

SUMMER INTERNSHIP PROGRAM

at

Gunvatta Gurukul, Quality Council of India

From 13.05.2025 to 08.07.2025

A REPORT BY

TALLEEN DIGHE

Master of Business

Administration

Pharmaceutical

Management

Roll No. 0720

2024-26

under the Mentorship of

Dr. Saurabh Banerjee





भारतीय गुणवत्ता परिषद्
**QUALITY COUNCIL
OF INDIA**
Creating an Ecosystem for Quality

Certificate No: GG0833



गुणवत्ता गुरुकुल
GUNVATTA GURUKUL
An initiative of QUALITY COUNCIL OF INDIA

Certificate of Achievement

This is to certify that

Mr./Ms. **Talleen Dighe**

S/o / D/o. **Sanjeev Dighe**

has been awarded the **Certificate of Achievement** for
successfully completing his/her 8-week training program from

GUNVATTA GURUKUL

(An Initiative of Quality Council of India)

during **9th May, 2025** to **7th July, 2025**

at New Delhi.

Head, Gunvatta Gurukul

IIHMR University Faculty Mentor Approval

This is to certify that **Mr. Talleen Dighe** of the academic year 2024-26 **School of Pharmaceutical Management** has prepared a poster with respect to his summer internship held during May-July 2025.

He has carried out work as per the guidelines. His poster is approved for presentation.

Date: 30/07/2025

A blue ink signature of Dr. Saurabh Kumar Banerjee, consisting of a stylized 'S' and 'K' followed by a long horizontal line.

Dr. Saurabh Kumar Banerjee

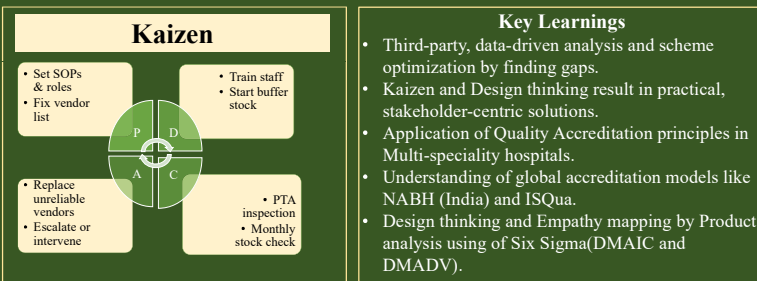
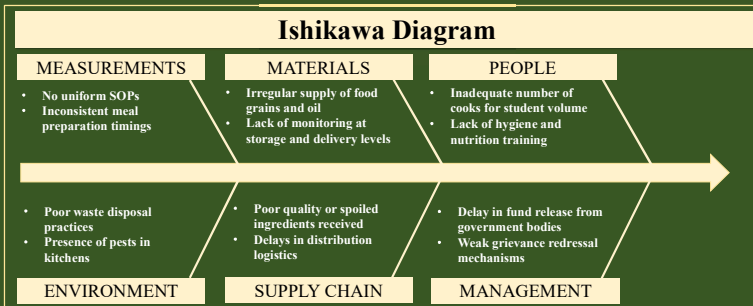
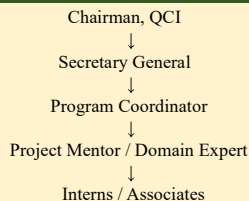
Dean SPM

IIHMR University, Jaipur

Quality Council of India (QCI) was established in 1996 as an autonomous, non-profit organization under a Public-Private Partnership (PPP) model. It emerged from a Cabinet decision as the national body for accreditation across sectors, involving the government and leading industry bodies (ASSOCHAM, CII, FICCI). QCI's purpose is to provide independent, third-party assessment of products, services, and processes, fostering the adoption of quality standards nationwide across education and healthcare to environment, governance, and social sectors

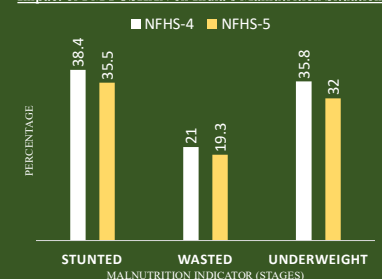
Mission: Lead a nationwide quality movement by engaging all stakeholders, emphasizing adherence to quality standards, and promoting/protecting national interests and citizens' well-being

