in Nonvalvular Atrial Fibrillation
- Treatment and Prevention of DVT and PE

Learnings during Internship

- Business communication, Etiquettes.
- Dining Table manners in corporate.
- Code of ethics in business
- Importance of Neuromarketing.
- 7Cs of marketing
- Primary and secondary research
- Customer Value Proposition
- Distribution channel in Pharmaceuticals.

Marketing campaigns

- Campaign is an organized and active effort to achieve a particular goal. By extension, a marketing campaign is aimed at promoting a particular product or range of products through various channels such as television, radio, prints and online platforms.
- It typically involves a series of tactics and strategies that are executed across multiple channels, such as social media, email, advertising, events, and public relations, among others.

PESTLE Analysis

Political

- Stable government, evolving healthcare policies, and regulations influence market access, pricing, and marketing strategies.

Economical

- Growing economy, rising disposable income, and favorable market conditions present opportunities for market penetration and growth

Social

- Increasing awareness of healthcare, changing demographics, and cultural preferences impact product acceptance and marketing approaches.

Technological

- E-pharmacy made the drug purchasing power of customers.
- Digitalization made marketing easy.

Legal

- The sales of Apixaban is legally approved.

- The industry is highly regulated which makes it more important to be extra careful in every aspect of the drug.

Environmental

- The Apixaban is USFDA approved product which is used to treat blood clots and reduce the risk of strokes and heart attacks and it does not harm the environment.

Pack design

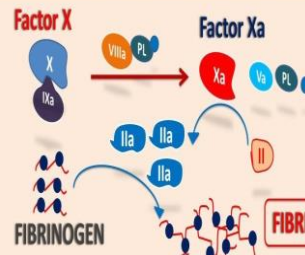
Apixaban Tablets 2.5 mg

Apicoag 2.5 mg

1 X 10 Tablets

ANcura

APIXABAN



Drug Profile/ Pharmacology of drug

- It works by inhibiting a specific clotting factor in the blood called Factor Xa, which plays a crucial role in the formation of blood clots.
- Apixaban is an anticoagulant medication that belongs to the class of direct oral anticoagulants (DOACs)
- Apixaban selectively and reversibly binds to both free and clot-bound Factor Xa. By inhibiting Factor Xa, apixaban interferes with the conversion of prothrombin to thrombin, which ultimately prevents the formation of fibrin and the subsequent development of blood clots.

SWOT Analysis

Strength

- Provide Wide range of therapy that cures blood clots stroke and vein thrombosis.
- Reducing the need for frequent monitoring

Weakness

- Lower Brand recognition in compared to well-known brands like Eliquis (Pfizer).
- Less market shares.

Opportunity

- The market is increasing day by day.
- Opportunities to expand the approved indications.

Threats

- Competitor reducing the market share.
- Market competitors are coming with advanced technology.

Brand Name

- ❖ Name: Apicoag tab
- ❖ Contain: Apixaban 2.5 mg

Here's the reasoning behind the name:

- **Apicoag**: The name is short and easy to remember as the first three letters are of the molecule name Apixaban and the presence of "coag" might make it easier for patients already familiar with Apixaban (or anticoagulants) to recognize its function.

Challenges Faced

- Dealing with the time management was one of the biggest challenge we faced during the internship with Micro Labs.

- Staying engaged in virtual meetings and discussions ; it is more challenging compared to in-person interactions .

Suggestion

- Did not get the corporate exposure because of the work from home environment. So company should provide corporate exposure to interns.
- Field work should be given to get practical idea about how to approach doctors and pharmacies.

Marketing Strategy

For Physicians

- Webinars
- Discussion with KOLs
- Customised products like pens, diaries, calendars, paperweights, etc.

For patients

- Health Checkup
- Disease Awareness
- Patient support program

Theory Vs Practical

Theoretical Understanding

Theoretical understanding emphasizes conceptual learning.

It develops analytical and critical thinking skills.

It is assessed through exams and assignments.

Practical Exposure

Practical exposure emphasizes applying knowledge in real-world scenarios.

It hones practical, interpersonal, and adaptive skills.

