

PART – 1

Summer Project

A study & assessment of vendor onboarding
process in Stan Plus Technologies Pvt Ltd

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StanPlus Technologies Pvt Ltd

- StanPlus Technology Pvt Ltd. provides 24/7 emergency support and medical transportation ambulance services. The Company offers private ambulance with around 900+ fleet management system for patients. StanPlus Tech serves patients in India and Singapore as well. The organisation was founded in the year May ,2016 and the founders are Antoine Poirson, Jose Leon & Prabhdeep Singh.
 - Their fleet Ambulances can support patients in 15 minutes across Hyderabad and Telangana, equipped with ALS, BLS, Cardiac and Patient transport Ambulance. The organisation has become a successful private ambulance service provider in Telangana and now expanding to other states and cities including Bangalore, Vizag, Raipur, Pune etc.
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Various transport services provided by the organisation

TYPE OF VEHICLE	EQUIPMENTS
Patient transport vehicle	Hydraulic & slide stretcher, Oxygen cylinders, Extra passenger seats & First aid kit
Basic life support	Immobilization sets, Monitoring and diagnostic Oxygen supply & Basic respiratory support consumables & disposables safety tools
Advanced life support	All BLS equipment, Respiratory support infusion & Drug administration equipment
Medical utility vehicle	Wheelchair access, Helpers for mobility & Seat swivel
Air ambulance	Customizable based on patient's condition

INTRODUCTION

Vendor Management Lifecycle

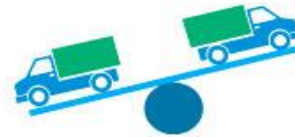
1 Vendor Identification and Contact



2 Vendor Qualification (including Risk Mitigation)



3 Vendor Review and Selection



4 Vendor Onboarding



5 Vendor Performance



6 Vendor Risk Management



7 Vendor Relationship



8 Vendor Offboarding



Project Overview

- **Project Title** – A study & assessment of vendor onboarding process in StanPlus Technologies Pvt Ltd
- **Project Timeline** – 7th June – 6th July, 2020
- **Project Objective**

General objective

To look out the operator onboarding process and suggest addition of the important activities and obsolete the activities that are not making contribution to it.

Specific objective

- To get an insight of the current ambulance operator onboarding process.
- To recommend some changes in the ongoing process to make it more effective.



METHODOLOGY

The study was conducted at StanPlus technologies Pvt Ltd, Bangalore. The departments assessed for this study are as follows:

1. Operations department
2. Partner development team
3. Fleet department

Study design: It is an observation study and research approach is qualitative.

Data collection: Vendor onboarding documents and the checklist are collected from the partner development team.

Inclusion Criteria: Members of the partner development team, Fleet coordinator, Hospital manager, members willing to cooperate in the study, operator vehicles.

Exclusion Criteria: StanPlus own vehicles, aggregator vehicles & Uncooperative members.

Discussions

Operator briefing

- This is the first step of onboarding where the operator is given details about StanPlus, conditions for agreement and required documents for registration. Then there is negotiation to decide on the commission to be shared with StanPlus.

Operator qualification & registration

- Post the briefing, operator's and its vehicle data will be verified and checked against eligibility criteria. Once the operator is qualified, an application form will be filled, and the agreement / contract will be signed on paper.

Operator vehicle evaluation

- The third step of onboarding process is to quality check the vehicles against the prescribed standards and asking the operator to make the changes if required. A reference check of the operator will also be done.

Discussions

Driver vehicle & readiness

- In this step, steps will be taken to make the vehicle and driver ready to operate once they are live on StanFleet. GPS Installation and driver training are the two key activities in this phase.

