

SUMMER INTERNSHIP PROGRAM

at



Apollo Hospitals, BG Road, Bangalore

From 12th MAY 2025 to 21st JULY 2025

A REPORT BY

Shashank Chauhan

Master of Business Administration

(Pharmaceutical Management)

IIHMR-U/02/2024-26/0705

2024-26

under the Mentorship of

Dr. Hemant Kumar Mishra
(Assistant Professor)



21st July 2025

INTERNSHIP CERTIFICATE

This is to certify that **Mr. Shashank Chauhan** has successfully completed his **Internship and Project** in the **Department of Supply Chain** from **12th May 2025** to **21st July 2025** in **Apollo Hospitals, Bannerghatta, Bangalore**. He was diligently involved in the tasks assigned to him.

During his internship he successfully completed the following project:

Inventory optimization: Reducing Expiry of SKUs Using Inventory Management Tools.

During his period of stay with us, we found that he was dedicated, hardworking, loyal and sincere.

We wish him all the best for his future endeavours.

For Apollo Hospitals Bangalore,



Ms. Deepti Oleti
Assistant Manager – Human Resources



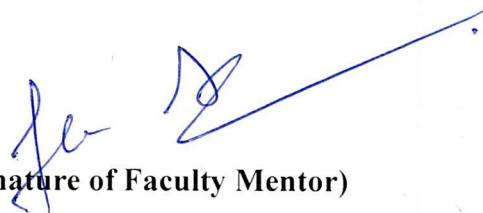
IIHMR University Faculty Mentor Approval

This is to certify that **Mr. Shashank Chauhan**, of academic year 2024-26, of the 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:

30/7/25


(Signature of Faculty Mentor)

Name: Dr. Hemant Kumar Mishra

Designation: Assistant Professor

Inventory Optimization: Reducing Expiry of SKUs Using Inventory Management Tools

PROJECT

About the Organization :

Apollo Hospitals, founded in 1983 by Dr. Prathap C. Reddy, is India's leading private healthcare provider. With over 70 hospitals and cutting-edge technology, it offers world-class care across specialties. Apollo pioneered innovations like telemedicine, robotic surgery, and digital healthcare, making quality care accessible to millions.

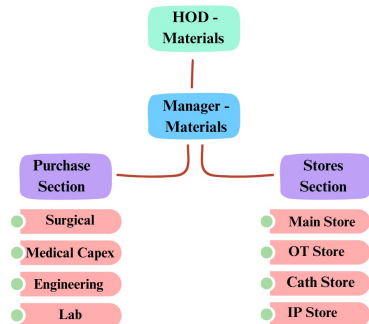
Vision :

"Touch a Billion Lives" — Apollo aims to positively impact one billion people through its healthcare services across the globe

Mission :

To bring healthcare of international standards within the reach of every individual. We are committed to the achievement and maintenance of excellence in education, research and healthcare for the benefit of humanity.

Organization structure of SCM :

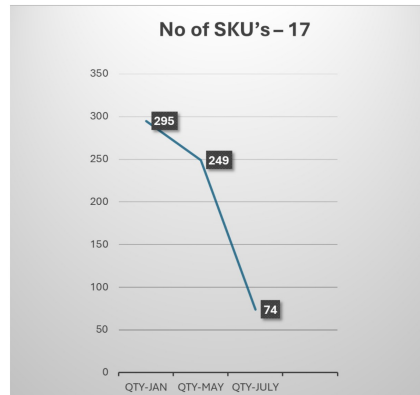


Objective : The focus of this project was to reduce the expiry of SKUs by applying inventory management techniques such as ABC and FSN analysis. This initiative was undertaken in the materials department of Apollo Hospital. Efficient inventory control is vital for smooth hospital operations, especially when dealing with life-saving medications and surgical items.

Methodology : The Study was conducted in Main Store of Materials Management where items are recieved and distributed.

- It followed Descriptive Analysis over months to months (Jan-May-July)
- 17 SKU's were tracked and their quantity was reduced over the time which increases inventory holding cost.

