

SUMMER INTERNSHIP PROGRAM

at

Quality Council of India (Gunvatta Gurukul)

9Th of May 2025 – 7Th of July 2025

A REPORT BY

Sudhanshu Solanki

Master of Business Administration

Pharmaceutical MBA

Roll no-0718

2024-26

Under the Mentorship of

Ashok Kumar Peepliwal

Professor

IIHMR UNIVERSITY, JAIPUR





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

Certificate No: GG0882



गुणवत्ता गुरुकुल
GUNVATTA GURUKUL
An Initiative of QUALITY COUNCIL OF INDIA

Certificate of Achievement

This is to certify that

Mr./Ms..... **Sudhanshu Solanki**

S/o / D/o..... **Mr Rajkumar Solanki**

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.

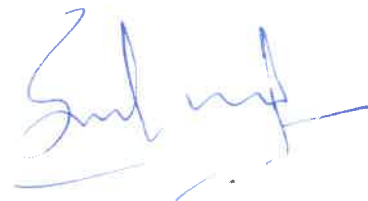
Head, Gunvatta Gurukul

IIHMR University Faculty Mentor Approval

This is to certify that **Mr. Sudhanshu Solanki** of academic year 2024-26 of **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 : 28/07/2025

A handwritten signature in blue ink, appearing to read 'Askoh Kumar Peepliwal', with a horizontal line underneath.

Dr. Askoh Kumar Peepliwal

Professor

Quality in Action: Governance, Innovation & Research – My Journey at QCI Guncvatta Gurukul

University Mentor

Dr Ashok kumar
peepliwal

Sudhanshu Solanki

Pharmaceutical management

Roll no. - 0718

ORGANISATION
MENTOR

Mr Ashish dubey

About Organization

The Quality Council of India (QCI) is an autonomous body set up by the Government of India to establish and strengthen quality standards across sectors. It functions as the national accreditation body in areas such as healthcare, education, manufacturing, and governance. QCI launched the Guncvatta Gurukul program to engage and train young professionals in public policy, quality systems, and strategic thinking.

Mission

To equip youth with real-world exposure to public policy, quality frameworks, and institutional governance through experiential learning, capacity building, and national development-focused

Vision

To nurture a generation of young professionals who are committed to the pursuit of quality, innovation, and ethical governance across sectors in India.

Difference Between Theory and Practice

At University, I learned theoretical concepts like **research methodology, communication, Excel, and brand management**, which I was able to apply practically during the training program. These included designing a tampon awareness study, using Excel for data handling, delivering presentations with clarity, and applying brand management concepts during a 20-year vision activity.

Challenges Faced During Internship:

- Technical learning curve in tools like Power BI
- Adapting to diverse training topics weekly
- Limited field visit duration for deep observation

Major Learnings:

- Application of empathy mapping and root cause analysis (Onion Method)
- Understanding public governance through Gram Panchayat and NABH visits
- Improved confidence in communication and leadership
- Development of primary and secondary research skills
- Use of Power BI and Excel for data analysis and visualization

SWOT Analysis (on the Tampon Project Research Function):

Strengths	Weaknesses
Real-world impact, social relevance	Limited data availability
Strong academic grounding	Cultural sensitivity of topic
Opportunities	Threats
Scope for innovation in femtech	Taboos and resistance to adoption
Policy alignment with health missions	Misinterpretation of research intent

Suggestions

- Introduce mini-capstone projects where interns solve real challenges in teams.
- Provide more structured mentorship and regular feedback during research activities.
- Include more technical skill training (e.g., advanced Excel, Power BI, public health tools).
- Organize more field visits to hospitals, labs, and quality control departments for deeper exposure.

Acknowledgement

I'm truly grateful for the incredible opportunity given to me as an intern with the Quality Council of India (QCI) as part of their Gunvatta Gurukul Summer Training Program. This experience was invaluable, offering me a firsthand look at governance, quality standards, and what it truly means to conduct oneself professionally.