Vision: QCI seeks to empower all Indian citizens with a high quality of life, nourishing food, clean environment, affordable health care, quality education, and productive employment. It aims to drive India's shift from a "developing" to a "developed" nation by leveraging quality as a competitive edge in global markets



Strengths	Weaknesses	S-O	W-O
- Government recognition and reach - Experienced mentors and exposure - Hands-on learning	- Limited duration for field immersion - Resource-intensive model - Inconsistent learning outcomes across batch	Leverage global tie-ups to expand quality footprint nationally.	Increase public engagement through educational campaigns.
Opportunities	Threats	S-T	W-T
- Expand to colleges/universities - Collaborate with global bodies	- Institutional resistance to youth-led ideas - Over-dependence on government partners	Use established credibility to weather policy changes.	Reduce dependency by engaging in PPP.

Impact of PM POSHAN on India's Malnutrition Situation



Challenges Faced:

- Resistance from local bodies to share real-time data.
- Mismatch between ground-level data and reported statistics.
- Difficulties in tracking implementation ministries.
- Resource and staffing constraints.
- Challenges in monitoring and aligning with on-ground realities.

Suggestions to the Organization:

- Integrate real-time dashboards for scheme monitoring.
- Develop mobile-based feedback & reporting tools for scheme monitoring and data collection.
- Include Quality Clubs in schools to promote early sensitization towards quality & hygiene standards
- Strengthen tie-ups with NITI Aayog, State Depts, and CSR arms.

NAME : TALLEEN DIGHE
SCHOOL OF PHARMACEUTICAL MANAGEMENT, IIHMRU, JAIPUR.
ROLL NO.: 0720
MENTOR (University):
Dr. SAURABH BANERJEE
MENTOR (Organisation):
Mr. ASHISH DUBEY

Reporting Format (Weekly)

Name of the Organisation: Gunvatta Gurukul

Project of Summer Internship Program: Scheme Analysis Name of the

Student: Talleen Dighe

Roll no: 0720

Stream: PM

Week no: 01 From: 13.05.25 to 18.05.25

Activity Done	Gained insight into the vision and mission of the Quality Council of India and its Gunvatta Gurukul initiative. Attended sessions on various government schemes and understood QCI's involvement in their execution. Drafted and submitted a project proposal using MS Word based on the learnings and discussions held during the week.
Linking theory (Classroom learning) with practice at your organization	The academic concepts covered in our public health classes were highly relevant and aligned with the work being done at QCI. Modules such as NHM, IMMR, and INMR offered clarity and helped contextualize the organizational efforts in public health policy and infrastructure development.
Gaps identified on the working area.	The schedule of activities is densely packed, leaving limited room for flexibility. Frequent group restructuring has led to occasional coordination issues and a lack of team synergy due to varying working styles.
Suggestions for improvement	Groups could be better organized by aligning members with similar work patterns or collaboration styles, reducing misunderstandings and interpersonal friction.
Plan for the next week	Focus on understanding the practical aspects of public policy formulation and how it translates into field implementation. Learning Softwares involving Consulting work.

Signature of the Student



Approved by the IIHMR University's Mentor

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Reporting Format (Weekly)