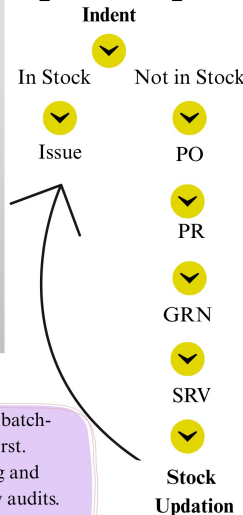
F
I
N
D
I
N
G
S



Practical vs Theoretical Exposure :

- Learned FIFO conceptually; saw its practical use through batch-wise shelf arrangement and issuing near-expiry stock first.
- Studied ABC Analysis in theory; applied it by identifying and monitoring high-value (A Category) items during inventory audits.
- Understood FSN classification academically; experienced its use in managing slow/non-moving items for clearance or vendor return.

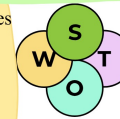
Workflow :



Prepared by - **Shashank Chauhan**
 Roll.no.- **0705** (MBA-PM16)
 University Mentor - **Dr. Hemant Kumar Mishra**
 Organization Mentor - **Mr. Senthil k. Gounder**

- Significant cost savings for the hospital
- Efficient inventory control using SAP

- Delayed Deliveries of stock
- Communication gap-b/w departments



- Risk of Stock-outs, mishandling of supplies
- Impact of Supply Chain issues on hospital operations

- Potential for better inventory tracking systems.
- Improve interdepartmental communication.
- Inventory Optimization

Challenges :

- No alert system to identify near-expiry items on time.
- Vendor return issues because of price differences and unclear return policy.
- Communication gap.

Suggestions for Improvement :

- Set a standard return process with vendors for expired/near-expiry items.
- Do weekly audits for high-value and near-expiry items
- Proper Communication & Coordination b/w departments.

Major Learnings :

- Improve time management, Collaboration, negotiation skills through practical tasks.
- Procurement and Vendor Management
- Distribution Process and Regulations.
- Storage and Handling

Report of Week 1

Name of the Organisation: Apollo Hospital

Area/ Department/ Project of Summer Internship Program: Supply Chain Management

Name of the Student: Shashank Chauhan

Roll no: IIHMR-U/02/2024-26/0705

Stream: MBA-Pharmaceutical Management

Week no: 1

From: 12th May 2025 to 18th May 2025

Activity Done	• Orientation & Task Briefing Received an introduction from the Head of Supply Chain Management, followed by a briefing on assigned tasks. • Main Store Visit Observed inventory arrangements, racking systems, and how items are managed and tracked within the store. • Equipment Movement & Key Processes Learned how items move from the store to departments, including processes like Purchase Request, Purchase Order, GRN, security checks, and buffer stock management. • OT Store Introduction Exposure to the OT store supplying surgical equipment. Learned about CTVS items and got an overview of Apollo's inventory software. • Item Tracking Prepared an issue list of CTVS items by searching item codes and organizing them in Excel, improving familiarity with item identification and data handling. • Consignment Challan Management Handled and arranged consignment delivery challans from vendors, understanding how surgical supplies are received and documented. • Stock Verification & Observation Checked OT store inventory for proper arrangement using CAT. NO. and Item codes. • Return Handling Process Learned how unused items are returned from the OT, including the procedures for re-entry into inventory.
----------------------	---

Linking theory (Classroom learning) with practice at your organisation	• Understood real-time processes like GRN, buffer stock, and equipment flow, reinforcing classroom theories in supply chain and operations. • Through practical experience with vendor coordination, consignment challans, and documentation, I was able to connect my learnings about procurement and regulations. • I worked with inventory software, connected with digital inventory management taught in class.
Gaps identified on the working area.	• Language barriers while interacting with staff working over in OT store affecting clarity of feedback. • Lack of interdepartmental coordination between all stores like printing, OT, Main store.
Suggestions for improvement	• Deploy multilingual staff or translation aids to improve communication. • Establish a vendor rating system based on delivery time, quality, and responsiveness.
Plan for the next week	• I want to learn about Stock Reconciliation or Audit. • Try to more Understand about how contracts and quality standards are maintained with vendors. • Learn about Waste & Return Handling.