A heartfelt thank you goes out to the trainers **Mr Bobby Banerjee Sir, Mr Ashish Dubey Sir, Mrs Anandita Ma'am** and **Mrs Ambika Bhalla Ma'am** and guest speakers. Their guidance, especially in areas like communication skills, policy implementation, project management, and Power BI, was truly insightful and played a huge role in my personal and professional development.

I'd also like to extend my appreciation to IIHMR University, Jaipur, and our faculty for consistently championing practical, real-world learning experiences like this internship. And finally, a big shout-out to my fellow interns! Their collaborative spirit and teamwork made this journey so much more enjoyable and productive.

~SUDHANSHU SOLANKI

Executive Summary

This report chronicles my eight-week deep dive into QCI Gunvatta Gurukul, a program passionately dedicated to moulding young minds into quality-conscious professionals and leaders of tomorrow. My time was a vibrant mix of

classroom sessions, eye-opening field visits, hands-on projects, and practical skill development workshops.

During the internship, I explored key governance frameworks, learned about policy formulation from concept to execution, and gained an understanding of the vital work done by QCI's quality boards, such as NABH and NABL. Sessions focused on business communication, emotional intelligence, email etiquette, and conflict management were fantastic for sharpening my soft skills. Beyond that, technical training in MS Excel, Power BI, and Ms PowerPoint equipped me with crucial analytical tools for future decision-making.

One of the standout moments was the empathy mapping and 20-year vision research project on tampons. It was fascinating to explore product-market fit, conduct extensive secondary research, and brainstorm genuinely innovative strategies for the future. And nothing beats the practical insights gained from our field visits: seeing NABH in action at Yashodha medicity Ghaziabad hospital, observing waste management at the Okhla STP plant, and understanding rural administration at the Tharoli village Gram Panchayat Saharanpur UP

This internship was more than just applying my MBA knowledge; it truly laid a strong foundation in leadership, public policy, and professional discipline. The real-world exposure I gained through Gunvatta Gurukul will undoubtedly be a huge asset as I navigate my career in pharmaceutical management and quality-focused roles.

Introduction

This report captures the essence of my **eight-week internship at QCI Gunvatta Gurukul**, which took place from 9 May 2025 to 7 July 2025. My aim here is to document and reflect on the significant learnings, practical experiences, and new skills I acquired. The internship provided an exceptional environment where I could truly see my classroom knowledge come alive, thanks to a well-rounded program featuring expert-led sessions, eye-opening field visits, engaging hands-on projects, and targeted soft skills training. Consider this report a comprehensive chronicle of my journey, shedding light on the key insights gained across diverse areas like **governance systems, quality frameworks, research methodologies, and, importantly, my personal growth.**

About the Intern

I'm **Sudhanshu Solanki**, an MBA student specializing in Pharmaceutical Management at IIHMR University, Jaipur. Coming from a pharmacy background and having developed a keen interest in public health, quality control, and the spirit of innovation, I embarked on this internship specifically to deepen my grasp of governance structures and their profound influence on public services and healthcare. This experience was instrumental in connecting the dots between academic concepts and their practical application in the field, simultaneously helping me forge vital professional competencies.

About QCI and Gunvatta Gurukul: Shaping India's Quality Landscape

The **Quality Council of India (QCI)** stands as an autonomous body, established by the Government of India with a clear vision: to establish a robust framework

for quality across a multitude of sectors including healthcare, education, manufacturing, and public administration. Essentially, QCI functions as the nation's accreditation authority, dedicated to ensuring that institutions and organizations consistently uphold exemplary standards of excellence and operational efficiency.

Gunvatta Gurukul represents QCI's flagship initiative – an internship and training program crafted to inspire and equip young minds to become professionals deeply committed to quality and powerful agents of change. This program offers a uniquely holistic learning experience, seamlessly integrating a deep understanding of policy, practical quality management training, advanced communication skills, real-world field exposure, and collaborative live projects. Participants of Gunvatta Gurukul are actively engaged with pressing real-world challenges, gaining invaluable perspectives on how the unwavering application of quality principles can drive transformative impact within governmental systems and broader social development efforts.