Name of the Organisation: Gunvatta Gurukul

Project of Summer Internship Program: Scheme Analysis Name of the

Student: Talleen Dighe

Roll no: 0720

Stream: PM

Week no: 02 From: 19.05.25 to 24.05.25

Activity Done	Presentation on MS Word Tools for Data Visualisation: Delivered an informative session on advanced features of MS Word including use of SmartArt, charts, tables, and formatting tools for presenting data visually and professionally. Policy Formation Process Learning: Understood how policies are framed within the organisation, including the role and coordination of different governing bodies such as advisory committees, regulatory units, and compliance departments. Understanding Thomas-Kilmann Conflict Mode Instrument (TKI): Explored the five conflict-handling styles— Competing, Collaborating, Compromising, Avoiding, and Accommodating—and learned how assertive communication can help in managing workplace conflicts effectively. Group Discussion on Buy Now Pay Later (BNPL) Trend: Participated in a knowledge-sharing session analysing the rise of BNPL services, its impact on consumer behavior, credit systems, and financial literacy.
Linking theory (Classroom learning) with practice at your organisation	Communication Theories in Action: Concepts from organisational behavior and conflict resolution theory (e.g., TKI model) were observed being applied in internal meetings and interdepartmental communications. Public Policy Formation: Practical exposure to policy- making aligned with theoretical frameworks taught in governance and public administration courses, including stakeholder mapping and policy cycle analysis.

	Presentation C Data Tools: Practical application of MS Office training in real-time documentation and reporting tasks, reinforcing theoretical training in business communication and IT tools.
Gaps identified on the working area.	Limited Awareness on Conflict Management Styles: Most team members are not fully familiar with structured models like TKI, which could enhance team dynamics. Inadequate Use of Digital Visual Tools: While MS Word and Excel are used, newer or more dynamic visualisation tools like Canva, Tableau, or Power BI are rarely explored.
Suggestions for improvement	Encourage exploring and gradually integrating modern, user-friendly data visualisation tools for clearer communication of reports and analytics.
Plan for the next week	Observe a policy draft development cycle and prepare a brief case analysis. Work on improving one internal document using suggested visualisation techniques. Participate in a role-play simulation on conflict management using TKI strategies.

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Project of Summer Internship Program: Scheme Analysis Name of the

Student: Talleen Dighe

Roll no: 0720

Stream: PM

Week no: 03 From: 26.05.25 to 31.05.25

Activity Done	Observation of QCI Office Inauguration: Attended the inauguration of the new 1 QCI office and had the opportunity to observe the event and briefly meet Mr. Piyush Goyal, Head of the Quality Council of India (QCI). This offered a firsthand glimpse into institutional leadership and strategic vision. Roleplay on Organizational Communication Styles: Participated in a structured roleplay activity to understand and experience various styles of speech used across hierarchical levels in an organization—formal, persuasive, assertive, and consultative. Learning C Application of Design Thinking: Understood the five stages of Design Thinking—Empathize, Define, Ideate, Prototype, and Test. Applied the process to conceptualize a product: <i>Anti-Depressing and Anxiety Relief Earphones</i>, designed to enhance mental well-being in everyday use. Understanding the Pareto Principle (80/20 Rule): Learned how 80% of outcomes often stem from 20% of efforts, and explored how this principle can optimize work efficiency and decision-making in organizational settings. Data Integrity and Data Traceability: Gained insights into how maintaining data accuracy and audit trails is vital for transparency, accountability, and compliance in both public and private sectors.
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Linking theory (Classroom learning) with practice at your organisation	Design Thinking to Innovation: The structured product development process using Design Thinking reflected direct application of innovation and creativity management theories learned in class. Data Principles in Governance: Exposure to QCI's emphasis on data quality directly resonated with academic concepts of data governance, integrity, and traceability in policy frameworks.
Gaps identified on the working area.	Limited Emphasis on Mental Wellness Innovation: Although wellness is a discussed topic, practical applications or innovation projects around it are limited within the workplace environment
Suggestions for improvement	Standardize Data Integrity Protocols: Implement unified documentation templates and audit logs across departments to maintain consistency in data traceability.
Plan for the next week	Excel-Based Conflict Management Dashboard: Create an Excel sheet that categorizes types of conflicts, resolution methods (e.g., TKI model), and effectiveness metrics for case-based conflict tracking. Presentation on Mid-Day Meal Scheme Gaps: Prepare a comprehensive PowerPoint highlighting existing gaps in implementation, logistics, and nutrition standards in the government's Mid-Day Meal Program, including possible improvements and policy suggestions.