These are evaluated based on performance and outcomes in real tasks.

Weekly Reporting

Name of the Organization: Micro Labs Limited

Area/Department/Project of Summer Internship Program: Market Research & Brand Planning.

Name of the Student: Anjum Naaz

Roll no: 0480

Stream: Pharmaceutical Management

Week no: 1

From: 29/04/2024 to 05/05/2024

Activity Done	29/04 - Pre interactive session During the session, we covered important information about the internship structure, expectations and key initiatives planned for the coming weeks. 30/04 - Assignment on our Major Strengths and Two Basic values of life 03/05 - Interactive session Where we discussed, Power of etiquettes in: Office, Meeting table, in Field, during Travelling and in Business society. Also, we discussed the importance of the working character of an individual to develop the good side of a person. Importance of knowing the customer and how to address someone professionally with respect.
Linking theory (Classroom learning) with practice at your Organization	The interactive sessions and assignments provided theoretical insights into professionalism, ethics, and interpersonal skills. By discussing office etiquette, customer relations, and personal values, we connected these concepts to real-world applications within the organization. This linkage helps in understanding the practical implementation of respect, professional conduct, and ethical behavior, thereby fostering a cohesive and respectful workplace environment.
Gaps identified in the working area.	The primary gaps identified in the working area include inconsistent adherence to professional etiquette, insufficient understanding of customer needs, and a lack of emphasis on personal values and ethical conduct. These gaps hinder effective communication, customer satisfaction, and overall workplace harmony. Addressing these issues through targeted training and reinforcement of key principles is essential for improvement.
Suggestions for improvement	To improve, implement regular training sessions on professional etiquette and customer relations, ensuring all employees understand and adhere to these standards. Establish a mentorship program to reinforce personal values and ethical conduct. Regular feedback and assessments can help identify

	ongoing gaps and provide a platform for continuous improvement and development within the organization
Plan for the next week	Interactive session on power of words Importance of flow of: Information - Translation - Action - Persuasion in customer's mind.

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Signature of the Student

Approved by the IIHMR University's Mentor

Annexure-E

Weekly Reporting

Name of the Organization: Micro Labs Limited

Area/Department/Project of Summer Internship Program: Market Research & Brand Planning.

Name of the Student: Anjum Naaz

Roll no: 0480

Stream: Pharmaceutical Management

Week no: 2

From: 06/05/2024 to 12/05/2024

Activity Done	08/05 – Assignment Where we elaborate our first assignment on Strengths and Key values in life by citing examples, Do's and Don'ts in Business Communication & Power of etiquettes in: Office, Meeting table, Field, During Travelling, Business society. Also sent a voice recording of 3-4 minutes highlighting our learnings on above topics. 11/05 - Interactive session During the session we discussed, Power of words like: Please, thank you, Ask and Apologies / Sorry in our day-to-day life as well as in our upcoming professional life. Talk about to keep the experiences ready where these words helped us in daily life. Also, we discussed the importance of flow of: Information - Translation - Action - Persuasion in customer's mind. Being physically fit is as important as our curriculum and studies, so everyone should focus on your physical health. 12/05 – We shared a video of ourselves of 30 seconds in morning showing the workout in the form of running, skipping, exercising etc to energize ourself
Linking theory (Classroom learning) with practice at your organization	The assignments and interactive sessions effectively bridged theoretical concepts with practical applications. By focusing on strengths, values, and business communication, we learned to embody professionalism and etiquette in various scenarios. These activities enhanced our understanding of respectful interactions and the importance of physical fitness, aligning our personal and professional development with organizational goals.

Gaps identified in the working area.	Several gaps were noted, such as inconsistent use of polite language, insufficient flow of information, and neglect of physical fitness. Additionally, there was a lack of practical application of discussed etiquettes in real-life scenarios, leading to a disconnect between theoretical knowledge and practice.
Suggestions for improvement	To address these gaps, implement workshops emphasizing polite language use and effective communication strategies. Foster a culture of regular information sharing and physical fitness through team activities and wellness programs. Encourage practical application of etiquettes through role-playing exercises and continuous feedback mechanisms to ensure alignment with organizational standards.
Plan for the next week	Focus on Continuous Practice and Learning to become a Professional Executive. Understanding of Corporate Etiquettes, Netiquettes and dining table manners in corporate. Differentiate Branding & Marketing

Anjum

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Weekly Reporting

Name of the Organization: Micro Labs Limited

Area/Department/Project of Summer Internship Program: Market Research & Brand Planning.