Weekly Activities & Learning

Name of the Organisation: Quality council of India

Area/ Department/ Project of Summer Internship Program: GUNVATTA GURUKUL

Name of the Student: SUDHANSHU SOLANKI

Roll no: 0718

Stream: Pharma management

Week no: 1 From: 13 may 2025 to 16 may 2025

Activity Done	Studied the governance system in India, including an overview of the constitution Gained practical skills in MS WORD and learned Office etiquettes Participated in activities to improve presentations and public speaking skills Showed leadership by mentoring a fellow intern struggling with public speaking
Linking theory (Classroom learning) with practice at your organisation	Concepts from MANAGEMENT AND COMMUNICATION SKILLS were applied while improving presentation and public speaking Professional behaviour and soft skills taught in the classroom sessions aligned with office etiquette teamwork and leadership part of our classroom sessions were practically demonstrated while supporting a fellow intern

Gaps identified on the working area.	It's the first week only so can't talk much about gaps in working area but here is one gap that I found limited case studies related to real world ministry functions
Suggestions for improvement	Frequent field visits more real-life case studies
Plan for the next week	MS excel and PowerPoint participation in field visits or simulations , if provided continue practicing presentation and public speaking with feedback

Signature of the Student----- Sudhanshu Solanki

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Roll no: 0718

Stream: Pharma management

Week no: 2 From: 19 may 2025 to 23 may 2025

Activity Done	Learned about different boards under QCI such as NABH, NABET, and NBQP. Understood the process of policy formation and policy implementation in governance. Completed training in MS Word with practical exercises. Learned and practiced business etiquettes in a professional setting. Underwent training on effective communication, including assertive communication techniques. Started learning the fundamentals of project management.
Linking theory (Classroom learning) with practice at your organisation	Topics from “Business Communication” were reinforced through sessions on assertive communication and business etiquette. The “Policy and Governance” concepts studied in the classroom were practically connected to real-world policy formation and implementation processes discussed during training

	introduction to “Project Management” aligned with operations management and planning subjects from the MBA curriculum.
Gaps identified on the working area.	Need for deeper, hands-on exposure to how QCI boards operate in real-time
Suggestions for improvement	Incorporate practical assignments or simulations on how a policy is formed and implemented. Invite speakers from QCI boards to explain their daily responsibilities and challenges.
Plan for the next week	Explore more about the functioning of individual boards like NABH and NABET through case examples Continue and deepen learning on project management, including tools and techniques. Participate in any group project or assignment provided.

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Roll no: 0718 Stream: Pharma management

Week no: 3 From: 26 may 2025 to 30 may 2025

Activity Done	Continued learning about Project Management, focusing on the initial stages of managing a project. Assigned two products – Smartphones and Tampons – to manage as part of a group activity. Conducted secondary research and worked on developing a 20-year vision for both products. Learned about research methodologies, including how to conduct effective research using various techniques. Introduced to the “Onion Method” to identify root causes of problems and propose solutions accordingly. Attended a masterclass by the Director of Ernst & Young (EY) on leadership, innovation, and strategic thinking.
Linking theory (Classroom learning) with practice at your organisation	Concepts from Research Methodology were applied while learning about different techniques and approaches to conduct research. The Onion Method connected with classroom topics like problem-solving frameworks and structured analysis.

	Strategic Management and Innovation theories were practically explored through the 20-year product vision assignment. Project Management principles from Operations and Project Planning classes were implemented in product research and strategy. The masterclass aligned with learnings in Leadership and Professional Development from the MBA curriculum.
Gaps identified on the working area.	Initial difficulty in applying theoretical project management concepts to practical scenarios. Limited understanding of long-term forecasting or product vision development among participants.
Suggestions for improvement	Provide a structured framework or template for conducting secondary research and presenting product vision. Include mini-workshops on forecasting tools and strategy building.
Plan for the next week	Finalize and present the 20-year product vision for assigned products. Learn about monitoring, evaluation, and feedback mechanisms in project management. Participate in group review sessions to reflect on the research process.