Signature of the Student:

Approved by the IIHMR University's Mentor:

Reporting Format (Week 2)

Name of the Organisation: Apollo Hospital

Area/ Department/ Project of Summer Internship Program: Supply Chain Management

Name of the Student: Shashank Chauhan

Roll no: IIHMR-U/02/2024-26/0705

Stream: MBA-Pharmaceutical Management

Week no: 2

From: 19th May 2025 to 25th May 2025

Activity Done	• Expiry Tracking and Batch Monitoring: Tracked item expiry in OT Store No. 1. I believe moreover, 2 using batch codes, ensuring proper identification and segregation of expired and near-expiry products. • Product Categorization: Assisted in separating expired, near-expiry, and valid inventory items to maintain quality and compliance with hospital safety standards. • Inventory Movement Analysis: Gained an overview of fast-moving, slow-moving, and non-moving items in OT Store No. 2, enhancing understanding of inventory flow and stock rotation. • Data Management and Analysis: Maintained a detailed Excel sheet of CTVS items by compiling data from manual registers and Apollo's Materials Management system over the past 4 months—sharpening data entry and analysis skills. • Mentor Interaction: Attended a focused session with the organizational mentor to deepen understanding of hospital inventory management principles and practical approaches. • Exposure to OT Store No. 4: Introduced to another OT store, where I reviewed and removed expired products from racks, contributing to stock accuracy and regulatory compliance. • Observation of Reorder Process: Observed the material reorder process, learning how stock levels, reorder thresholds, and lead times are managed within the hospital's supply chain system.
----------------------	--

Linking theory (Classroom learning) with practice at your organisation	• Brought expiry tracking to life – Applied batch and expiry checks in real time, reinforcing classroom lessons on quality control. • Inventory flow in action, which aids in understanding objects that fast moving, slow moving, and non-moving. • Gained hands-on with data – Used Excel and software to manage inventory data, sharpening my analysis skills. • Linked theory to practice – Watching the reorder process helped me connect supply chain concepts to real hospital needs.
Gaps identified on the working area.	• Manual expiry tracking – Relies heavily on physical checks, increasing chances of errors or missed expired items. • Limited digital integration – Manual registers and software aren't fully synced, leading to data inconsistencies. • Underused inventory data – No analysis of usage trends or stock movement to guide better planning.
Suggestions for improvement	• Make expiry tracking and sync all inventory records for better stock plan using real data. • Set up an easy way for OT and Main store teams to share feedback on stock issues, helping the supply chain respond faster and improve service.
Plan for the next week	• Participate in physical stock verification or expiry audits in different hospital stores to understand challenges in maintaining accurate records. • Observe Demand Forecasting by learning principles of supply chain like ABC and FSN analysis.

Signature of the Student

Approved by the IIHMR University's Mentor:

Reporting Format (Week 3)