Name of the Student: Anjum Naaz

Roll no: 0480

Stream: Pharmaceutical Management

Week no: 3

From: 13/05/2024 to 19/05/2024

Activity Done	13/05 – Assignment Where we submitted our second assignment in Handwritten. Also shared our hobbies in the above assignment, made a video of ourselves after memorizing the above assignment and shared it. 15/05 - Interactive session During the session, we learn to focus on Continuous Practice and Learning to become a Professional Executive, also, Do's and Don'ts in Corporate Culture and the importance of Body Language. 17/05 - Assignment About what are Corporate Etiquettes, Netiquettes and dining table manners in corporate and shared a video of our learnings also. Shared the understanding of the difference between Branding and Marketing with Examples.
Linking theory (Classroom learning) with practice at your Organization	The assignments and sessions underscored the importance of continuous learning, professional etiquette, and effective communication. Through handwritten assignments and video recordings, we reinforced theoretical knowledge by applying it to real-life scenarios. This hands-on approach solidified our understanding of corporate etiquette, body language, and the distinction between branding and marketing.
Gaps identified in the working area.	Gaps include sporadic practice of learned etiquettes, lack of awareness regarding corporate etiquettes and netiquettes, and insufficient understanding of body language's impact. Additionally, there is often confusion between branding and marketing concepts, leading to ineffective strategies.

Suggestions improvement	for	To bridge these gaps, implement regular practice sessions and workshops on corporate etiquette and body language. Encourage employees to share feedback and experiences to enhance practical understanding. Clarify the differences between branding and marketing through case studies and real-world examples, ensuring a comprehensive grasp of these concepts.
Plan for the next week		Study about how to build ourself as a brand, Interactive session on Brand and Corporate Building, Study about how the Marketing Campaigns are created and implemented in the market.

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Weekly Reporting

Name of the Organization: Micro Labs Limited

Area/Department/Project of Summer Internship Program: Market Research & Brand Planning.

Name of the Student: Anjum Naaz

Roll no: 0480

Stream: Pharmaceutical Management

Week no: 4

From: 20/05/2024 to 26/05/2024

Activity Done	20/05 - Interactive session During the session, we covered the important information about branding & marketing also the importance of building ourselves as a brand. 21/05 – Assignment Where we created groups/clusters among ourselves and prepared a video assignment combining the below given topics: Dining table etiquettes on global level (where we have to choose a country and study their etiquettes) How to build ourself as a brand. How to be a good listener and its importance. 22/05 – Interactive session During the session we talk about the areas of individual person where he/she need to work i.e. Lacking area. 24/05 - Interactive session In the session we focused on Brand & Corporate building in the following ways: How to build ourself as a brand and reinvent ourselves (while working in corporate we should- Brand ourselves, Brand the corporate we are working in and Brand the product we are promoting). How the Marketing Campaigns are created and implemented in the market. How to make our mind Creative and Innovative. How to set SMART targets. i.e. Specific, Measurable, Achievable, Relevant & Realistic and Time bound.
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	Also, we are advised to study the success story of Kurkure in the market for our own understanding and learning.
Linking theory (Classroom learning) with practice at your Organization	The sessions and assignments provided a comprehensive framework linking theoretical concepts of branding, marketing, and personal development with practical applications. Through group video assignments, we explored global dining etiquettes, personal branding, and active listening. Interactive discussions on corporate branding, marketing campaigns, and setting SMART targets enhanced our practical understanding and application of these concepts.
Gaps identified in the working area.	Identified gaps include insufficient emphasis on personal branding, a lack of creative and innovative thinking in marketing strategies, and the need for improved listening skills. Additionally, there is a gap in setting and adhering to SMART targets, leading to inefficiencies and unmet goals.
Suggestions for improvement	To address these gaps, implement workshops on personal branding and creativity to foster innovative thinking. Encourage regular practice of active listening through team activities and feedback sessions. Provide training on setting and achieving SMART targets, ensuring clear and attainable goals. Studying successful marketing campaigns like Kurkure's can offer valuable insights and practical examples to emulate.
Plan for the next week	Preparation of “molecule / brand wise presentation” Session on “Ongoing preparation & jobs accomplishments”