	Apply the Onion Method to a new case study or real-world issue to strengthen problem-solving skills. Attend upcoming expert sessions or masterclasses, if scheduled.
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Roll no: 0718 Stream: Pharma management

Week no: 4 From: 2 June 2025 to 6 June 2025

Activity Done	Visited a YASHODA hospital in Ghaziabad for a field visit to observe the functioning of NABH (National Accreditation Board for Hospitals & Healthcare Providers) and its role in ensuring healthcare quality. Understood how NABH standards are implemented in real hospital settings and interacted with hospital staff to understand compliance mechanisms. Participated in sessions on Negotiation Skills, focusing on how to negotiate effectively in various professional and personal situations. Learned data analysis techniques in MS Excel for research purposes, including sorting, filtering, basic formulas, and interpretation of datasets.
Linking theory (Classroom learning) with practice at your organisation	Classroom lessons on Quality Management and Healthcare Accreditation were directly linked with the field visit, giving real-world exposure to NABH standards. Training in Excel for data handling and research aligned well with the “Business Analytics” and “Research Methodology” subjects of the MBA program.
Gaps identified on the working area.	Limited time during the field visit to observe all operational aspects of NABH implementation. Some interns found it difficult to apply negotiation strategies in real-life role-plays, indicating a gap in practical confidence.

	Varying levels of Excel proficiency among interns created inconsistency in data analysis exercises.
Suggestions for improvement	Provide a structured framework or template for conducting secondary research and presenting product vision. Include mini-workshops on forecasting tools and strategy building.
Plan for the next week	Analyse the NABH visit and present learnings through group presentations or reports. Continue skill-building in MS Excel, focusing on data visualization (charts, pivot tables). Apply negotiation skills in a structured group activity or simulation. Learn about the importance of stakeholder management and communication in quality initiatives.

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Roll no: 0718 Stream: Pharma management

Week no: 5 From: 9 June 2025 to 14 June 2025

Activity Done	Conducted a field visit to STP (Sewage Treatment Plant) in Okhla, Delhi to learn about the waste management process and how Delhi handles its wastewater. Continued training in MS Excel, focusing on more advanced techniques for data handling. Attended sessions on Negotiation Skills in a Corporate Setting, understanding strategies to resolve disputes and come to a win-win solution. Learned about Conflict Management in Organization, including techniques to handle disputes, resolve interpersonal issues, and maintain a healthy workplace culture. Delivered a Presentation on Empathy Mapping for Tampons, applying design thinking to find customer pain points and needs.
Linking theory (Classroom learning) with practice at your organisation	Classroom lessons on Quality Management and Healthcare Accreditation were directly linked with the field visit, giving real-world exposure to NABH standards. Training in Excel for data handling and research aligned well with the “Business Analytics” and “Research Methodology” subjects of the MBA program.
Gaps identified on the working area.	There were gaps in applying conflict resolution strategies to real workplace scenarios.
Suggestions for improvement	Provide a short guide or framework to connect field visit observations to policy, operations, and management theory.

	Encourage more group presentations and interactive sessions to boost confidence in communication skills
Plan for the next week	Develop a small project or proposal based on the field visit observation (like designing a waste reduction or recycling plan). Continue advanced training in MS Excel (such as PivotTable, VLOOKUP, and charts) to aid in data analysis. Perform more role-play scenarios to practice conflict resolution and negotiation techniques. Prepare for final presentations and reviews of your internship learnings.