Name of the Organisation: Apollo Hospital

Area/ Department/ Project of Summer Internship Program: Supply Chain Management

Name of the Student: Shashank Chauhan

Roll no: IIHMR-U/02/2024-26/0705

Stream: MBA-Pharmaceutical Management

Week no: 3

From: 26th May 2025 to 1st June 2025

Activity Done	• Carried out a thorough check of expired and soon-to-expire products in the main store and created a detailed report on items that are nearly expired. • Used Med Mantra software to handle Goods Receipt Notes (GRN) and make sure inventory entries were correct. • Took part in a two-day Internal Stock Audit of the main store, working together to check inventory against lot numbers, expiry dates, and actual stock. • Learned about the FIFO (First-In, First-Out) inventory management system and its important role in reducing waste. • Helped put FIFO practices into action from June onward and learned organized product stacking methods to support this system. • Attended a class led by the HOD and departmental manager on FIFO, stacking methods, and inventory classification models like ABC and FSN matrices. • Prepared Bills of Quantities (BOQ) and worked with vendors by sending requests for quotes.
Linking theory (Classroom learning) with practice at your organisation	• Worked well in pairs to finish the stock audit successfully, showing strong teamwork and coordination skills. • Used inventory analysis methods like FSN and ABC to sort and prioritize inventory management. • By using Microsoft Excel , create Bills of Quantities (BOQ) and effectively handled vendor quotation processes. • Connected classroom learning of FIFO (First-In, First-Out) with practical use in the Apollo inventory system, improving understanding through real-life application.

Gaps identified on the working area.	• Expired items were mixed in with the non-expired items. • Found mistakes in how inventory was placed, as some products were not on the shelves listed in the inventory. • Noted that products were not organized by batch number, making it hard to tell nearly expired items from those with longer shelf lives. • Found differences between the actual stock and inventory records, with some products either too much or too little in stock. • Saw several batches of the same product stored together, showing that FIFO inventory rules were not followed. • Noticed that multiple packs of products were opened at the same time for restocking, instead of finishing one pack before starting another, which affected FIFO practices.
Suggestions for improvement	• A special rack should be set aside for expired and ETO (Ethylene Oxide sterilized) products to prevent mistakes and make sure they are separated correctly. • Products should be organized using a consistent stacking method to keep things tidy, improve visibility, and ensure safety. • The FIFO (First-In, First-Out) method must be strictly followed for both supplying and arranging inventory to reduce waste and ensure timely use. • All products should be kept in the specific racks listed in the inventory management system to allow for quick and accurate access. • Only one pack should be opened at a time; additional packs should only be opened after the previous pack is completely used to maintain product quality and proper inventory flow.
Plan for the next week	• Take part in the stock check of the Print Store as a part of the ongoing inventory management process. • Finish the given task on expired and soon-to-expire products, making sure to do a detailed analysis and write everything down. • Go to a class about the steps for receiving and giving out products, focusing on best methods and following the rules. • Create and hand in a detailed report on expired products.

Signature of the Student:

Approved by the IIHMR University's Mentor:

Reporting Format (Week 4)

Name of the Organisation: Apollo Hospital

Area/ Department/ Project of Summer Internship Program: Supply Chain Management

Name of the Student: Shashank Chauhan

Roll no: IIHMR-U/02/2024-26/0705

Stream: MBA-Pharmaceutical Management

Week no: 4

From: 2nd JUNE 2025 to 8th JUNE 2025.

Activity Done	• Prepared BOQs for purchase orders and circulated them to multiple vendors for quotations. • Participated in the Internal Stock Audit of the main store, collaboratively verifying inventory against lot numbers, expiry dates, and physical stock. • With the help of senior employees conducted the audit into the stationery store and printing store which comes under the main store. • Being part of a session on receiving of items and supply of items for the supply chain department, facilitated by the department manager. • Reviewed and computerized CTOT (Central Theatre Operation Time) data for the last 2 months for OT2 and OT4. • Done separation of Expired items in OT 2 store of hospital.
Linking theory (Classroom learning) with practice at your organisation	• Collaborated effectively in pairs to successfully complete the stock audit, in both main store and stationary store demonstrating strong teamwork and coordination skills. • Utilized Microsoft Excel to prepare CTOT entries of OT2 and OT4 • Correlated the indent process with what I learned in class, learned how the material should be handled during receiving and supply of the items.

Gaps identified on the working area.	• Discovered mismatches between physical stock and inventory records, with certain products both in stationary store and main store being overstocked or understocked. • Language barrier causes difficulty in understanding • Improper arrangement of products by batch number, which created challenges in distinguishing nearly expired items from those with longer shelf life.
Suggestions for improvement	• The forms in the stationary store should be kept in the form of bundles so it gets easy to count them during audit checkup. No need to count 1000 of paper every time during audit that will make the audit process easier • Instead of piling all the data to be filled in system in one go data should be filled every month so in case of emergency need of data the process can become easier • Rack no. should be provided in stationary store as well so that it is easier to find products
Plan for the next week	• To Complete the assigned project which is on expired and nearly expired items through practical findings. • Contact vendors for the return of nearly expired products and expired products of 18 lakh and 7 lakhs respectively • Attend a class on Material management by batch no., GRN, SRV, Recking, etc is important.

