

SUMMER TRAINING REPORT

**FROM MAY 11, 2021, TUESDAY
TO JULY 2, 2021, FRIDAY**

LIHMR UNIVERSITY

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★ MBA PHARMACEUTICAL MANAGEMENT

2020-2022

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1. INTRODUCTION

- **PROJECT TITLE – “INNOVATION AND SUSTAINABILITY IN HEALTHCARE SECTOR”**
- **PROJECT PURSUITS AT THE CHANGES IN THE MARKETING STRATEGIES FROM CONVENTIONAL TO DIGITAL.**
- **THERE WE NEED INNOVATIONS THAT ARE SUSTAINABLE FOR THE HEALTHCARE SECTOR**
- **THESE DIGITAL STRATEGIES NO LONGER SOLELY INNOVATION BUT SUSTAINABLE INNOVATION IS REQUIRED TO GET SUCCESS.**
- **GHC DRUGS AND PHARMACEUTICALS ARE PROVIDED TO US IN THIS PROJECT AND THEY HAVE THE VISUAL AID CONTAINED DETAILS OF THE EXISTING 21 SKUS WHICH WERE ALREADY LAUNCHED IN THE MARKET TILL DATE**
- **THE SKU WHICH I WAS ASSIGNED WAS GOODCLAUSI (BACILLUS CLAUSI SPORE 2 BILLION CFU) WHICH IS USED AS PROBIOTIC DRINK IN THE TREATMENT OF A.A.G. , L.I. & I.B.S**

2. ORGANIZATION

- **THIS INDIAN DRUG ORGANIZATION SETTLED IN MUMBAI**
- **THIS ORGANIZATION WAS SET UP IN THE YEAR 2020 TO BRING INVENTIVE AND EXCELLENT PRESCRIPTIONS.**
- **GHC BASICALLY CALLED AS GOOD HEALTH CARE**
- **GHC IS COMMITTED TO EMPOWERING PEOPLE TO LIVE HEALTHIER AT EVERY STAGE OF LIFE.**
- **GHC HAS AN API, ORAL SOLID DOSE, AND INJECTABLE FACILITIES THAT MANUFACTURE HIGH QUALITY MEDICINES FOR GLOBAL MARKETS**
- **THEY CURRENTLY, THEY ARE OPERATING THE DIVISIONS OF PEDIATRICS, ORTHO, GYNAE, ENT AND DERMA**



3. ABOUT THE PROJECT

1) **INNOVATIVE STRATEGIES TO SUSTAINABILITY IN THE HEALTHCARE SECTOR.**

- READ A RANGE OF ARTICLES AND JOURNALS RELEVANT TO THE TOPIC
- STUDIED, COMPILED THEM, AND MADE LITERATURE REVIEW SHEET ON EXCEL

2) **BASED ON COMPANY'S INFORMATION**

- STUDIED ABOUT VARIOUS DISEASES RELEVANT THINGS
- MADE PATIENT JOURNEYS

3) **COMPANY'S MARKET PLAN MADE**

- BRAND PLANS OR ANNUAL OPERATING PLANS FOR THE BRANDS

4) **CREATED LOTS OF**

- CONTENT CREATION FOR BRAND PROMOTION ON VARIOUS SOCIAL MEDIA PLATFORMS LIKE FB, INSTA, LINKEDIN, YOUTUBE, ETC.
- DIGITAL MARKETING STRATEGIES FOR THE PRODUCTS

5) **FINAL STEP**

- ASSIGNED FIELD WORK BY COMPANY'S AREA MANAGER
- COMPILED INFORMATION OF PHYSICIANS IN HOSPITALS AND CLINICS IN MY AREA
- PROMOTED MY BRAND ALONG THE WAY

4. OBJECTIVES

- PREPARATION OF ANNUAL OPERATING PLAN (AOP)
- MAKING STRATEGIES FOR DIGITAL MARKETING
- CONTENT FOR PROMOTING DIGITAL MARKETING OF PRODUCTS ON SOCIAL MEDIA PLATFORMS
- FIELD WORK

5. METHODOLOGY

- NOW, THIS PROJECT WAS DISTRIBUTED INTO 4 PARTS:

1. PATIENT JOURNEY

2. BRAND PLAN

3. DIGITAL STRATEGIES AND CONTENT CREATION

4. FIELD WORK

5.1. PATIENT JOURNEY

Patient Journey is generally explained in 5 steps:

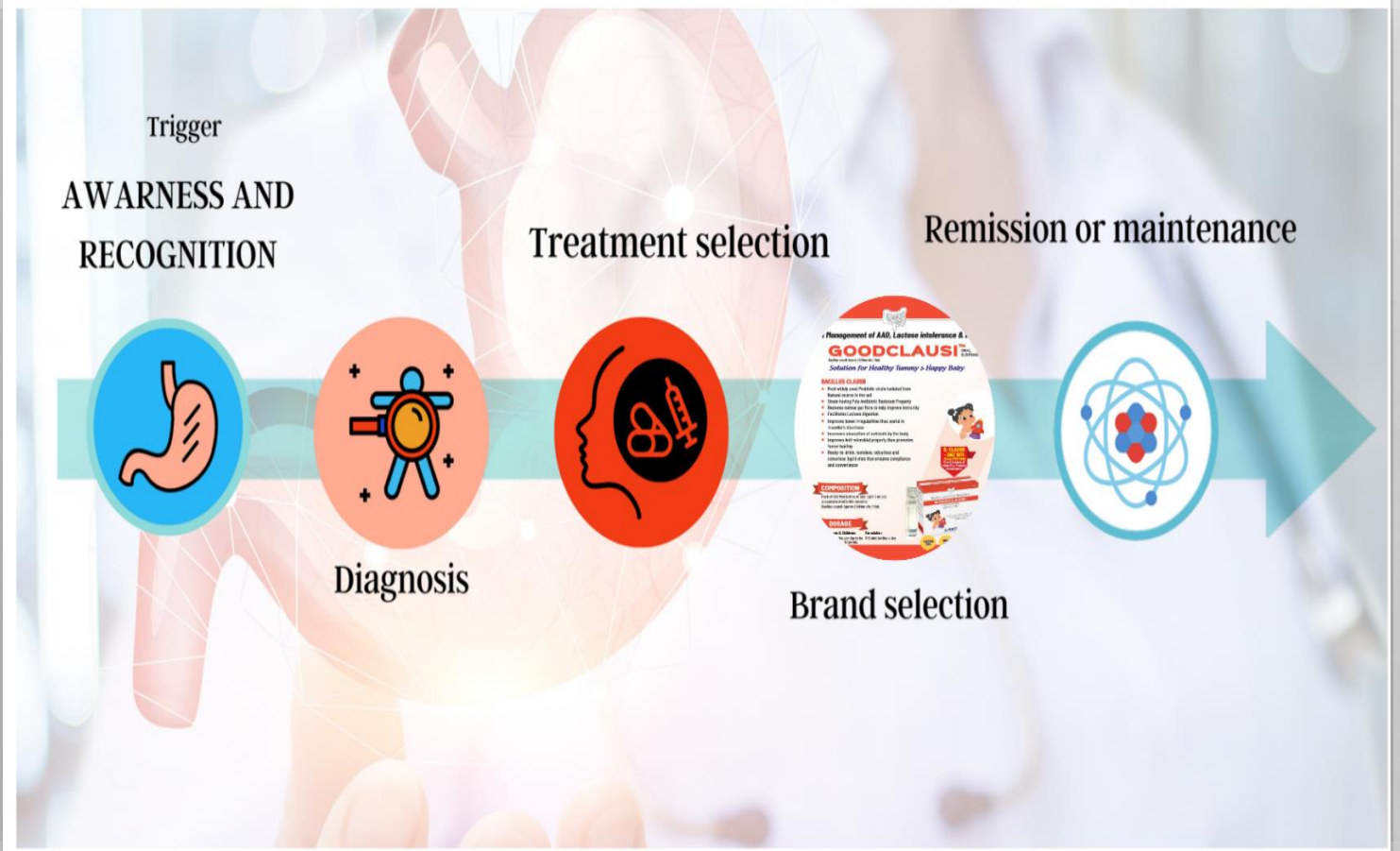
Step 1: Awareness and Recognition

Step 2: Diagnosis

Step 3: Treatment Selection

Step 4: Brand Selection

Step 5: Remission or Maintenance



5.2. BRAND PLAN

● STRATEGIES:

- IDENTIFY TARGET CUSTOMERS
- HIGHLIGHT PROBLEMS AND NOT SOLUTIONS
- GOOD SOCIAL MEDIA PRESENCE
- INCREASE CONSUMER ATTENTION OF THE DISCOUNT PHARMACY AS EVIDENCED WITH THE AID OF USING A BOOM IN PRODUCT REQUESTS ENTIRELY GENERATED WITH THE AID OF USING INFORMATION OF THE PHARMACY'S NAME.

● MARKET OVERVIEW

- A. MARKETING SUMMARY
- B. CUSTOMER INSIGHTS
- C. COMMUNICATION STRATEGY
- D. VISUAL AID OF THE PRODUCT
- E. BRAND SWOT ANALYSIS
- F. KEY STRATEGIC INITIATIVES
- G. SAMPLE INVESTMENT PLAN

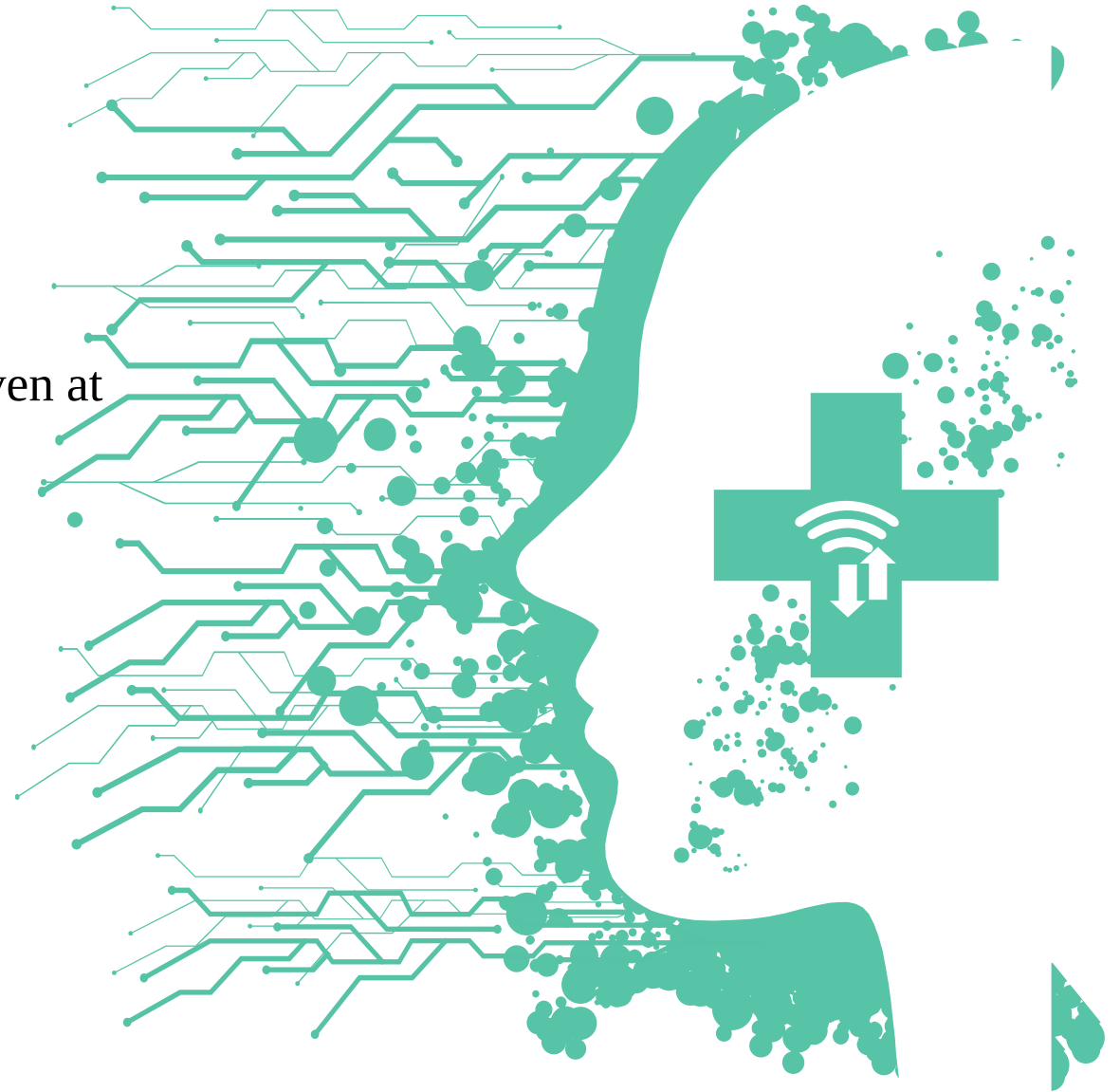
market summary

Pack of 5X2 Mini bottles of 5ml each

infants & Children: 1-2 mini bottles per day to be given at regular intervals & For adults, 2-3 mini bottles a day.