Go live

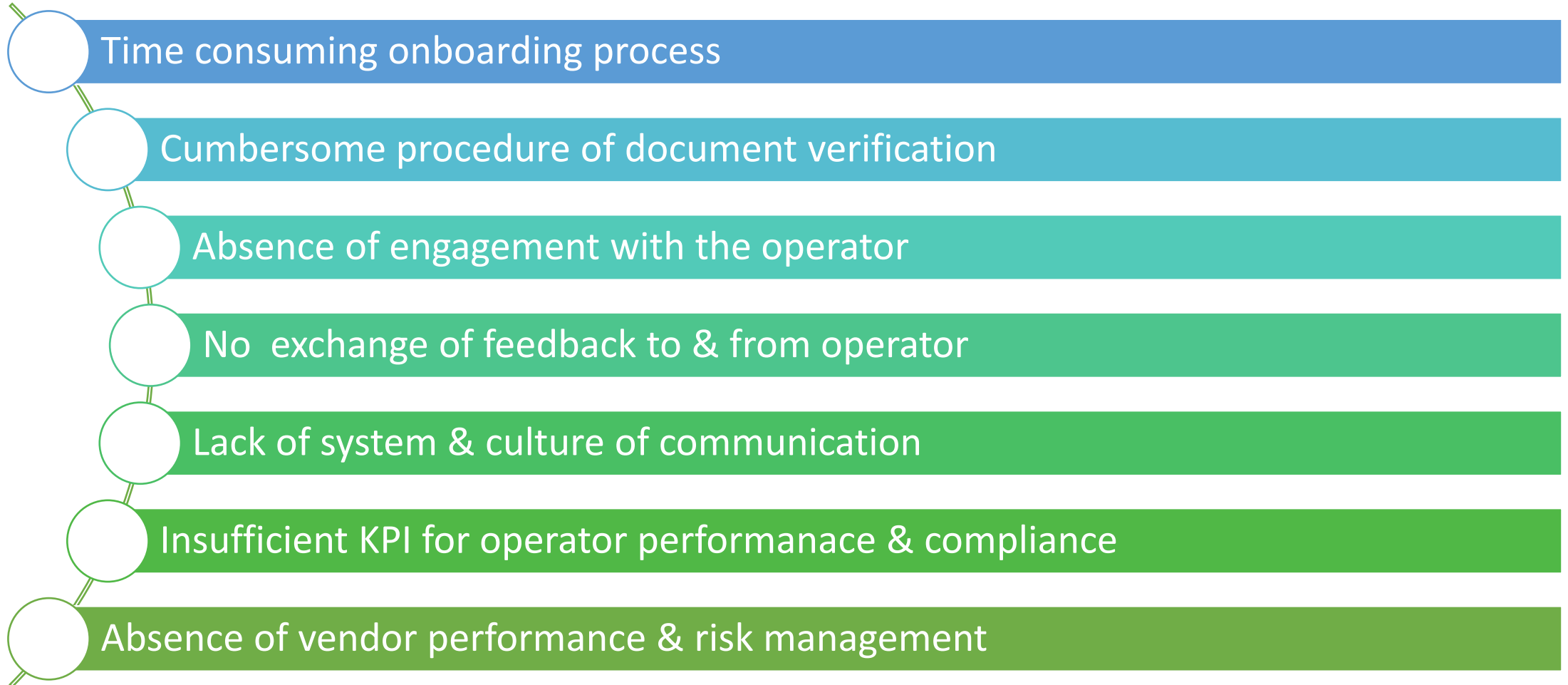
- Once all the above steps are satisfactorily completed and operator is ready, the partner team will then share the operator's info to Customer center and Finance team to make them live on StanFleet. Thereafter, the operator is said to be successfully onboarded.

FINDINGS

- This section represents the findings of this study:
- In the organisation, there are approximately 150+ Ambulance vendors associated to run the daily business by providing Ambulance for patient transport.
- It takes 3-4 days of timing to get the vendor onboard including all documentation and verification process.
- Current vendor onboarding is a 5 steps process starting from operator briefing, registration, evaluation, vehicle readiness and ending to go live platform as already discussed in the discussion section.
- It was found that adherence to rules and regulations is not strictly communicated and documented for vendors/operators to follow.
- After onboarding, there is hardly any visit to the vendor location to check the vehicle condition and no such KPI are designed for evaluating vendor performance.



LIMITATIONS

- 
- Time consuming onboarding process
 - Cumbersome procedure of document verification
 - Absence of engagement with the operator
 - No exchange of feedback to & from operator
 - Lack of system & culture of communication
 - Insufficient KPI for operator performance & compliance
 - Absence of vendor performance & risk management

RECOMMENDATIONS

1. Automate the Vendor Onboarding & Document Verification process

- **Advantage:**

- Vendor master data is centralized, along with invoicing, order, and payment history.
- Allows to share information internally in the organisation (Finance, sales, operations).
- Easier documentation & verification & less time consuming.
- Systematic route so that no steps get forget & Mitigate risks.
- Transparency in payment and order processing.
- Enables the smart view of all the operator cases (selected, pending, rejected)

- **Limitations:**

- Can sometimes be a slow-starter
- Can hold day-to-day business operations in the beginning in ways you would likely prefer to avoid.



2. Engagement of Operator (Engage each operator at right time)

- **Advantage:**
- Establish & maintain mutually beneficial relationship.
- Builds the trust and allows free flow of ideas for operations.
- **Limitations:**
- Time consuming process and activities.
- Not easy task to indulge with large number of operators at a time.
- Requires specific and desired workforce dedicated to this only.

3. Create Feedback System (To & From Operator)

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- **Advantage:**
 - Allows the organisation to learn if vendors want something or not.
 - Allows to catch the problems during all three phases.
 - **Limitation:**
 - Organization have to ensure a dedicated system & team for the follow up at each step.
 - All the vendors/operators might not find this useful and will not be likely to bother themselves about the feedback.