Signature of the Student

Approved by the IIHMR University's Mentor:

Reporting Format (Week 5)

Name of the Organisation: Apollo Hospital

Area/ Department/ Project of Summer Internship Program: Supply Chain Management

Name of the Student: Shashank Chauhan

Roll no: IIHMR-U/02/2024-26/0705

Stream: MBA-Pharmaceutical Management

Week no: 5

From: 09th JUNE 2025 to 15th JUNE 2025

<u>Activity Done</u>	• Modified the lab biochemistry register's opening and closing stock to digitally record data from the past 4 months. • Had a complete CTOT register for both May and June and identified the usual products used, such as Prolene sutures and blower/mister make Medtronic, by mid-May. • Constructed a bin card to track inventory. • Have the print removed and started filling it for products with differences." • Identified the number of items that were printed in the Medmantra issue daybook and documented them in BIN CARD and recorded their entries. • Attend a session organized by Johnson and Johnson of the Ethicon segment which was of sutures and wound closure.
<u>Linking theory (Classroom learning) with practice at your organisation</u>	• Utilized the idea of supply chain management and managing pharmaceutical inventory, especially highlighting how crucial stock data is to prevent both overstocking and understocking. • Using bin card systems is a great way to keep track of stock levels in real-time, and it serves as a solid example of FIFO/LIFO methods. • Software for hospitals, such as MEd Mantra, improves the grasp of how digital tools can simplify inventory, procurement, and documentation tasks.

<u>Gaps identified on the working area.</u>	• The CTOT entries were overdue for months when they could have been done daily. • There wasn't proper material available for printing the bin card. • Because of an error from last year, there was a discrepancy between the system quantity and the actual physical quantity of the OT store products
<u>Suggestions for improvement</u>	• The CTOT entries that were made monthly or quarterly could have been done daily for a smoother process. • This can address the problem with OT store system entries, providing clearer visibility on the actual product quantity, which aids in both transferring the product from the main store and issuing it to patients. • Every department should have the necessary basic stationery supplies on hand to avoid the need for urgent requests when they are running low
<u>Plan for the next week</u>	• Finish setting up the bin card for products that have variations • Get in touch with vendors to clear out nearly expired products to cut down on inventory holding costs • Begin doing CTOT entries every day

Signature of the Student:

Approved by the IIHMR University's Mentor:

Reporting Format (Week 6)

Name of the Organisation: Apollo Hospital

Area/ Department/ Project of Summer Internship Program: Supply Chain Management

Name of the Student: Shashank Chauhan

Roll no: IIHMR-U/02/2024-26/0705

Stream: MBA-Pharmaceutical Management

Week no: 6

From: 16th JUNE 202 to 22nd JUNE 2025

<u>Activity Done</u>	• I attempted to identify the cause of the variation in system and physical quantities. • Done Weekly CTOT system entry for the OT2 and OT4 stores was initiated. • I gained knowledge about how purchase requests are processed and how the items are acquired and maintained in the main store's inventory.
<u>Linking theory (Classroom learning) with practice at your organisation</u>	• To determine the reason behind the discrepancy between the physical quantity and the system quantity, concepts such as variance analysis were used. • Learnt the value of documentation and records since it was essential to maintain track of all issues and item receipts. • Several theories, including ABC and FSN analysis, were applied to ensure that all necessary supplies were always available.
<u>Gaps identified on the working area.</u>	• Some products can be used for 2 to 3 patients in surgery. Non-sterile products were charged the full amount to the patient. • There has been a consistent gap in the OT store. This gap shows a difference between the physical quantity and what the system reports • Some items were returned because the doctor did not use them during the operation. These products are sometimes not entered into the system, which results in a lower stock count in the system while there is more stock available.