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Reporting Format (Weekly)

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Project of Summer Internship Program: Scheme Analysis Name of the

Student: Talleen Dighe

Roll no: 0720

Stream: PM

Week no: 04 From: 02.06.25 to 07.05.25

Activity Done	Presentation on Innovative Cycle Project: Presented a newly designed cycle model, demonstrating its journey through key phases of <i>Project Management</i> and <i>Product Development</i>, including ideation, prototyping, and go-to-market strategy. Market Analysis C Forecasting: Conducted comprehensive market research, calculated growth projections using <i>Compound Annual Growth Rate (CAGR)</i>, and identified consumer segments and trends to support product positioning. Field Visit – Yashoda Super Speciality Hospital: Observed NABH (National Accreditation Board for Hospitals) accreditation processes and compliance requirements. Learned about healthcare quality standards like <i>KAPA</i> (Key Area Performance Assessment) and <i>ISQua</i> (International Society for Quality in Health Care). Understanding Project Flow C Consulting Process: Learned the end-to-end project flow in consultancy – from client need assessment to implementation. Applied <i>Risk Mitigation Matrix</i> and <i>Value Mapping</i> tools to assess project feasibility and stakeholder value. Research Methodologies: Excel Dashboard C Forecasting: Developed an Excel-based dashboard with data visualizations. Used historical data for forecasting and created dynamic tools using pivot tables and charts for business insights. formulated clear and testable <i>hypotheses</i> relevant to real-world management problems.
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Linking theory (Classroom learning) with practice at your organisation	Project Management Frameworks: Practical application of classroom concepts like Work Breakdown Structure (WBS), Gantt charts, and agile frameworks in the innovative cycle development project. Quality Standards in Healthcare: Field exposure to NABH and ISQua translated theoretical healthcare management studies into concrete regulatory practices and performance indicators.
Gaps identified on the working area.	Limited Use of Visual Dashboards for Decision-Making Lack of Structured Feedback Loops Post Field Visits and short duration of the visit, needed more time or days to analyse and understand the real process.
Suggestions for improvement	More time should be allotted to the field visits. Expand Use of Dashboards
Plan for the next week	Presentation on PM POSHAN Yojana: Deliver a detailed presentation analyzing the <i>PM POSHAN</i> scheme's implementation, benefits, bottlenecks, and areas of improvement. Formulate Research Statement: Prepare a well-defined research statement around the POSHAN Yojana or a related public health/nutrition issue, linking policy to ground-level data.

Signature of the Student

Talleen

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Reporting Format (Weekly)

Name of the Organisation: Gunvatta Gurukul

Area/ Department/ Project of Summer Internship Program: Name of the

Student: Talleen Dighe

Roll no: 0720

Stream: PM

Week no: 05 From: 09.06.25 to 14.06.25

Activity Done	Empathy Mapping of a Product (Purse): Created an empathy map focusing on a men's wallet/purse to understand user needs, frustrations, motivations, and behaviour patterns. This helped in visualizing product development from a user-centric perspective. Research s Analysis on PM POSHAN Scheme: Conducted comprehensive research on the government's PM POSHAN (Mid-Day Meal) scheme. Applied Fishbone Analysis and 5 WHYs Technique to identify root causes of implementation issues. Proposed solutions using Kaizen philosophy and the PDCA (Plan-Do-Check-Act) cycle for continuous improvement. Negotiation Skills Practice (Simulated BCCI Meeting): Engaged in a negotiation simulation involving team selection during a BCCI meeting. Presentation on Accreditation Boards: Delivered a presentation explaining various quality accreditation boards such as NABH, NABL, ASQua, ILM, and extensively detailed ISQua (International Society for Quality in Health Care), covering its structure, certification process, and global benchmarking mechanisms. Session on Consultancy s Interviews: Attended an interactive and insightful session on interview preparation and consultancy careers led by industry professionals—an Ex-Accenture consultant (now Associate Director at PwC) and the Director of Sfoneix Technologies. Key takeaways included consulting frameworks, personal branding, and case interview strategies
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Linking theory (Classroom learning) with practice at your organisation	Kaizen C PDCA for Policy Implementation: The application of Kaizen and PDCA to the POSHAN scheme reflected the practical usage of quality management tools in the context of public policy reform and operational improvement. Consulting Exposure to Real-World Frameworks: The session with consultants offered insights into the application of theories like MECE principle, SWOT, and 80/20 rule in live consulting cases
Gaps identified on the working area.	Limited Application of User-Centric Tools: Tools like empathy mapping and design thinking are not widely applied across departments, resulting in product or service gaps. Unstructured Problem Solving in Government Schemes: Root cause analysis and continuous improvement methodologies like PDCA are rarely formally implemented in reviewing government programs at field level.
Suggestions for improvement	Use tools like Fishbone diagrams and PDCA cycles while evaluating schemes. Empathy mapping, journey mapping, and user personas to instill design thinking.
Plan for the next week	Consulting Simulation Project: Participate in a case-based consulting simulation involving a government or institutional improvement project, focusing on client analysis and recommendations. Quiz Hosting (Knowledge Reinforcement): Host an engaging quiz round for colleagues covering case of Sara Tally .