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Weekly Reporting

Name of the Organization: Micro Labs Limited

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Name of the Student: Anjum Naaz

Roll no: 0480

Stream: Pharmaceutical Management

Week no: 5

From: 27/05/2024 to 02/06/2024

Activity Done	29/05 – Assignment In this assignment we prepared a molecule / brand wise presentation on the topics allotted. The topic allotted to me is “fexofenadine (Antihistaminic drug). We also prepared a video on already discussed topics and this time we prepared about how we can adopt these etiquettes, netiquettes and body language in our day-to-day life. 01/06 – Interactive session During the session, we discussed about ongoing preparations & jobs accomplishments.
Linking theory (Classroom learning) with practice at your Organization	The latest assignments and interactive sessions solidified our understanding of branding, professional etiquette, and personal development by integrating these concepts into our daily routines and professional tasks. Preparing a presentation on "fexofenadine" allowed me to apply our branding knowledge to a specific product, while videos on etiquette and body language reinforced practical implementation in everyday life.
Gaps identified in the working area.	Gaps identified include inconsistent application of discussed etiquettes and body language, a lack of in-depth product knowledge for effective branding, and varied levels of preparation for job-related tasks. These gaps can hinder professional growth and the ability to effectively market and promote products.
Suggestions for improvement	To bridge these gaps, provide ongoing training and workshops focused on daily implementation of etiquettes and body language. Encourage deeper product research and knowledge-sharing sessions to enhance branding efforts. Implement regular check-ins and feedback sessions to ensure consistent preparation and job accomplishment, fostering a proactive and well-prepared workforce.

Plan for the next week	Gain the insights about: Time management strategy Qualities to become a good leader Leadership skills Interactive session with business leaders of Micro labs

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Weekly Reporting

Name of the Organization: Micro Labs Limited

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Name of the Student: Anjum Naaz

Roll no: 0480

Stream: Pharmaceutical Management

Week no: 6

From: 03/06/2024 to 09/06/2024

Activity Done	05/06 – Assignment Where we done some of the updates in our brand plan like mentioned the unique brand & corporate name with rationale, direct & indirect competitors should be mentioned with company name, brand name, molecule names and their MRPs, also included the pack inserts having all the information regarding the molecule and its usage. 04/06 - Assignment On the topic “Time management strategy” 05/06 - Assignment On the topic “Qualities to become a Good leader” 06/06 - Assignment Where we made Fitness/Exercise video showing our workout activities, also made the video of practicing the leadership skills in clusters. 08/06/2024 - Interactive session This session is with the business leaders of Micro labs with the name “Talk with our business leaders” In the session we learnt about: Evolution of Marketing. Importance of Digital marketing Various domains of Digital marketing Need of Digital Marketing in Pharma
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	What are pharma campaigns and their objectives Various steps in designing pharma campaigns. How to conduct Effective Doctor calls Importance of Field Work in Pharma etc.
Linking theory (Classroom learning) with practice at your Organization	The assignments and interactive sessions effectively merged theoretical knowledge with practical applications in the fields of branding, leadership, time management, and digital marketing. By updating brand plans, managing time strategically, and practicing leadership skills, we translated classroom learning into actionable tasks. Engaging with business leaders provided insights into the practical aspects of pharma marketing and fieldwork.
Gaps identified in the working area.	Identified gaps include a lack of strategic time management, insufficient understanding of competitor analysis, and varying levels of leadership skill application. Additionally, there is a need for better integration of digital marketing strategies in daily operations and an enhanced focus on effective doctor calls and fieldwork in the pharma sector.
Suggestions for improvement	To address these gaps, implement training sessions on advanced time management techniques and competitor analysis. Encourage regular leadership workshops and practical exercises. Develop a comprehensive digital marketing training program to ensure integration of these strategies into daily tasks. Focus on enhancing skills for effective doctor calls and fieldwork through role-playing, feedback sessions, and real-world practice to improve engagement and results in the pharma industry.
Plan for the next week	Yet to know, will be decide on Monday.