<u>Suggestions for improvement</u>	• Should correct the default gap that exists in the system. • Should create one sheet for both the personnel who issued the items and the personnel who received them to sign which will clarify the reason for any variance. • The items that were returned should be entered into the system daily to reduce variance and confusion
<u>Plan for the next week</u>	• Continue implementing bin cards to reduce variance. • Check how many products from the nearly expired list are now expired, separate them, and make a new list. • Start using ABC and VED analysis to manage stocks better, reduce expirations, and involve store staff to gather their input about this.

Signature of the Student:

Approved by the IIHMR University's Mentor:

Reporting Format (Week 7)

Name of the Organisation: Apollo Hospital

Area/ Department/ Project of Summer Internship Program: Supply Chain Management

Name of the Student: Shashank Chauhan

Roll no: IIHMR-U/02/2024-26/0705

Stream: MBA-Pharmaceutical Management

Week no: 7

From: 23rd JUNE 2025 to 29th June 2025

<u>Activity Done</u>	• Identifying how expiry dates are currently recorded in which method manually or digitally and begin expiry register for daily updates. • Daily done issue entry of BIN cards of some items to check variance reason. • Focus on fast moving but expiring items (category A and F) for quick clearance. • Take part in internal audit of June month of stock checking and removal of expiry.
<u>Linking theory (Classroom learning) with practice at your organisation</u>	• Learnings of Good Store Practices (GSP) and Drug expiry compliance which helps ensure safe, regulatory aligned handling of expiring items. • Identify the importance of demand forecasting for stock management and workflow coordination. • More understanding about analysing tools and Inventory Turnover Ratio which is used to prioritize stock and reduce expiry.
<u>Gaps identified on the working area.</u>	• There is no register maintained for nearly expiry items details. • Store staff is less trained about concepts like FIFO, FSN, VED, etc. • There is no defined measurement system to track how expiry is being reduced like - % of near expiry stock cleared weekly.
<u>Suggestions for improvement</u>	• There should be digital expiry register (excel sheet) accessible by all store staff. • By coordinating with manager and hod of department try to conduct a short training properly as taking out one topic weekly to reinforce expiry management best practices.

<u>Plan for the next week</u>	• Try to aware main store staff about FIFO visuals – batch sorting, stickers. • To prevent expiration, make a proactive plan to share department-by-department near-expiry items. • Try to make a excel visual report like chart of expiry category and liquidated stock.
--------------------------------------	---

Signature of the Student:

Approved by the IIHMR University's Mentor:

Reporting Format (Week 8)

Name of the Organisation: Apollo Hospital

Area/ Department/ Project of Summer Internship Program: Supply Chain Management

Name of the Student: Shashank Chauhan

Roll no: IIHMR-U/02/2024-26/0705

Stream: MBA-Pharmaceutical Management

Week no: 8

From: 30th June 2025 to 06th July 2025.

<u>Activity Done</u>	• Done cross check audit of High value items (A Category items) of their shortage and excess to cross check the quantity of June Audit. • Started sharing of near-expiry items report with departments which will helps in clearance of near expiry items. • Create simple FIFO visuals such as batchwise sorting and colour stickers to create expiry awareness between Store Staff. • Done filing of Quotation comparison from different vendors date wise.
<u>Linking theory (Classroom learning) with practice at your organisation</u>	• Applying FSN and ABC analysis helped me to identify which items to prioritize when dealing with expiry. • Simple actions like visuals and early communication bring a difference in how expiry is managed. • Learned About the procurement and vendor comparison techniques which helped understand market competitiveness.
<u>Gaps identified on the working area.</u>	• While reports are being shared, some departments are still slow in responding or acting on near-expiry stock alerts. • Not all store staff fully understanding the FIFO system maybe need more explanation. • Communication gap is the main factor while connecting with vendors about Quotation
<u>Suggestions for improvement</u>	• To make follow-up simpler and quicker, thinking about designating a point person in each department to handle expiry communication. • Try to Present a small summary each week about % of expired stock vs cleared stock.