4. Inherent the System & Culture of Communication

- **Advantage:**
 - Powerful mean of persuasion & control.
 - Less expensive and saves time.
- **Limitation:**
 - Absence of permanent record.
 - Greater chance of misunderstanding when not communicated properly.

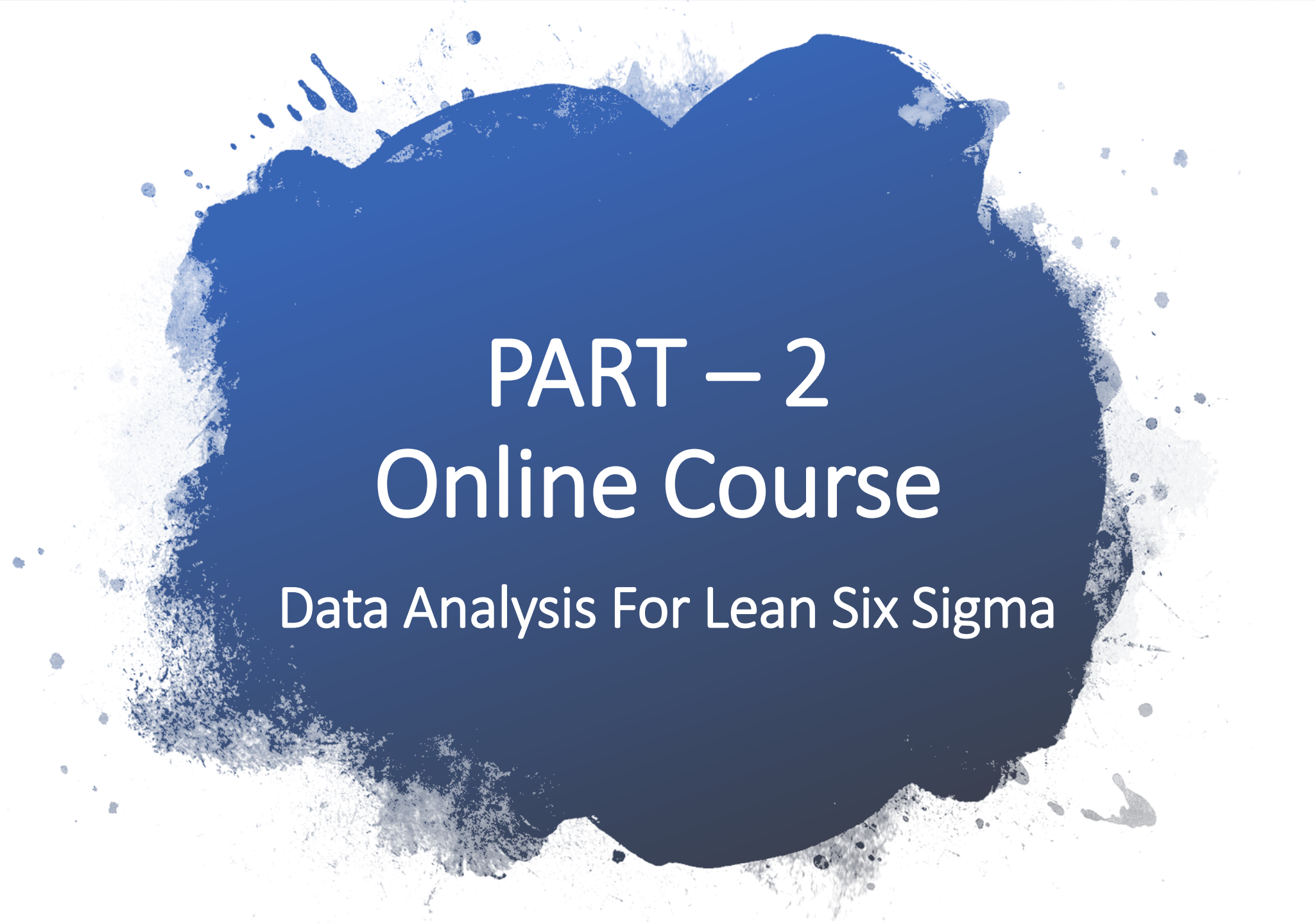
5. Develop Performance Management System for Vendors

- **Advantage:**
 - Critical performance measures are tracked and reported.
 - Protect and Improve brand/reputation.
 - Segment and rank operators and improves quality and iteral process.
- **Limitations:**
 - Biggest challenge is to implement it in system, and it requires changes in behaviour and culture.
 - Requires investment – in terms of time, money and human workforce.