Signature of the Student

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Reporting Format (Weekly)

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Project of Summer Internship Program: Scheme Analysis Name of the

Student: Talleen Dighe

Roll no: 0720

Stream: PM

Week no: 06 From: 16.06.25 to 21.06.25

Activity Done	Study of Quality Gurus C Principles: • Pareto Principle (80/20 Rule): Learned how a small number of causes often lead to a large percentage of effects, used in identifying key problem areas. • DPMO (Defects Per Million Opportunities): Understood how this metric is used to quantify defects and improve process quality. • DMAIC (Define, Measure, Analyze, Improve, Control): Studied this Six Sigma methodology for process improvement and root cause analysis. Disruptive Innovation: Explored the concept of disruptive innovation—how new technologies or business models can radically change markets. Discussed examples such as digital wallets, e-learning platforms, and ride-sharing apps. SCAMPER Technique: Practiced the Substitute, Combine, Adapt, Modify, Put to another use, Eliminate, Reverse to generate ideas for reimagining existing products and services. Red Ocean vs. Blue Ocean Strategy: Learned how businesses can either compete in existing markets (Red Ocean) or create new demand in untapped markets (Blue Ocean), and analyzed case studies to understand strategic positioning. Excel Workbook Applications: Strengthened hands-on Excel skills through formula-based workbook exercises.
Linking theory (Classroom learning) with practice at your organisation	Quality Tools in Process Audits: DMAIC and Pareto analysis are increasingly relevant in internal performance reviews, quality checks, and reporting. Observed how structured problem-solving aids in operational improvements.

	Excel in Operational Tasks: Observed widespread use of Excel for reporting, data organization, and analysis, reaffirming the importance of spreadsheet proficiency in real-world work environments.
Gaps identified on the working area.	Underutilization of Excel Functions: Advanced Excel features such as lookup formulas, data validation, and conditional formatting are not being effectively leveraged in daily operations.
Suggestions for improvement	Organize department-wise workshops focusing on intermediate and advanced Excel functions.
Plan for the next week	Learn LOOKUP Functions in Excel to retrieve and cross-reference data efficiently in large datasets. Begin drafting structured reports based on Schemes analysis to improve business communication skills. Presentation of Interest-Based Topics to develop storytelling ability, and visual communication through slides.

Signature of the Student

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Reporting Format (Weekly)

Name of the Organisation: Gunvatta Gurukul

Area/ Department/ Project of Summer Internship Program: Scheme Analysis Name of the

Student: Talleen Dighe

Roll no: 0720

Stream: PM

Week no: 07

From: 23.06.25 to 28.06.25

Activity Done	• Understanding Stages of Team Development: Studied Bruce Tuckman's model of team development, which includes Forming, Storming, Norming, Performing, and Adjourning. Applied this model to analyse team behaviour during group activities and collaborative assignments. • Theory of Change: Learned the Theory of Change framework to map how inputs, outputs, outcomes, and impact are connected in a logical flow to achieve long-term change. Used the model to evaluate policy outcomes and measure the effectiveness of social schemes. • Report Making on PM POSHAN Scheme: Conducted a comprehensive analysis of the PM POSHAN (Mid- Day Meal) scheme. Identified operational and policy gaps using qualitative and quantitative data. Compiled findings into a formal report including recommendations and visual charts.
Linking theory (Classroom learning) with practice at your organisation	• Team Development in Group Projects • Application of Theory of Change • Report Writing Using Real-Time Data
Gaps identified on the working area.	• Inconsistent Data Usage in Scheme Monitoring • Lack of Standardized Reporting Format

Suggestions for improvement	• Adopt Report Templates for Scheme Analysis
Plan for the next week	• Introduction to Power BI • Storytelling in Consultancy.

