

SYNOPSIS

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1. Introduction:

India's pharmaceutical sector is a globally significant player, renowned for its cost-effective, high-quality medicines. However, managing an efficient and compliant supply chain remains a formidable challenge due to reliance on third-party vendors. Vendor qualification and evaluation have therefore emerged as critical control points to ensure regulatory compliance, product quality, and timely delivery. This study examines the current practices and proposes an improved framework for vendor management in the Indian pharmaceutical industry.

2. Objectives of the Study:

- To assess current vendor qualification and evaluation practices in Indian pharmaceutical companies.
- To identify key challenges faced by companies in managing vendors.
- To develop a comprehensive, practical framework for effective vendor management tailored to the Indian context.

3. Research Methodology:

The study employs a **mixed-methods approach**:

- **Qualitative Data:** Collected through semi-structured interviews with procurement managers, QA/QC professionals, and regulatory experts.
- **Quantitative Data:** Collected via structured surveys distributed across various pharmaceutical companies.
- **Analysis Tools:** Thematic analysis for qualitative data; descriptive and inferential statistics for quantitative data.

4. Key Findings:

- A lack of standardized evaluation criteria and inconsistent practices across companies.

- Inefficient communication with vendors and poor documentation practices.
- Limited integration of technology like data analytics and vendor management software.
- High dependency on a small pool of vendors, leading to risk exposure.
- A growing need for regulatory-compliant and performance-focused vendor management systems.

5. Proposed Framework Highlights:

- **Standardized KPIs** for vendor assessment (quality, delivery, cost, compliance).
- **Enhanced communication protocols** to improve collaboration and transparency.
- **Digital tools** for data management and performance monitoring.
- **Training initiatives** for vendor and internal teams on regulatory and quality standards.
- **Continuous improvement** through feedback loops and periodic reviews.

6. Implications of the Study:

- **For Industry:** Practical insights for pharmaceutical companies to strengthen their vendor management systems, minimize risks, and improve supply chain resilience.
- **For Policymakers:** Recommendations for regulatory bodies to establish clearer guidelines and promote industry-wide standardization.
- **For Academia:** A valuable contribution to literature on pharmaceutical supply chain management, especially within the Indian context.

7. Conclusion:

The study concludes that strategic vendor qualification and evaluation are essential to ensuring supply chain efficiency, compliance, and patient safety. The framework developed in this research offers a practical path forward for companies aiming to modernize and standardize their vendor management practices.