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Roll no: 0718

Stream: Pharma management

Week no: 6 From: 16 June 2025 to 21 June 2025

Activity Done	Continued learning and practicing MS Excel, focusing on data handling and analysis skills. Participated in sessions to enhance communication skills, especially in professional settings. Delivered a presentation on Total Quality Management (TQM), focusing on the 14 principles of Sir Edward Deming and their relevance in modern organizations.
Linking theory (Classroom learning) with practice at your organisation	The TQM presentation directly connected to classroom teachings on Quality Management and Continuous Improvement, particularly in the context of pharmaceutical and healthcare organizations. MS Excel training complemented topics from “Business Statistics” and “Business Analytics,” providing hands-on experience with data analysis tools. Communication skills training reinforced classroom learning from “Managerial Communication” and helped improve public speaking and group interaction.
Gaps identified on the working area.	There were gaps in applying conflict resolution strategies to real workplace scenarios.
Suggestions for improvement	Provide opportunities for peer review and feedback on presentations to improve clarity and confidence. Offer additional practice exercises in Excel using real datasets.
Plan for the next week	Develop a small project or proposal based on the field visit observation (like designing a waste reduction or recycling plan). Continue advanced training in MS Excel (such as PivotTable, VLOOKUP, and charts) to aid in data analysis.

	Perform more role-play scenarios to practice conflict resolution and negotiation techniques. Prepare for final presentations and reviews of your internship learnings.
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Roll no: 0718

Stream: Pharma management

Week no: 7 From: 23 June 2025 to 28 June 2025

Activity Done	Learned the process of report writing and analysis, with a focus on how to structure reports based on research findings. Understood the methods of conducting primary data collection for the ongoing research project on tampons, including preparing surveys and gathering responses. Went for a field visit to Tharoli village, where we studied the functioning of Gram Panchayat and how local governance works at the village level. Received certificates of participation during the village visit, recognizing our engagement and learning experience.
Linking theory (Classroom learning) with practice at your organisation	The process of primary data collection aligned with research methodology concepts from the classroom, especially related to designing tools and collecting firsthand data. Report writing skills are closely linked with academic writing and managerial communication modules in our coursework.
Gaps identified on the working area.	Some interns needed more guidance on framing proper survey questions for primary research. There was a lack of familiarity among some participants with structured report writing formats.
Suggestions for improvement	Organize a short session or workshop on survey design and questionnaire framing before data collection. Provide a sample structure or template for writing impactful research reports. Extend the duration or depth of future field visits to allow more immersive learning experiences. Include follow-up assignments where interns apply village-level insights to broader governance or policy challenges.

Plan for the next week	Begin analysing primary data collected for the tampon research project. Draft initial sections of the research report (introduction, objectives, methodology). Review village visit experiences and prepare a reflection report or group discussion. Attend any upcoming expert sessions, feedback rounds, or presentations related to project progress.

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Roll no: 0718 Stream: Pharma management

Week no: 8 From: 1 July 2025 to 5 July 2025

Activity Done	Attended a detailed session on Email Etiquette, focusing on professionalism, clarity, tone, and structure in corporate communication. Studied various Quality Management Techniques, including Kaizen, Six Sigma basics, and continuous improvement frameworks. Participated in a session on Emotional Intelligence (EI), understanding its role in self-awareness, team collaboration, and leadership. Gained hands-on exposure to Power BI, learning to create dashboards, visualize data, and generate insights. Explored DAX Studio, understanding its role in performing complex data calculations and optimizing performance within Power BI.
Linking theory (Classroom learning) with practice at your organisation	Managerial Communication principles were directly applied through the email etiquette session. Quality Management Systems taught in class (e.g., Kaizen, TQM) were reinforced with real-world techniques and tools.
Gaps identified on the working area.	Some interns needed more guidance on framing proper survey questions for primary research. There was a lack of familiarity among some participants with structured report writing formats.
Suggestions for improvement	Conduct interactive EI workshops or feedback-based activities for practical application. Offer a structured resource kit post-internship for continued learning on tools and concepts introduced.
Plan for the next week	This is the last week of the internship cum training program

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Compiled Reporting Format

Name of the Organisation: Quality council of India

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Roll no: 0718

Stream: Pharma management

Activity Done	Studied Indian Constitution, governance systems, ministries. Learned MS Word, Excel, Power BI, and email etiquette. Underwent training in communication, public speaking, negotiation, conflict resolution, and emotional intelligence. Learned about QCI boards (NABH, NABET, etc.) and policy formation/implementation. Attended sessions on project management and quality tools (TQM, Kaizen, 5S). Conducted secondary and primary research on tampons and smartphones. Participated in empathy mapping and 20-year vision building. Delivered group presentations (TQM, empathy mapping). Field visits to NABH hospital, STP plant, and Gram Panchayat in Tharoli village. Attended masterclass by industry expert (EY Director).
Linking theory (Classroom learning) with practice at your organisation	Applied communication and branding concepts during empathy mapping and presentations. Used research methodology to conduct primary and secondary research. Leveraged Excel and Power BI skills for survey analysis and visual data reporting.

	Tied theoretical frameworks (TQM, policy analysis, leadership, OB) with real organizational practices and quality improvement methods.
Gaps identified on the working area.	Lack of initial familiarity with technical tools like Power BI. Limited duration and depth in field visits. Some interns needed support in presentation delivery and public speaking. Difficulty in applying long-term vision planning without guided templates. Emotional intelligence and real-life conflict management required deeper practice.
Suggestions for improvement	Include more technical skill-building sessions (Power BI, data visualization, advanced Excel). Conduct longer or follow-up field visits to hospitals, labs, and rural institutions. Provide structured mentorship, templates, and feedback loops during projects. Offer mock field prep and storytelling workshops to improve engagement. Allow interns to continue involvement via post-internship short projects or policy contests.
Key Learnings	Learned to conduct structured research using empathy mapping and root cause analysis. Gained confidence in public speaking, teamwork, and leadership. Developed skills in report writing, data visualization, and survey interpretation. Understood real-world application of quality management, governance, and public service delivery. Strengthened emotional intelligence, adaptability, and decision-making under real-life scenarios.

	Realized the importance of user-centric thinking in health-related projects.
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Special Project: Ongoing Research on Tampons – A Vision for Safer Menstrual Hygiene

Project Title: "Innovating Tampons: Exploring User Awareness, Perception, and the Scope of Bioactive Integration to Prevent Toxic Shock Syndrome (TSS)"

Project Status: In Progress

The Mission Behind the Project

This isn't just a research project; it's an ongoing exploration driven by a critical public health need. Our goal is to deeply investigate **current awareness, usage patterns, and perceptions of tampons in India**. A key focus is to evaluate the exciting potential of incorporating **bioactive compounds, like lactoferrin, to significantly reduce the risk of Toxic Shock Syndrome (TSS)** – aiming for safer menstrual hygiene solutions.

Our Journey So Far: Uncovering Insights

We've been busy laying the groundwork for this vital research. Here's a snapshot of the key activities we've already completed:

- Dive deep into **secondary research**, uncovering existing data on tampon usage, safety concerns, and the significant lack of awareness across India.
- Thoroughly examine **clinical data and patents** related to antimicrobial and bioactive agents that could be integrated into menstrual products.

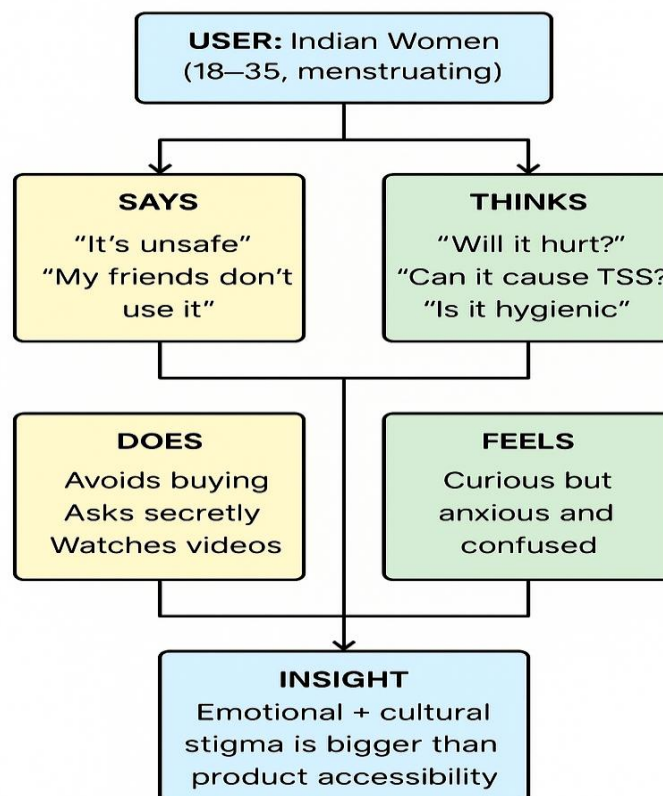
- Design and launch a comprehensive **Google Form-based survey** to gather firsthand insights into awareness, usage habits, common barriers, and the socio-cultural perceptions surrounding tampons.
 - Develop an **Empathy Map** specifically for tampon users, helping us truly understand their challenges, emotional responses, and what they really need but aren't getting.
 - Begin sketching out a **20-Year Vision document for tampons**, focusing on how we can improve user acceptance, build widespread awareness, drive technological innovation, and make a tangible public health impact.
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Our Toolkit: Guiding Our Exploration