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Reporting Format (Weekly)

Name of the Organisation: Gunvatta Gurukul

Area/ Department/ Project of Summer Internship Program: Scheme Analysis Name of the

Student: Talleen Dighe

Roll no: 0720

Stream: PM

Week no: 08

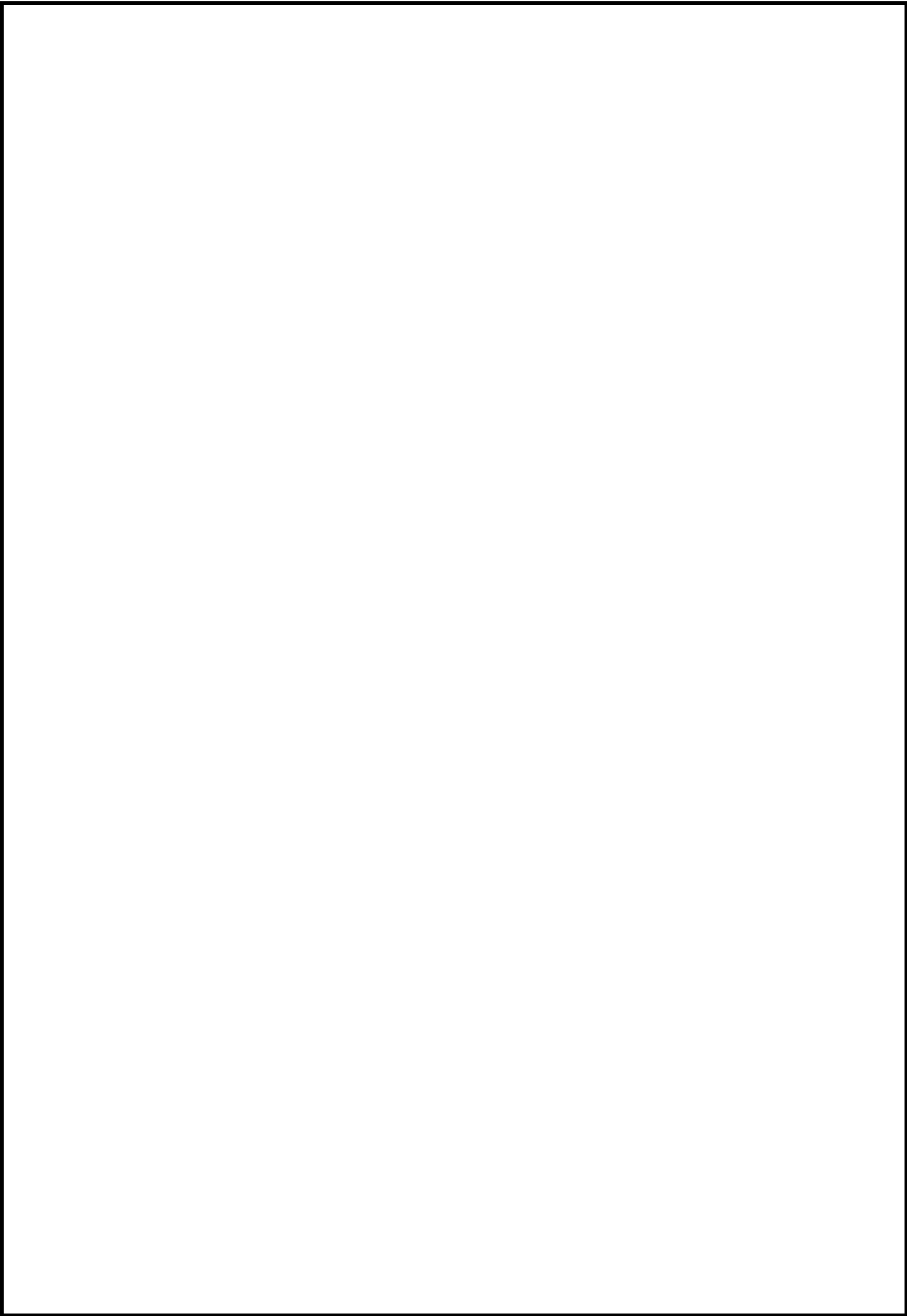
From: 30.06.25 to 08.07.25

Activity Done	• Storytelling in consultancy: Ethos, Pathos, Logos • Presentation on Theatre (a topic of my interest) to upskill my presentation skillset.
Linking theory (Classroom learning) with practice at your organisation	• Presentation skills • Storytelling
Gaps identified on the working area.	No gaps were identified.
Suggestions for improvement	No gaps identified.
Plan for the next week	This was the last week.

Signature of the Student



Approved by the IIHMR University's Mentor



Compiled Reporting Format

Name of the Organisation: Gunvatta Gurukul, QCI

Project of Summer Internship Program: Scheme Analysis

Name of the Student: Talleen Dighe

Roll no: 0720

Stream: PM

Activity Done	1. Policy Understanding & Scheme Evaluation • Gained deep insights into how government schemes like PM POSHAN (Mid-Day Meal) and NHM are designed, implemented, and monitored. • Conducted critical evaluations of the POSHAN scheme, using structured tools like: ○ Fishbone Analysis ○ 5 WHYS Technique ○ Theory of Change • Drafted a comprehensive scheme report, identifying bottlenecks in logistics, nutrition standards, and policy gaps. • Developed a research statement linking policy goals with field-level data, reinforcing policy-to-practice understanding. 2. Data Analysis, Visualization & Excel Proficiency • Applied Excel tools for data dashboards, forecasting (using CAGR), and root cause analysis. • Built a dashboard-based conflict resolution tracker, integrating TKI strategies and outcome metrics. • Strengthened command over formula-based workbooks, pivot tables, and forecasting techniques. • Identified underutilization of advanced Excel features (like VLOOKUP, conditional formatting) and suggested department-wide upskilling. 3. Innovation, Design Thinking & User-Centric Tools • Practiced the Design Thinking model: Empathize → Define → Ideate → Prototype → Test. • Created an empathy map for a user-centric product (wallet), emphasizing needs and behavior mapping. • Proposed an anti-anxiety earphone concept for
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	workplace wellness, linking theory to product development. • Applied SCAMPER for idea generation and Blue Ocean Strategy for market creation. • Recommended broader application of empathy mapping and journey maps in organizational processes. 4. Communication, Storytelling & Presentation Skills • Delivered multiple formal presentations: ◦ MS Word Visualization Tools ◦ Accreditation Boards (e.g., NABH, ISQua) ◦ PM POSHAN Scheme Findings ◦ Personal-interest topic: Theatre • Applied Ethos, Pathos, Logos principles to enhance storytelling in consultancy presentations. • Participated in roleplays to understand communication styles across organizational hierarchies. • Developed skills in both assertive and persuasive communication, aligning with public and consulting contexts. 