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Enrolment No.: IIHMR-U/02/2023-25/0510

Program: MBA – Pharmaceutical Management

Institute: IIHMR University, Jaipur

Internship Duration: 11th March 2025 to 31st May 2025

Organization: CK Birla Hospital, Jaipur

Department: Supply Chain Management

Internship Guide: Mr. Puneet Jain

Academic Mentor: Dr. Ashok Peepliwal

1. Introduction

The internship at CK Birla Hospital, Jaipur, was undertaken to gain practical exposure to supply chain management (**SCM**) in a healthcare setting. The focus was on **procurement, vendor coordination, comparative analysis of non-medical items and diagnostic services**, and identifying areas for operational improvement.

2. Objectives

- To understand the hospital's procurement process for non-medical items and diagnostic tests.
- To evaluate and compare multiple vendors based on pricing, turnaround time, and service quality.
- To study how digital systems and procurement tools are used in real-time inventory and vendor management.
- To provide suggestions for optimizing hospital supply chain performance.

3. Roles and Responsibilities

Throughout the internship, I was actively involved in:

- **Vendor Coordination:**
 - Communicated with vendors like Agilus Diagnostics, Dr. B Lal Laboratory, Metropolis Healthcare, and suppliers of non-medical items.
 - Collected quotations, TAT details, and service quality parameters.
 - Followed up on deliveries and maintained records of supply timelines.
- **Data Collection & Analysis:**
 - Collected primary data through departmental feedback and vendor documents.
 - Analyzed vendor pricing and procurement contracts.
 - Conducted **cost-benefit analysis** and **turnaround time assessments**.
- **Comparative Analysis:**
 - Compared vendors across criteria such as pricing, reliability, service consistency, and delivery performance.
 - Identified the best-fit vendors for both diagnostic and non-medical categories.
- **Process Understanding:**
 - Understood the hospital's ERP-based procurement cycle.
 - Observed how Just-in-Time inventory and demand forecasting were implemented.

4. Key Learnings

- **Hospital SCM is complex** and requires accurate forecasting, vendor accountability, and real-time communication.
- **Multi-vendor outsourcing** for diagnostic tests allows better service management based on TAT and cost.
- **Digital procurement tools and ERP systems** greatly reduce operational inefficiencies.
- Importance of **vendor negotiation and bulk procurement strategies** in cost-saving.

5. Challenges Faced

- Delays in vendor responses during data collection.
- Variation in quality and pricing across non-medical suppliers required in-depth evaluation.
- Managing coordination with multiple departments simultaneously during feedback collection.

6. Outcome and Contribution

- Created a comparative matrix of diagnostic and non-medical vendors based on performance parameters.
- Identified cost-saving opportunities through improved vendor negotiations.
- Provided inputs to the SCM team for streamlining procurement decisions.
- Supported documentation work required for decision-making and reporting.

7. Conclusion

The internship at CK Birla Hospital provided a **real-world perspective** on hospital-based supply chain operations. It sharpened my analytical skills, improved my understanding of vendor dynamics, and gave hands-on experience in **healthcare logistics and procurement management**. The practical exposure complements my academic learning and strengthens my capabilities in supply chain analysis and strategic sourcing within the healthcare sector.