To navigate this complex topic, we're leveraging powerful tools and frameworks:

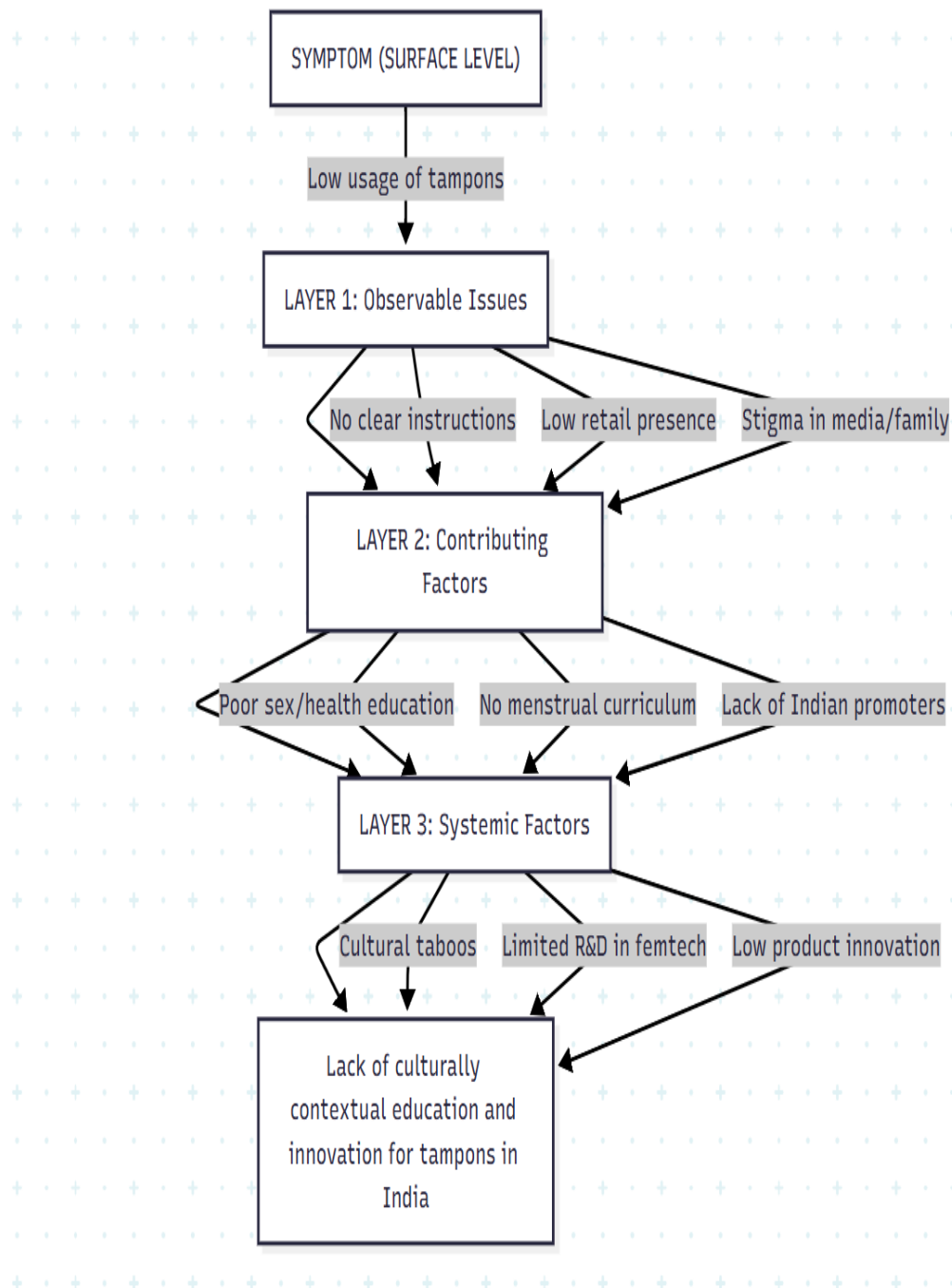
- **Empathy Mapping & Design Thinking:** Central to our user-centric research, ensuring we build solutions around real human needs.