5. Quality Assurance, Accreditation & Governance • Gained field exposure at Yashoda Super Speciality Hospital on NABH standards and accreditation compliance. • Studied global quality systems like ISQua, and how quality metrics (e.g., KAPA) align with patient outcomes. • Integrated knowledge of: ◦ DPMO (Defects Per Million Opportunities) ◦ DMAIC (Six Sigma) ◦ Kaizen & PDCA (Continuous Improvement) • Observed QCI's approach to data traceability and audit integrity, emphasizing governance accountability. 6. Consulting Simulation & Professional Development • Participated in a consulting simulation project, building client profiles and giving recommendations. • Practiced negotiation skills through a simulated BCCI meeting exercise. • Attended a high-impact session by PwC and Sfoneix leaders, learning: ◦ MECE Principle ◦ Case interview strategy ◦ Personal branding in consulting • Identified lack of structured frameworks in
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	many departments and suggested tools like PDCA, SWOT, TKI to enhance decision-making. 7. Teamwork, Conflict Management & Group Dynamics • Studied and applied Bruce Tuckman's stages of team development: Forming → Storming → Norming → Performing → Adjourning • Analysed team behaviour in collaborative tasks and proposed better team structuring based on work styles. • Implemented the TKI model to classify conflict-handling behavior and track resolution effectiveness. • Noted gaps in organizational awareness of these models and recommended training sessions for wider adoption
Linking theory (Classroom learning) with practice at your organization	• Organizational Behaviour: Used the TKI model and Tuckman's model to understand communication and team dynamics. • Design & Innovation: Applied Design Thinking, Kaizen, PDCA, and SCAMPER for service/product development. • Quality Management: Integrated DMAIC, DPMO, and Pareto for performance audits. • Consulting Practices: Understood MECE Principle, 80/20 rule, and storytelling in live consulting simulations. • Research & Analysis: Excel dashboarding, CAGR forecasting, report writing, and structured problem-solving (Fishbone, 5 WHYs) were directly connected to analytics and strategy modules. • Presentation & Communication: Regular practice of presentations and storytelling built on communication theory foundations.
Gaps identified on the working area.	• Overloaded Schedules: Initial weeks had packed timetables with limited flexibility for exploration. • Team Coordination Issues: Frequent reshuffling hindered group synergy. • Lack of Data Integrity Standards: No uniform protocol for traceability or audit logging. • Short Field Visit Durations: Not enough time for in-depth understanding of hospital accreditation processes. • Minimal Application of Design Thinking Across Teams: Despite exposure, tools like empathy mapping weren't widely adopted. • Advanced Excel Underutilized: Lookup functions, validations, and conditional formatting were largely unused.