CONCLUSION

- Strategic vendor partnerships help organizations achieve their business objectives cost-efficiently. With increasingly complex vendor networks in the organisation, rising customer demands, and a rapidly changing regulatory environment, there is tremendous pressure on organization to ensure that their vendors maintain consistent compliance with internal policies and various evolving regulations.
- Without a good onboarding process, organization is facing issues in management of Ambulances provided by vendors ,quality of service provided during transportation of patient, and in the later stage organisation may might at risk of losing valuable business due to poor vendor management process and lack of performance management and communication with the vendors.
- Hence, continuous training of the dedicate staff of Ambulance provided by vendors, management of ambulances and partner nurturing is required to achieve the quality.





PART – 2

Online Course

Data Analysis For Lean Six Sigma



Course Overview

- **Name**– Data Analytics For Lean Six Sigma
- **Duration** - Approximately 15 hours
- **Learning Methodology**
 - Video lectures,
 - Reading material,
 - Practice exercises and Quiz.
- **Learning Platform** - Coursera



Objective & Key Learnings

- **Objective**

- To learn the data analytics techniques that is useful within Lean Six Sigma improvement projects.
- To learn how to use statistical tool Minitab for data analysis.

- **Key Learnings**

- Analysis and interpretation of data
- DMAIC
- Minitab Statistical Software
- Hypothesis testing

Course Deliverables

- Lean Six Sigma is a methodology for process improvement, and it makes use of data and data analysis. Lean six sigma is a data-driven approach to process improvement.
- **Deliverables of the course:**
 - how to analyze data,
 - how to interpret data and
 - how to use data for solving problems.

MINITAB

- **Statistical Software:**

- This course gives the introduction of statistical software Minitab to analyze data and interpret results. Minitab is a statistical software package. It is used in many organisations by Belts executing Lean Six Sigma projects.

- **Why MINITAB?**

- ✓ It is easy to use
- ✓ It executes all statistical calculations
- ✓ It matches excellently with Lean Six Sigma
- ✓ It is widespread in Industry

Course Content – WEEK 1

- **Key Concepts**

- Introduction to lean six sigma,
- DMAIC,
- Selecting CTQ,
- Sampling,
- Organising data,
- Units and Measurement definition,
- Minitab

- **Key Learnings**

- ✓ Explain what Lean Six Sigma is
- ✓ Distinguish between the five phases of DMAIC
- ✓ Use CTQs to make a problem quantifiable and measurable
- ✓ Collect a representative sample
- ✓ Organize data and distinguish between units and variables
- ✓ Operational definition corresponding to a CTQ

Course Content – WEEK 2

- **Key Concepts**

- Numerical and observational data,
- Descriptive statistics,
- Visualizing Numerical data,
- Visualizing Categorical data,
- Pareto chart (80/20 principle),
- Histogram & Boxplot,
- Visualizing two variables

- **Key Learnings**

- ✓ Judge if data is numerical or categorical
Interpret descriptive statistics
- ✓ Create a histogram and boxplot, and interpret both graphs
- ✓ Create a bar chart, a pie chart or a tally table, and interpret the results
- ✓ Create a Pareto chart and interpret the chart
- ✓ Create a suitable graphical visualization for two variables and interpret the results

Course Content – WEEK 3

- **Key Concepts**

- Population & Sample
- Probability distribution
- Estimation & Confidence interval
- Probability Plot
- Empirical CDF
- Normal distribution

- **Key Learnings**

- ✓ Understood the relationship between a sample and its population
- ✓ Understood the concept and use of estimation
- ✓ Quantify the precision of an estimate (using confidence intervals)
- ✓ Distinguish between different types of probability distributions (normal, lognormal, weibull)
- ✓ Determine the distribution of a numerical variation using probability plots
- ✓ Determine the probabilities and percentages using the Empirical CDF

Course Content – WEEK 4

- **Key Concepts**

- Introduction to data analysis
- Hypothesis testing
- Causality
- Introduction to Anova
- Anova analysis
- Two sample test

- **Key Learnings**

- ✓ Judge when ANOVA is the applicable method
- ✓ Perform an ANOVA and interpret the output, especially p-value and R-squared
- ✓ Judge the validity of ANOVA using a residual analysis
- ✓ Compare two groups by the means of two sample t-test

Course Content – WEEK 5

- **Key Concepts**

- Test for equality of variance
- Correlation
- Introduction to regression
- Quadratic regression
- Chi-square analysis

- **Key Learnings**

- ✓ Interpret and use correlation
- ✓ Judge when regression is the applicable method
- ✓ Perform a regression and interpret output, especially p-value and R-squared
- ✓ Compute and interpret a prediction interval
- ✓ Perform and interpret a quadratic regression



THANK YOU!