Empathy Map Insights for Tampon Users in India



- **Onion Method:** Helping us peel back layers to identify the fundamental causes

behind
low



tampon adoption and craft precise, effective solutions.

Below is the flowchart mention of this Onion method

- **Microsoft Excel & Power BI (upcoming):** Essential for dissecting and visualizing the rich data we're collecting from our surveys.

- **TQM and Kaizen Principles:** Guiding our approach to continuous improvement, both in potential product development and our public awareness strategies.
-

What's Next: Charting the Path Forward

The project continues to evolve, with exciting phases ahead:

- Meticulously **analyze primary survey responses** and create compelling visual insights using Excel and Power BI.
 - Thoroughly investigate **compound safety, compatibility with vaginal microbiota, and the feasibility of formulating bioactive tampon prototypes.**
 - Draft a **concept paper or research note**, with the exciting potential
-

Why This Project Matters: Bridging Academia and Impact

This project I believe is a perfect fit for my MBA in Pharmaceutical Management, seamlessly integrating diverse fields: **public health, consumer behavior, quality control, product management, and communication strategy.** It's a true cross-functional experience. Moreover, it offers the invaluable opportunity for **long-term project engagement**, significantly deepening my understanding of **research design, market fit, and the intricate or complex process of healthcare innovation.**

Conclusion

The internship at **QCI Gunvatta Gurukul** has been a transformative experience that bridged the gap between academic learning and real-world application. Over eight weeks, I was exposed to diverse aspects of public governance, quality management, communication, research methodology, and digital tools—each contributing to my professional and personal development.

The sessions on the Indian Constitution, ministry structures, NABH standards, and Gram Panchayat operations offered a practical understanding of governance and policy implementation. Skill-building modules like MS Excel, Power BI, email etiquette, and public speaking strengthened my technical and soft skills for future workplace environments.

One of the most impactful components was the ongoing **tampon research project**, where I had the opportunity to apply empathy mapping, secondary research, root cause analysis, and strategic visioning to address a sensitive yet important public health issue. This project not only enhanced my analytical and problem-solving abilities but also helped me develop a deeper sense of empathy and social responsibility.

Moreover, the exposure to tools like the Onion Method, DAX Studio, and Power BI dashboards provided a strong foundation in data-driven decision-making. Guest lectures and masterclasses, including one from the Director of EY, offered industry insights and leadership inspiration.

This internship has reaffirmed my passion for combining **quality management**, **research**, and **healthcare innovation** to make a tangible impact—particularly in the pharmaceutical and public health sectors. I now feel more confident, skilled, and motivated to contribute meaningfully in my future career.

Final Reflection

As I look back on my eight-week journey with **QCI Gunvatta Gurukul**, I am filled with a sense of growth, curiosity, and renewed purpose. What began as a structured summer internship turned into a deeply enriching learning experience—shaping both my professional mindset and personal values.