Anjum

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Weekly Reporting

Name of the Organization: Micro Labs Limited

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Name of the Student: Anjum Naaz

Roll no: 0480

Stream: Pharmaceutical Management

Week no: 7

From: 10/06/2024 to 16/06/2024

Activity Done	11/06 – Interactive session Where we presented our Brand Plan presentation and discussed our learnings from the previous sessions. 13/06 - Interactive session Where we had an expert talk on “Perception Mapping: A Way Towards Strategic Decision Making” by Meenal Mam who has a vast experience in sales, business development and consultancy. 13/06 - Interactive session On the topic “Business Finances Management”
Linking theory (Classroom learning) with practice at your Organization	The interactive sessions and brand plan presentations reinforced our ability to apply theoretical concepts in practical settings. Presenting the brand plan showcased our understanding of strategic branding, competitive analysis, and market positioning. The expert talk on perception mapping and the session on business finance management provided deeper insights into strategic decision-making and financial acumen necessary for business success.
Gaps identified in the working area.	Gaps identified include varying levels of expertise in strategic decision-making, insufficient financial management skills, and a need for more robust perception mapping techniques. Additionally, the ability to cohesively integrate these skills into daily operations is still developing.

Suggestions for improvement	To address these gaps, conduct regular workshops and training sessions on strategic decision-making and financial management. Incorporate practical exercises and case studies to enhance understanding and application of perception mapping techniques. Encourage continuous learning and real-world practice to ensure these skills are effectively integrated into daily business operations, fostering a more strategic and financially sound approach to decision-making.
Plan for the next week	To learn about Trademarks - Intellectual Property Rights (IPR) Code of Ethics of Business PESTEL analysis Campaign designing, etc.

Anjum

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Weekly Reporting

Name of the Organization: Micro Labs Limited

Area/Department/Project of Summer Internship Program: Market Research & Brand Planning.

Name of the Student: Anjum Naaz

Roll no: 0480

Stream: Pharmaceutical Management

Week no: 8

From: 17/06/2024 to 23/06/2024

Activity Done	17/06 - Assignment Where we prepared the presentation on the below points in continuation to our brand plan ppt. Importance of content writing in terms of Font size and Font style. Trademarks - Intellectual Property Rights (IPR) Code of Ethics of Business PESTEL analysis of your Brand Campaign designing Distribution and Distribution channels Also, to understand the Distribution and Distribution channels of pharmaceuticals, we are advised to go in the market with our ID cards and request to pharmacy shop people to explain the process of distribution. 18/06 – Assignment In this assignment we prepared the word document on the topics mentioned below: Therapeutic relationship in branding Customer Value Proposition (CVP) Health and Business Wealth (Summer training) Passion and Professional life balance 19/06 - Interactive session Where we presented our presentation that we recently prepared in continuation to brand plan ppt & also we talk about our learnings to the above topics.
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Linking theory (Classroom learning) with practice at your Organization	The recent assignments and interactive sessions further bridged theoretical concepts with practical applications in branding, content writing, intellectual property, business ethics, PESTEL analysis, campaign designing, and distribution channels. Preparing and presenting on these topics, followed by real-world market visits, enhanced our understanding of the practical aspects of pharmaceutical distribution and strategic branding.
Gaps identified in the working area.	Identified gaps include inconsistent application of proper content writing standards, limited understanding of intellectual property rights and business ethics, and a need for deeper knowledge of distribution channels and PESTEL analysis. Additionally, practical experience in campaign designing and implementation remains underdeveloped.
Suggestions for improvement	To address these gaps, provide detailed workshops on content writing best practices, intellectual property rights, and business ethics. Encourage hands-on projects and market visits to deepen understanding of distribution channels. Facilitate practical exercises and real-world projects for campaign designing and PESTEL analysis. Continuous feedback and peer reviews can further ensure consistent application and integration of these concepts in daily operations.
Plan for the next week	To learn about Neuro Marketing Employment laws Advertising and Brand promotion, etc.



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Weekly Reporting

Name of the Organization: Micro Labs Limited

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Name of the Student: Anjum Naaz

Roll no: 0480

Stream: Pharmaceutical Management

Week no: 9

From: 24/06/2024 to 01/07/2024

Activity Done	25/06 – Assignment Where, we prepared the PowerPoint presentation on the topics mentioned below: Neuro marketing Demographics and its importance Expense planning and return on investment (ROI) Employment laws People planning strategy Business negotiations Advertising and Brand promotion (Optional-Can do by taking an example of OTC brand) Adaptability and change management. 29/06 – Interactive session Where we talk regarding our summer internship report submission and other queries & also marks the final session of our completed summer training program. 01/07 – Final assignment About the connecting dots & 7C's of the marketing.
Linking theory (Classroom learning) with practice at your Organization	The final assignments and interactive sessions provided comprehensive insights into advanced marketing concepts, business strategies, and practical applications. By preparing presentations on neuromarketing, demographics, ROI, employment laws, people planning, business negotiations, and more, we integrated these theories into actionable strategies. The summer internship report and discussions ensured a holistic understanding and reflection on our learnings.

Gaps identified in the working area.	Gaps identified include varying levels of understanding and application of advanced marketing techniques, strategic business planning, and adaptability to change. Additionally, practical experience in business negotiations and people planning strategy needs further development.
Suggestions for improvement	To address these gaps, conduct advanced training sessions on neuromarketing, ROI calculation, and business negotiations. Encourage role-playing and simulations to enhance practical skills. Develop workshops on adaptability and change management to prepare for dynamic business environments. Continuous learning and real-world applications will ensure these advanced concepts are effectively integrated into daily operations, enhancing overall strategic and operational efficiency.

Anjum

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Approved by the IIHMR University's Mentor

Compiled Report

Name of the Organization: Micro Labs Limited

Area/Department/Project of Summer Internship Program: Market Research & Brand Planning.

Name of the Student: Anjum Naaz

Roll no: 0480

Stream: Pharmaceutical Management

Activity Done	Throughout the internship, I participated in a range of activities including interactive sessions on professional and office etiquettes, customer relations, business communication, and polite language. I completed assignments on business communication do's and don'ts, corporate etiquette, netiquettes, dining table manners, and differentiation between branding and marketing. I also engaged in fitness activities, prepared presentations on fexofenadine and brand plans, and interacted with business leaders on pharmaceutical marketing. Additional activities included content writing assignments, market visits, and presentations on neuromarketing, demographics, ROI, employment laws, and strategic decision-making.
Linking theory (Classroom learning) with practice at your Organization	The sessions and assignments provided a comprehensive framework linking theoretical concepts with practical applications. This involved the integration of professionalism, ethics, interpersonal skills, branding, marketing, time management, leadership, digital marketing, strategic decision-making, and financial management into real-world scenarios. Engaging with business leaders and conducting market visits reinforced the practical aspects of pharmaceutical distribution, branding, and strategic business operations.
Gaps identified in the working area.	Inconsistent adherence to professional etiquette and understanding of customer needs. Sporadic use of polite language and physical fitness activities. Varying practice of learned etiquettes and insufficient understanding of corporate netiquettes and body language. Lack of emphasis on personal branding and creative thinking in marketing strategies. Inconsistent application of discussed etiquettes and product knowledge.
Suggestions for improvement	Regular training on professional etiquette, customer relations, and effective communication. Foster regular information sharing and physical fitness through team activities. Conduct workshops on corporate etiquette, body language, personal branding, and creativity.

	Encourage deeper product research and knowledge-sharing sessions.
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	Provide training on strategic time management, competitor analysis, leadership skills, and advanced marketing techniques.
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