Lactose Free, Sugar Free & Gluten Free.

AAD, Lactose intolerance & IBS, presenting
GOODCLAUSI Oral Suspension





SKU- Composition	Year of launch
Goodclausi oral suspension 2 Billion / 5ml	2021

Brand name :	GOOD CLAUSI
Brand launch date :	AT THE END OF 2021
Generic name :	ADD, Lactose intolerance & IBS
Formulation:	2 Billion cfu / 5ml
Packs:	5*2 mini bottle of 5ml
Key Indication(s):	Diarrhoea & promotes faster healing
Target Market Segment (s):	Doctor & stockiest

Customer Insights

Doctors

Key Customers: General Physician, Consultant Physician, ENT.

Type: Personal Clinic practice, Trade doctors, Nursing home, & Small hospitals .

Needs: To understand the state & suffering of the patient through diarrhoea & promotes fast healing & effective relief.

e.g.; Symptomatic relief from diarrhoea & helps to improve immunity

Patients

Profile:

1. Patients suffering from symptoms of diarrhea.
2. Poly antibiotic resistance property .

Needs & Trends: Effective & relief from diarrhoea and increase nutrients.

Patients prefer to consult physicians.

Consults a specialist if it's not cured after a required time .

Specialties:	Key Message (communicated through VAF)
Specialty 1: General Physician	1.Improves Anti-microbial property thus promotes faster healing.
Specialty 2: Paediatrician	
Specialty 3: Consultant Physician	
Specialty 4: ENT	
	2.improves bowel irregularities thus useful in Traveller's Diarrhoea
	3. Restores normal gut flora to help improve immunity Facilitates Lactose digestion.
	4.Ready-to-drink, tasteless, odourless and colourless liquid vials that ensures compliance and convenience

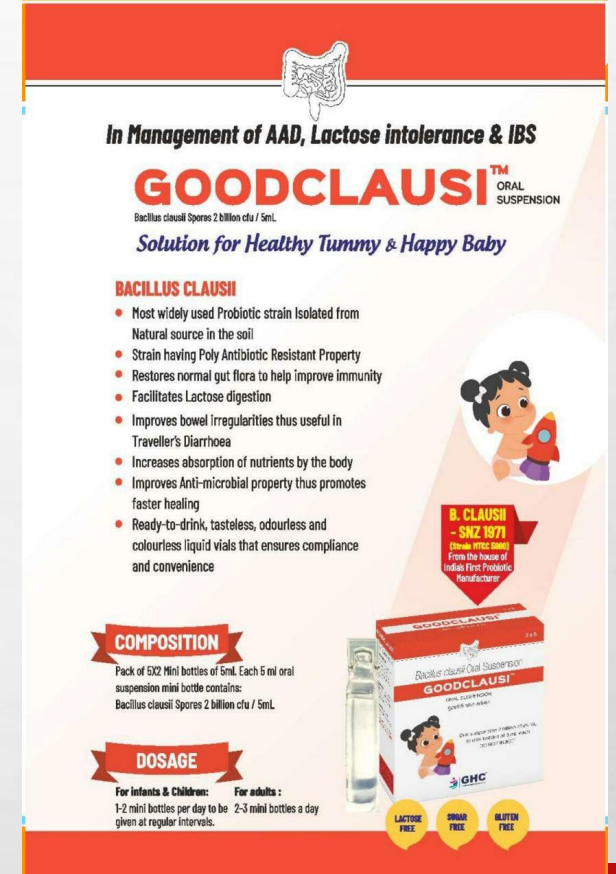
Communication strategy



GOODCLAUSI ORAL SUSPENSION :

Dr. Bacillus Clausii in Goodclausi is a

- Most widely used Probiotic strain Isolated from Natural source in the soil.
- Strain having Poly Antibiotic Resistant Property.
- Restores normal gut flora to help improve immunity.
- Facilitates Lactose digestion.
- Improves bowel irregularities thus useful in Traveller's Diarrhoea.
- Increases absorption of nutrients by the body.
- Improves Anti-microbial property thus promotes faster healing.
- Ready-to-drink, tasteless, odourless and colourless liquid vials that ensures compliance and convenience.
- Goodclausi is available as Pack of 5X2 Mini bottles of 5ml each.



In Management of AAD, Lactose intolerance & IBS

GOODCLAUSI™

Bacillus clausii Spores 2 billion cfu / 5ml.

Solution for Healthy Tummy & Happy Baby

BACILLUS CLAUSII

- Most widely used Probiotic strain Isolated from Natural source in the soil
- Strain having Poly Antibiotic Resistant Property
- Restores normal gut flora to help improve immunity
- Facilitates Lactose digestion
- Improves bowel irregularities thus useful in Traveller's Diarrhoea
- Increases absorption of nutrients by the body
- Improves Anti-microbial property thus promotes faster healing
- Ready-to-drink, tasteless, odourless and colourless liquid vials that ensures compliance and convenience

B. CLAUSII - SNZ 1971
Banned by WHO
From the house of Indian First Probiotic Manufacturer

COMPOSITION

Pack of 5X2 Mini bottles of 5ml. Each 5 ml oral suspension mini bottle contains:
Bacillus clausii Spores 2 billion cfu / 5mL

DOSAGE

For Infants & Children:	For adults:
1-2 mini bottles per day to be given at regular intervals.	2-3 mini bottles a day

LACTOSE FREE **SUGAR FREE** **GLUTEN FREE**



BRAND SWOT

Weakness

We can not meet the doctor physically and not have face to face contact .which is difficult for us .

Threats

- Not much awareness in the market regarding the product .
- Lot of competition in the market Competitors offense strategy can give us tough time.



Strengths

THIS product easy to use orally.
- it is lactose-free sugar-free, gluten-free so the product is best for prescribe .

- child infant adult anyone can prefer easily and buy from pharma stores.