	• Inconsistent Reporting Formats in Scheme Monitoring: Especially noted in POSHAN-related evaluations. • Mismatch between ground-level data and reported statistics. • Difficulties in tracking implementation ministries.
Suggestions for improvement	• Integrate real-time dashboards for scheme monitoring. • Develop mobile-based feedback & reporting tools for scheme monitoring and data collection. • Include Quality Clubs in schools to promote early sensitization towards quality & hygiene standards • Strengthen tie-ups with NITI Aayog, State Depts, and CSR arms. • Expand Tool Usage: Integrate Power BI, Tableau, and Canva for dynamic reporting and dashboards. • Extend Field Visits: Provide more time to observe and analyze real-world accreditation and implementation practices. • Promote Design Thinking Culture: Encourage wider use of empathy maps, user personas, and journey maps across departments. • Adopt Scheme Report Templates: Use standardized templates for analysing and reporting policy data.
Key Learnings	• Developed expertise in data-driven evaluation of government schemes, identifying policy and implementation gaps for improvement. • Applied Kaizen principles and Design Thinking to create stakeholder-focused solutions, enhancing both product development and service delivery. • Gained practical exposure to quality accreditation standards in healthcare, understanding of models like NABH (India) and ISQua (International). • Used Design Thinking, Empathy Mapping, and Six Sigma tools (DMAIC, DMADV) to analyse products and optimize processes. • Strengthened policy analysis and strategic thinking. • Leveraged frameworks like Fishbone, PDCA to build structured problem-solving capabilities. • Enhanced consulting problem solving readiness through simulations and real-world case analysis, learning frameworks like MECE and client-centered approaches. • Sharpened presentation, storytelling, and visual communication skills, aligning with

	professional and consultancy expectations. • Emphasized data integrity, user empathy, and continuous improvement as critical components of effective governance. • Improved team collaboration, recognizing the importance of communication, leadership, and structured feedback mechanisms. • Advanced Excel proficiency for strategic applications including forecasting, dashboards, and data audits.
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Signature of the Student

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Approved by the IIHMR University's Mentor

SIP REPORT 0720

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