<u>Plan for the next week</u>	• Track and record the response status of departments on near-expiry reports maybe use a checklist to follow who acted. • Try to Start building a basic monthly expiry clearance report (e.g. % cleared vs reported) to track progress over time
--------------------------------------	--

Signature of the Student:

Approved by the IIHMR University's Mentor:

Reporting Format (Week 9)

Name of the Organisation: Apollo Hospital

Area/ Department/ Project of Summer Internship Program: Supply Chain Management

Name of the Student: Shashank Chauhan

Roll no: IIHMR-U/02/2024-26/0705

Stream: MBA-Pharmaceutical Management

Week no: 9

From: 07th July 2025 to 13th July 2025

<u>Activity Done</u>	• This week I rolled out a simple checklist for departments to acknowledge near-expiry alerts. • I started making nearly expiring items clearance report to check the clearance of nearly expiring items. • I gathered store-staff input on our FIFO visuals, noting ideas for bigger stickers and clearer placement of stock. • I started updating vendors about near expiry items through which return will be possible of those items to vendors which reduces loss of inventory cost.
<u>Linking theory (Classroom learning) with practice at your organisation</u>	• I used the PDCA cycle (Plan-Do-Check-Act) to design the checklist, track responses, review gaps, and act on follow-ups. • Link Cost-benefit analysis on our proposed sticker design, utilizing quantitative methods from managerial accounting.
<u>Gaps identified on the working area.</u>	• A few departments still are not completely clear about their role in the expiry -alert process. • The current inventory software does not have auto-trigger expiry alerts, so we are reliant on manual reminders. • Some store staff say our current color-coded stickers are too small to spot immediately
<u>Suggestions for improvement</u>	• Host a short 5-minute orientation call with each group of point persons to align roles and deadlines. • Sending a simple shared online sheet to automate expiry-status updates and reduce manual work. • Pilot larger uniquely shaped stickers perhaps with bold icons to make FIFO bins instantly recognizable.

<u>Plan for the next week</u>	• Finalize and the monthly expiry-clearance report adding trend charts. • By coordinating with vendors try to send back those nearly expiring items. • I plan to distribute a short survey to department people to collect feedback on the expiry-alert process what worked, what could improve
--------------------------------------	---

Signature of the Student:

Approved by the IIHMR University's Mentor:

Reporting Format (Week 10)

Name of the Organisation: Apollo Hospital

Area/ Department/ Project of Summer Internship Program: Supply Chain Management

Name of the Student: Shashank Chauhan

Roll no: IIHMR-U/02/2024-26/0705

Stream: MBA-Pharmaceutical Management

Week no: 10

From: 14th July 2025 to 19th July 2025

<u>Activity Done</u>	• I have completed my project report by taking all insights from my last week's activities which was on inventory optimization of near expiry SKU's. • I worked with vendors to successfully return several almost-expiring items which lowering the possibility of losses. • I took out comments on the expiry-alert procedure from department members and store employees. • Tracked the items and compared the clearance rate of items which are near-expiry items from the Week 1 to last Week 10 to evaluate the process improvements over time.
<u>Linking theory (Classroom learning) with practice at your organisation</u>	• Analyzing near-expiry trends, stock movement trends, or helping in weekly/monthly planning • I learned how important is to work on early identification and clearance of near expiry items, thus reducing financial wastage and improving cost efficiency.
<u>Gaps identified on the working area.</u>	• Vendors return process is not systematized because there is a difference in present rate and earlier rate of items. • Sometimes, even after identifying near-expiry items, the actual movement or clearance is delayed due to internal approval. • When there is an emergency of items at that time, confusion at the point of picking leads to ignorance to near expiry items.