Opportunities

- Large patient segment Mild/Moderate and severe.
- Target the alternative channels and promote it through medical representatives
- Advertise on mass media to enhance recall

KEY STRATEGIC INITIATIVES

Strategy 1

Key challenge

SLOWER MARKET GROWTH

Although growth has been common in the pharmaceutical industry which will keep growing, it is predicted to slow down due to pricing, market-access pressures, lower volume growth in emerging markets and further generic-drug incursion

Strategy 2

Key challenge

THE INDUSTRY IS SLOW TO INNOVATE ITS MARKETING, CERTAINLY WITH DIGITAL

The traditional nature of pharma is potentially holding back the potential of its marketing initiatives, with budgets sometimes allocated to more traditional methods and digital opportunities not exploited in the full.

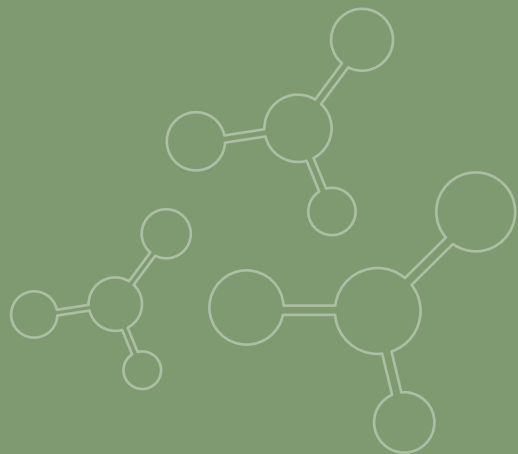
Strategy 3

Key challenge

MARKETERS ARE PUT INTO THE LIMELIGHT, MORE SO THAN SALESPEOPLE

B2B pharma has always relied on direct field sales to fuel its new business initiatives but this trend has shifted in recent years. [The Marketing Journal](#) suggests that the decline in B2B field sales makes way for more marketing-led initiatives

SAMPLE INVESTMENT PLAN



	APR	MAY	JUN	JU L	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	COST
sample	10	20	20	20	20	20	25	25	25	25	20	10	54000
Brand reminder	5			10	10	10	20	20	20	20	5		27000
Printed literature					5	5	10	10	10	10	5	5	13500
Books	15		15	15	15	20	20	25	25	15	15		40500
Journal			15	15	15	15	20	20	20	20	20	20	40500
conferen ce	5		10	10	10	10	20	20	20	10	5		27000

- **SEGMENTATION**
- **TARGET SEGMENTS**
 - **CONSULTING PHYSICIANS**
 - **PEDIATRICTION**
 - **GENERAL PHYSICIANS**
- **MAINLY THOSE DOCTORS WHO
PRESCRIBE COMPETITOR BRANDS**



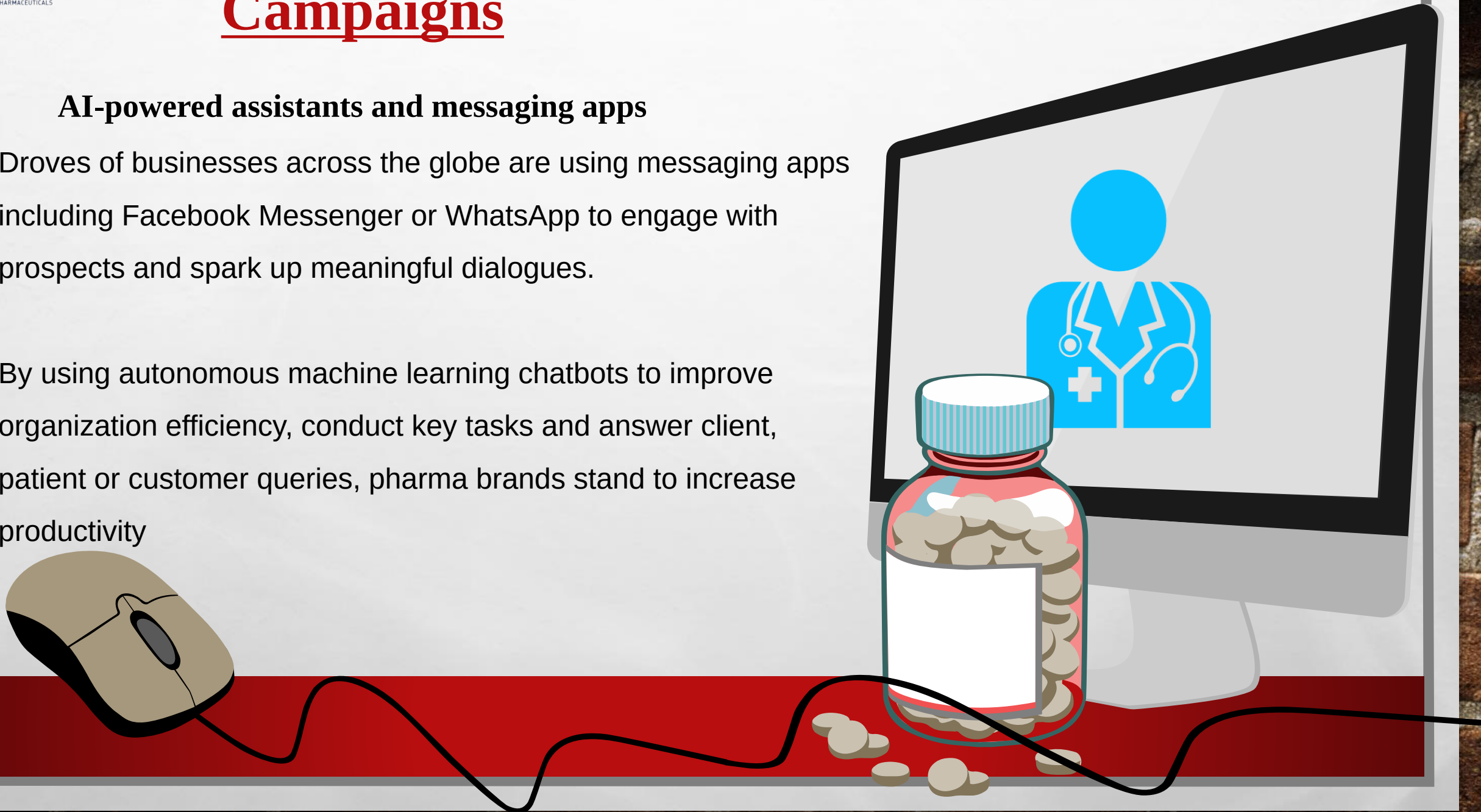
5.3. DIGITAL STRATEGIES AND CONTENT CREATION

Campaigns

AI-powered assistants and messaging apps

Droves of businesses across the globe are using messaging apps including Facebook Messenger or WhatsApp to engage with prospects and spark up meaningful dialogues.

By using autonomous machine learning chatbots to improve organization efficiency, conduct key tasks and answer client, patient or customer queries, pharma brands stand to increase productivity



FACEBOOK/INSTAGRAM/TWITTER

THESE THREE SOCIAL MEDIA PLATFORM HAVE FEW THINGS COMMON



1. LIKE HERE THESE ARE THE FASTEST SOCIAL UPDATING PLATFORM.
2. HERE WE CAN UPLOAD THE MEDIA ,BLOG ,FLYERS RELATED TO AWARENESS.
3. HERE THERE IS CERTAIN TIME PERIOD WHERE WE CAN UPLOAD MEDIA IN BETWEEN 7 PM-8.30 PM
4. USING OF HASHTAGS WE CAN SHARE THIS TO SPECIFIC PEOPLE WHO BELONGS TO HEALTH CARE FIELD.
5. WE CAN SPECIALLY TARGET NEW GENERATION PEDIATRITIANS ,GENERAL PHYSICIANS BY USING FACEBOOK BEEDING ,INSTAGRAM BUSINESS OR GOOGLE ADSCENCE.



FOR LINKEDIN



1. The main content will consist of posts, pictures, videos, news articles, and infographics related to consumer awareness.
2. Sometimes, some informal discussions with experts about disease awareness will be done and shared.
3. Another focal point of the page will be the publishing of regular, well-written articles once or twice every week.
4. Professional and educational activities organized by GHC will also be advertised on the page.

FOR YOUTUBE



FOR YOUTUBE THERE ARE FEW WAYS TO ADVERTISE THE BRAND BUT FOR PHARMA COMPANY IT SHOULD BE DIFFICULT.

THE BEST WAY TO USE YOUTUBE TO MAKE UNSKIPABLE ADD AND SOME SORT OF DISEASE RELATED VIDEOS.



**THESE ARE THE CONTENTS FOR SOCIAL
DIGITAL MARKETING PLATFORM**



CONTENT NO.1

BLOG.....

FIRST BLOG IS ABOUT THE DISEASE WHICH FACES BY PATIENT

BLOG-1

We can all agree that diarrhea is a common situation, but one that is dreaded by most parents. Although it is more often caused by a mild ailment than a serious health problem, the fact remains that this condition is one we would prefer to flush out as quickly as possible.

When a child is suffering. So he is likely to have some symptoms. Some of which are prone to diarrhea. Symptoms include antibiotic associated diarrhea, lactose intolerance, irritable bowel syndrome. What could be the symptoms of all these? So how can we get rid of all these symptoms? About which we will discuss further.

What is Diarrhea?

Diarrhea the word alone can make us feel uncomfortable. Although the person suffering from it is undoubtedly less than joyful, there is no need to worry; in most cases, diarrhea is a minor condition. And following a few simple measures can quickly make diarrhea a thing of the past!

Diarrhea is defined as an increase in the frequency of stools or the appearance of watery or loose stools. Intestinal troubles are relatively frequent in children, and in general, diarrhea is mild and short-lived. There are multiple causes of diarrhea in children, such as the following:

viral infection, such as gastroenteritis (the most common cause);
food intolerance (for example: lactose, bovine protein, gluten, etc.);
introduction of a new food;
excessive intake of food or beverage (for example: sugary juice or drinks);
side effects of medication, such as antibiotics;
disease (especially intestinal).

How Can I prevent Diarrhea

There are various ways to prevent diarrhea in children. For example:

Washing hands often, especially before eating and after daycare or school.
Avoiding contact with people infected with a virus, such as gastroenteritis.
Avoiding food excesses; for example, restricting the amount of juice consumed in a day.
Handling food safely when preparing meals.
Avoiding drinking water if it may be unsafe.
Taking antibiotics with food.

BLOG-2

TALK ABOUT DISEASE COMES UNDER DIARRHEA I.E.- I.B.S (IRRITABLE BOWEL SYNDROME)

BLOG - 2

What is IBS in children?

Irritable bowel syndrome (IBS) is a long-term (chronic) disorder that affects the large intestine or colon. IBS causes painful belly (abdominal) and bowel symptoms. With IBS, the colon appears normal. But it doesn't work the way it should.

What causes IBS in a child?

The exact physical cause of IBS is not known. A child with IBS may have a colon that is more sensitive than normal. This means the colon has a strong reaction to things that should not normally affect it.

What are the symptoms of IBS in children?

Each child's symptoms may vary. Symptoms may include:

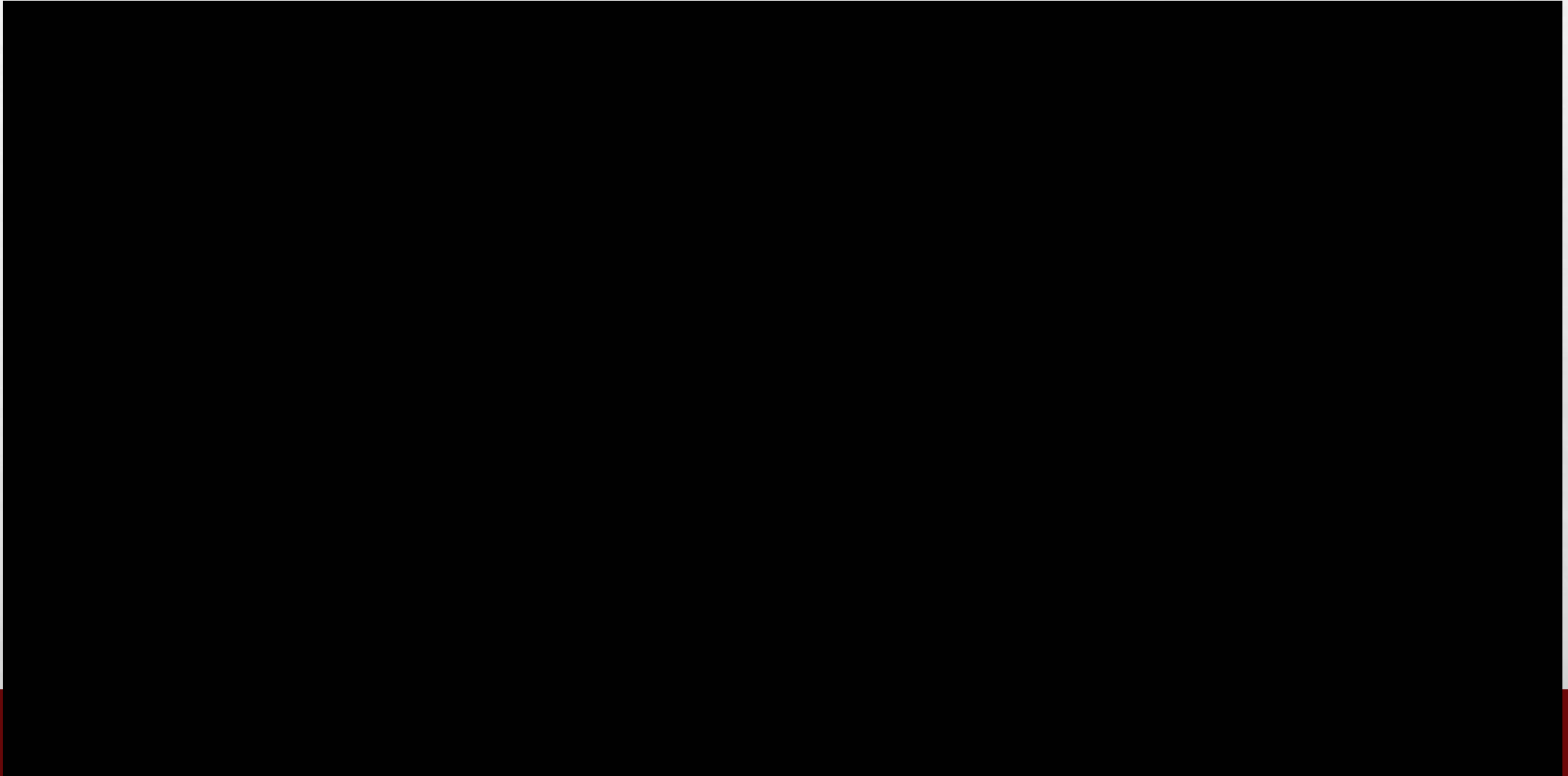
- Belly pain that keeps coming back. Pain that continues for more than 3 months is long-term (chronic).
- A change in bowel habits, such as diarrhea or constipation
- Upset stomach (nausea)
- Feeling dizzy
- Loss of appetite
- Swelling (bloating) and gas
- Cramping
- Needing to have a bowel movement right away
- Feeling that not all of the stool has come out during a bowel movement
- Mucus in the stool

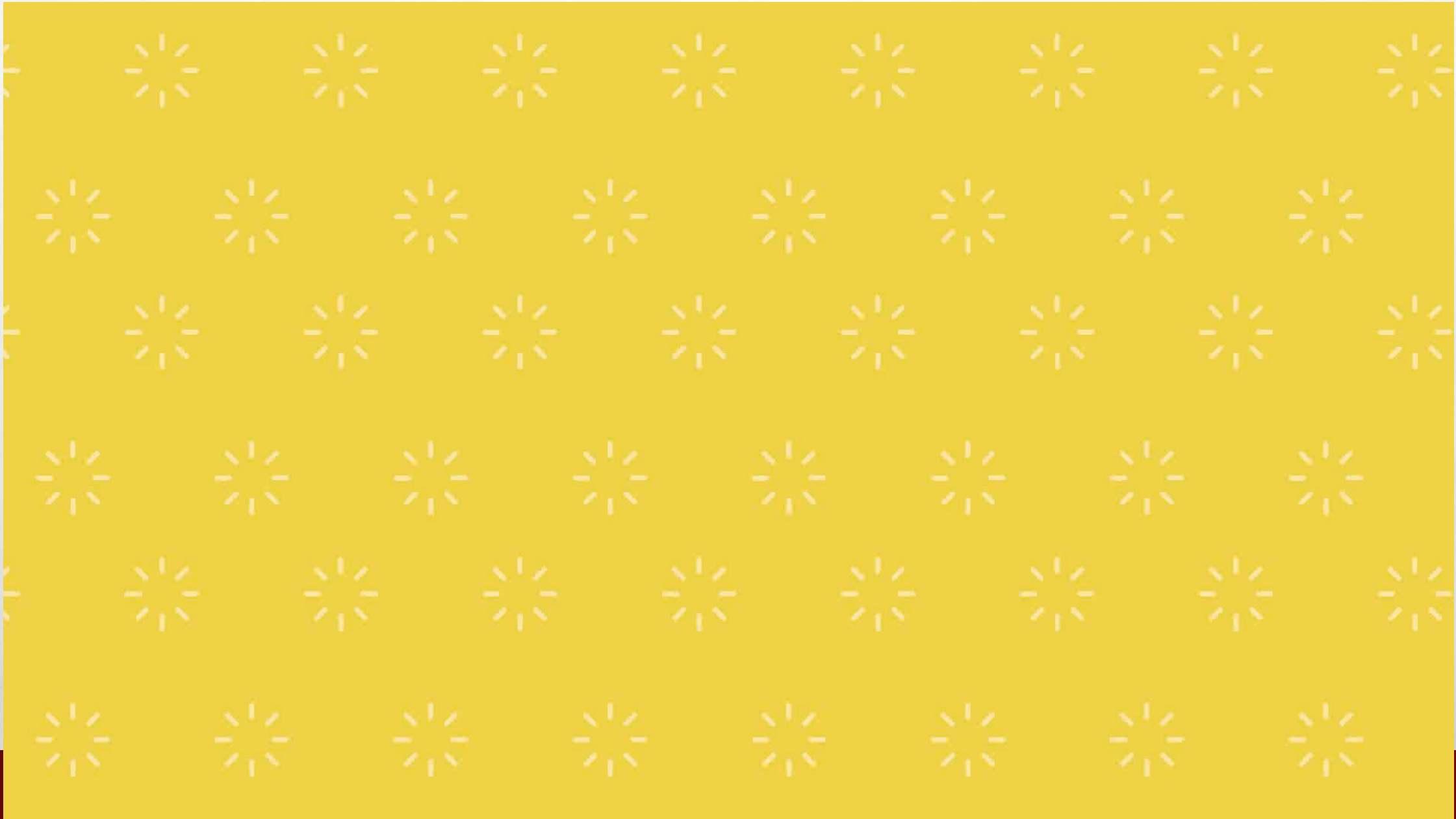
Children may feel IBS symptoms because of:

- Problems with how food moves through their digestive system
- Extreme sensitivity of the inside of their bowel to stretching and motion
- Stress
- Too much bacteria growing in their bowels

All of these things can cause IBS symptoms. You should stress to your child that his or her belly pain is real and not imaginary.

FOR FACEBOOK,YOUTUBE ,TWEETER AND INSTAGRAM





SOCIAL MESSAGE VIDEO FOR EVERYONE





TAKE CARE OF YOUR TUMMY AND GET HYDRATED

**PREVENT FROM DIARRHEA AND
GET HELP IF NEEDED.**

POST AND FLYERS

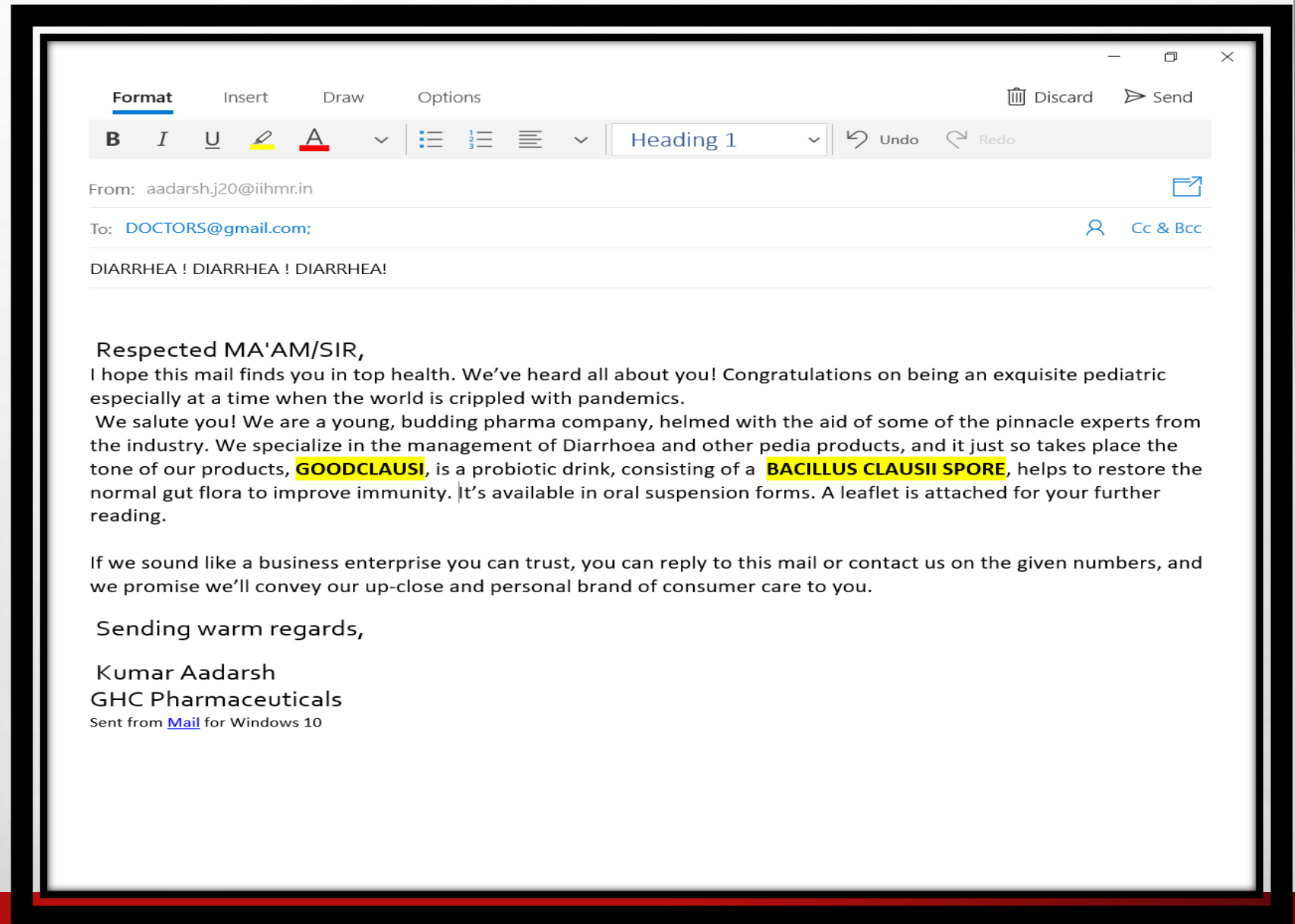
PRO BIOTICS



#HEALTHYBABY_HAPPYBABY



EMAIL MARKETING



GOODCLAUSI PROBIOTICS DRINK

BOOST
IMMUNITY

HEALTHY TUMMY

HAPPY BABY



#HEALTHYBABY_HAPPY BABY



PROBIOTIC DRINK GOODCLAUSI SOLUTION FOR HEALTHY TUMMY AND HAPPY BABY



INFANT, CHILDREN AND ADULT

LIFE AND HEALTH NEVER LOOSE THE MOTION
OTHERWISE SHITTY THINGS HAPPEN



your
IMMUNITY



In Management of AAD, Lactose intolerance & IBS

GOODCLAUSI™ ORAL
SUSPENSION

Bacillus clausii Spores 2 billion cfu / 5mL

Solution for Healthy Tummy & Happy Baby

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- Increases absorption of nutrients by the body
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- Ready-to-drink, tasteless, odourless and colourless liquid vials that ensures compliance and convenience



B. CLAUSII
- SNZ 1971
(Strain MTCC 1040)
From the house of
India's First Probiotic
Manufacturer

COMPOSITION

Pack of 5X2 Mini bottles of 5mL. Each 5 ml oral suspension mini bottle contains:
Bacillus clausii Spores 2 billion cfu / 5mL

DOSAGE

For infants & Children: 1-2 mini bottles per day to be given at regular intervals.
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LACTOSE
FREE

SUGAR
FREE

GLUTEN
FREE



**HONOUR YOUR
HEALTHCARE
HEROES**

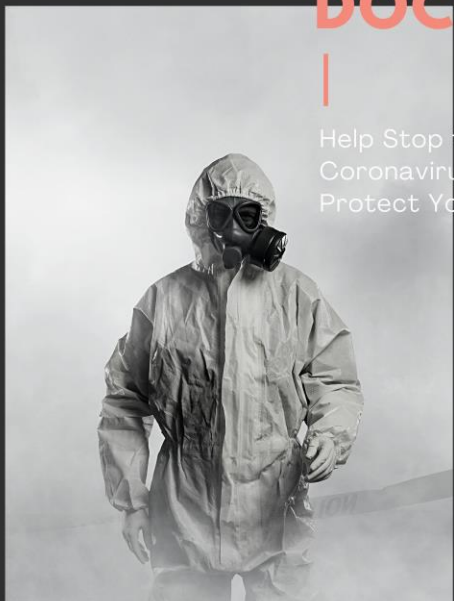


Medical Center



DOCTOR

Help Stop the Spread of
Coronavirus and
Protect Your Family



FIIGHT COVID-19

WE'RE HEALTH CARE HEREOS WE
FIGHT FOR YOUR LIFE

STAY HOME STAY
HEALTHY



Symposium on the COVID-19
vaccination program

CALLING ALL THE SHOTS



5.4. FIELD WORK

- THE FOCUS OF FIELD WORK WAS ON ***RCPA (RETAIL CHEMIST PRESCRIPTION AUDIT)***
- TO COMPILE A LIST OF HOSPITALS AND PRIVATE CLINICS WITH AVAILABLE PEDIATRICIANS, ORTHOPEDICS DOCTORS AND GENERAL PHYSICIANS IN SANGANER AREA
- COLLECT THE CONTACT INFORMATION OF THE MENTIONED DOCTORS
- COLLECT THE INFORMATION OF THEIR TIMINGS OF PHARMA SALES TEAMS
- INTERACT WITH THE ASSOCIATED PHARMACY SHOPS
- COLLECT CONTACT INFORMATION FROM THESE PHARMACY SHOPS
- COLLECT SOME INFORMATION REGARDING THE DOCTORS' DRUGS OF CHOICE IN MANAGEMENT OF DISEASES SUCH AS DIARRHEA
- TALK ABOUT VARIOUS SCHEMES THAT OTHER PHARMA COMPANIES OFFER THEM
- GET AN IDEA OF THE COMPETITION BETWEEN THE BRANDS

HOSPITAL NAME	HOSPITAL NUMBER	NUMBER OF PEDIA,GENERAL PHYSICIAN AND ORTHO	NAME OF DOCTORS	CONTACT NUMBER	PRSCRIPTION OF DISEASE	SIMILAR PRODUCT ,PRICE and company	PHARMACY NAME	PHARMACIST NAME	NUMBE R	DRS. MEETING TIME	DAY AND	SCHEME
PARDYA HOSPITAL	2732914-273915	1+1+1	Dr. Rajesh Jain(pediatrician) Dr. Pawan Sharma(G.P) Dr. Abhay Singh(ortho)(on call)		Diarrhoea- 1.isomil 2.neosmile 3.yamu drop	Diarrhoea- 1.Enterogemma(54.44/PIECE) (SANOFI)	PARDYA PHARMACY	NARAYAN SHARMA	9782162620	TUESDAY,THURSDAY AND SATURDAY (12:00-1:00 PM)		FOR PRISCIBED PRODUCT- (10+3) NON PRISCIBED PRODUCT-DEPEND ON PHARMACIST
					4.Enterogermi 5.Faciflora 6. Sporlac 7.Econorm	2.Faciflora(192 RS)(ZUVENTUS) 3. Sporlac(77 rs)(SANZYME LTD.) 4.Econorm sachet(52.00)(DR. REDDY)						
					sachet							
					ortho/neuropain- 1.ofrax 2.oflox- oz	ortho/neuropain- 1.Metrogyl-gel(55 rs)(TEKAR PHARMA) 2.Gabaneuron NT (261 rs)(ARISTO)						
					3.Ultranic							
					4.Ultraset							
					5.Metrogel-gel							
					6.Gabaneuron NT							
SPARSH HOSPITAL		1+1+1	Dr. Neelab Nehru (pediatrician)(10:30 AM-2:00 PM) Dr. Manish Vaishnau (Ortho)(4:00 PM-6:00 PM) Dr. Govind Singh (G.P)(10:00 AM-2:00 PM)		Diarrhoea- Darolac Sachet		APOLLO PHARMACY	RAMESH	9602110812	contact-Ramesh Berwal(for leave)		5+1
					Ortho- 1. Osta-D3 drop 2. Osta-D- Cal 3. Calcimax-p 4. Osta -p							
					Pedia- Diarrhoea-1. Econome Sachet 2. Metrogel syrup 3. Sifolac-o(tablet) 4. Sefidril-safonin	ortho- lidocaine -Rox-30 ml(32 Rs) Rox-jelly(36 Rs) Gabapentin- Gabentin Tab-(273 Rs)						
REGEN HOSPITAL		1+1+1	Dr. Vivek Sharma(pediatrician) Dr. Prabhakar(G.P) (On call) Dr. Rishabh Sethi (Ortho)	pedia-7597544345 G.P-9314513229 Ortho-9610032456	G.P-Diarrhoea- 1.Floristore 2.Bifilec		RIDDDHI SIDDHI PHARMACY	RAJESH KUMAR SHARMA	77571990791	199Dr. Vivek Sharma (11:30-1:30) Monday		
					Ortho-1. Dubinoc-tablet 2. Ultraset-tablet 3. Flexon-Tablet 4. Volini- gel 5. Volitre-gel 6. Siforax-Tablet 7. Clendavian-Capsule							
LC MEMORIAL CHILD CLINIC		1	Dr. Giriraj Sharma	pedia-8000732998	Diarrhoea- Enterogermi Okhlamac-oz ORS Sporalac Flora-zn vizlac	diarrhoea-1. Enterogermi 2. Vizlac-liquid	JAI SHREE MEDICAL AND PROVISION STORE	JAI RAM	9829533134	5 PM TO 8.30 PM		
BHARDWAJ CLINIC		1	Dr. Ashutosh Bhardwaj (General Physician)	9694778811	Diarrhoea- Recogeel Powder Antibiotics ORS	Diarrhoea-- Dr. Reddy Mankind				morning-8.30 am-1.30 pm evening- 5.30 pm-8.30 pm		

6. KEY LEARNINGS AND CONCLUSIONS

KEY LEARNING IN DIGITAL MARKETING AND BRAND PLAN OF THE PRODUCT

- TO MAKE GOODCLAUSI THE MOST PREFERRED DECONGESTANT IN THE INDIAN MARKET: -
- NEED TO FOCUS ON EFFECTIVENESS
- COUNTER COMPETITION THROUGH SALES PLANNING
- GENERATING PRESCRIPTION, IN ORDER TO GET INCREMENTAL ORDER FROM THE RETAILERS ACHIEVING THE TARGET MONTH-ON-MONTH
- **KEY LEARNINGS FROM FIELD WORK**
 - RCPA
 - WAS HOW TO PATIENT ALLY TALK AND GET THE INFO ABOUT DOCTORS. IT MAY TAKE TIME TO INTERACT BUT THE MORE I GAVE TIME I GOT MORE INFO ABOUT DRS. VERY CALMLY.



Thank You!