<u>Suggestions for improvement</u>	• Introduction of monthly cross-functional review meeting to track expiry related KPIs and share the best practices across departments. • Initiate vendor scorecards that track flexibility in returns, encouraging long-term partnerships with cooperative vendors. • Create a separate “priority pick” shelf for near expiry items in high-rotation categories which becomes the default area during urgent issues.
<u>Plan for the next week</u>	• Compilation of all week’s reports, Project work and completion of Poster for approval and presentation.

Signature of the Student:

Approved by the IIHMR University’s Mentor:

Compiled Reporting Format

Name of the Organisation: Apollo Hospital

Area/ Department/ Project of Summer Internship Program: Supply Chain Management

Name of the Student: Shashank Chauhan

Roll no: IIHMR-U/02/2024-26/0705

Stream: MBA-Pharmaceutical Management

Activity Done	• Underwent orientation and task briefing with the Supply Chain Head. • Visited the main, OT, and stationary stores; observed inventory systems and stock flow. • Tracked expiry dates, categorized inventory, and maintained CTOT and BIN records. • Participated in multiple internal audits (Main Store, OT2/OT4, Stationery). • Implemented FIFO visuals and batch-wise stickers for expiry awareness. • Conducted vendor quotation comparisons and managed BOQs. • Maintained Excel-based expiry tracking sheets and created clearance reports. • Initiated daily BIN card updates and expiry alert checklists for departments. • Interacted with vendors to return near-expiry stock. • Collected department feedback, applied PDCA cycles, and evaluated clearance performance. • Completed final project on Inventory Optimization: Reducing SKU Expiry using Inventory Management Tools.
Linking theory (Classroom learning) with practice at your organization	• Inventory Models: Applied ABC, FSN, and VED analysis for stock classification. • FIFO/LIFO & Expiry Management: Practiced FIFO physically; linked it with Good Store Practices and regulatory compliance. • Stock Audit & Reconciliation: Used variance analysis to bridge gaps between system and physical stock. • Procurement & Vendor Management: Created BOQs, handled quotation evaluations, and coordinated with vendors. • Demand Forecasting & Stock Movement: Observed real-time reorder thresholds, CTOT trends, and stock usage behaviour. • Digital Tools: Used Med Mantra and Excel for GRNs, BIN cards, expiry tracking, and reporting.

Gaps identified on the working area.	• Inventory Handling: ○ Expired and near-expiry items were mixed due to lack of clear segregation. ○ Inventory entries sometimes mismatched physical quantities. ○ Manual expiry tracking and lack of automated alerts led to inefficiencies. • Process/Staff Issues: ○ Limited training on inventory concepts like FIFO, FSN among staff. ○ Departmental delays in acting on expiry alerts. ○ Language barriers and poor coordination among store units. • Vendor & Software Concerns: ○ Vendor return process lacked systematization due to rate differences. ○ Communication gaps with vendors during quotation and return processes. ○ No automatic triggers in the software for near-expiry alerts.
Suggestions for improvement	• Digital & Visual Tools: ○ Implement a digital expiry register accessible by all store units. ○ Use larger, more visible FIFO stickers and batch sorting visuals. ○ Auto-generate expiry alerts and track clearance KPIs weekly. • Process Improvements: ○ Create a “priority pick” shelf for near-expiry items to reduce wastage. ○ Initiate cross-functional review meetings to track expiry trends and responses. ○ Maintain daily CTOT entries and real-time BIN card updates. • Training & Coordination: ○ Conduct brief weekly topic-based training for store staff on inventory practices. ○ Assign expiry-alert point persons in each department to streamline action. ○ Standardize vendor scorecards to encourage better return terms.
Key Learnings	Understood how real-world supply chain operations differ from theoretical models. Developed skills in stock auditing, expiry tracking, and inventory optimization. Realized the value of digital integration and proper documentation. Learned how minor interventions (e.g., visual FIFO aids, checklist-based alerts) can lead to measurable impact. Gained confidence in coordinating across departments and vendors to minimize expiry-related losses.

	Learned to apply tools like PDCA, cost-benefit analysis, and variance tracking in practical scenarios.

Signature of the Student:

Approved by the IIHMR University’s Mentor: