

SUMMER INTERNSHIP PROGRAM

At



Apollo Hospitals

From **12 May 2025** to **21 July 2025**

A REPORT BY

Muskan Lariya

Master of Business Administration

Pharmaceutical Management

IIHMR-U/02/2024-26/0670

2024-26

under the Mentorship of

Dr. Akshay Kumar Mishra



21st July 2025

INTERNSHIP CERTIFICATE

This is to certify that **Ms. Muskan Lariya** has successfully completed her **Internship and Project** in the **Department of Material Management** from **12th May 2025** to **21st July 2025** in **Apollo Hospitals, Bannerghatta, Bangalore**. She was diligently involved in the tasks assigned to her.

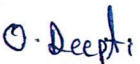
During her internship she successfully completed the following project:

Study on Physical Stock Variances and Its Impact on Delivery of Quality Patient Care Solution

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

We wish her all the best for her future endeavours.

For Apollo Hospitals Bangalore,


Ms. Deepti Oleti
Assistant Manager – Human Resources



IIHMR University, Jaipur Faculty Mentor Approval

This is to certify that Ms. Muskan Lariya of academic year 2024-26 of School of Pharmaceutical Management has prepared a poster with respect to her summer internship held during May-July 2025.

She has carried out work as per the guidelines. Her poster is approved for presentation.

Date: 29/07/25


(Signature of Faculty Mentor)

Name: Dr. Akshay Kumar Mishra

Designation: Associate Professor

Faculty Mentor- Dr.Akshay Kumar Mishra

Presented by- Muskan Lariya (0670) MBA - PM

Organisation Mentor- Mr. Senthil Kumar Gounder

Brief History and Description:

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.

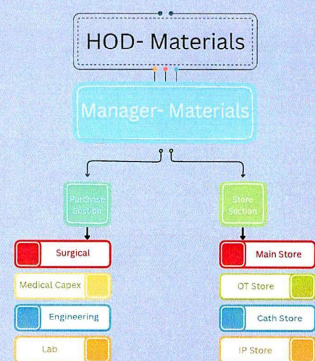
Vision:

"To touch a billion lives."

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."

Supply Chain Department Structure:



Theoretical Learning and Practical exposure

Theoretical Learning (IIHMR)

- Conflict resolution and negotiation skills
- Studied inventory technique such as ABC (Always, Better, Control) and FSN (Fast, Slow and Non Moving)
- FSN classification taught us to categorize inventory into Fast, Slow, and Non-moving items based on usage frequency for better stock control.

Practical Exposure (Apollo Hospitals)

- Used in contract negotiation between Green Park and Apollo Hospital.
- Applied in identifying High value and low value
- In the hospital, it helped identify slow and non-moving items for clearance to vendor return, optimizing space and reducing holding costs.

Internship Title:

Study on Physical Stock Variances and Its Impact on Delivery of Quality Patient Care Solutions
Internship Site: Apollo Hospitals, Bannerghatta Road, Bangalore
Duration: May – July 2025
Department: Materials Management

Objectives:

- The aim of this project was to reduce the variance between physical quantity and system quantity of the product so that stockouts, overstocks and other discrepancies can be prevented and corrected.
- By analyzing these issues and implementing corrective measures, the project sought to enhance the overall efficiency of the supply chain, ensure accurate billing, and support the delivery of quality patient care.

Methodology:

- Data Collection & Variance Analysis: Collected product wise stock data and compared physical stock with system data to identify and categorize variances.
- Implementation of Bin Cards: Introduced manual bin cards for selected products and trained staff for accurate, real-time stock tracking.
- Corrective and Preventive Measures: Such as continuous use of Bin Card, Double check before supply and night shift control etc were taken

Implementation

- To improve inventory control and reduce variances, BIN CARDS were introduced for selected high-value and frequently used items in the main store.
- These cards were placed at each product's storage location and updated manually every time stock was received or issued.
- This ensured real-time tracking of physical quantity and acted as a cross-verification tool against the system quantity.
- Store staff were trained to maintain bin cards consistently, which helped in identifying errors early, improving accountability, and supporting accurate stock management.

Preventive Strategy

Focus Area

Preventive Strategy

Controlled Issuance

Make issuance possible only after physical confirmation and entry in both system and bin card.

Night Shift Control

Enforce mandatory phone call and record entry for any night-time emergency issue.

Double Verification

Establish SOP for two-person cross-check before dispatch

Physical Tracking Support

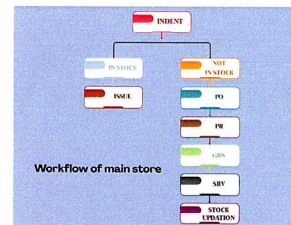
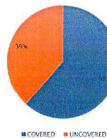
Continue the use of bin cards for visual and record-based verification.

Key Findings:

- Significant variance was identified between the physical and system stock in the main store, mainly due to products being issued in the system but not physically supplied, and Contra.
- Audited 10 products and found a total variance of 77 units in the month of May-15 of which in the month of Jun-15 and Jul-15:
- 51 units (61%) were covered
- 26 units (39%) remained uncovered

Visual Insights:

RECOVERY OF VARIANCE



Workflow of main store

Strength

- Established partnerships that ensure reliable and timely supply.
- Use of modern tools like ERP systems, supply chain management software, and data analytics for better visibility and control.

Weakness

- Dependency on Key Suppliers for OEM (Original equipment manufacturer)
- Limited space. Warehouses have limited physical space, which can restrict storage capacity and product management during peak-demand periods.

SWOT ANALYSIS

Opportunity

- Implement digital inventory and real-time product tracking through an integrated barcode system.
- Ensure full-scale adoption of bin cards and manual and digital for enhanced stock visibility and physical inventory control across all stores.

- Stock variance can result in shortages of essential items or overstocking of products nearing expiry
- Frequent changes in procurement norms, digital health records, or public-private partnerships can increase compliance burdens.

Threat

Challenges Faced:

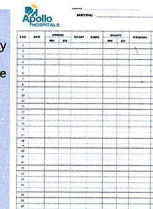
- Vendors were required to move repeatedly between the security checkpoint and the main store to obtain approvals for product entry.
- FIFO principles were not followed; multiple batches and packs were opened at once.
- System and physical stock mismatches in the OT store due to past year errors.
- Non-sterile products used for multiple patients were billed fully to one patient.
- Language communication barriers with some vendors due to language issues.

Major Learnings:

- Even small variances in physical and system stock can lead to major disruptions in patient care.
- Real-Time Implementation of FIFO ensured older stock is consumed first to prevent wastage, especially for short-expiry medical items.
- Procurement and vendor management.
- Supporting receiving and storage of products
- Various inventory techniques or theory such as ABC,FSN, FIFO helped in understanding the inventory

Suggestions for Improvement

- Use bin cards consistently for every product.
- rain store and OT staff regularly on SOPs.
- Create protocol for night shift staff to notify main store in-charge.
- Maintain a physical logbook for after-hours stock issues.
- Introduce double-check by two staff members during issuing.
- Perform weekly or bi-weekly physical stock reconciliation.



About the Hospital

Apollo Hospitals is one of India's leading healthcare providers, renowned for its commitment to delivering high-quality, patient-centric surgical services. It is one of the flagship institutions of the Apollo Hospitals Group. Founded in 1983 by Dr. Prathap C. Reddy, Apollo Hospitals revolutionized the healthcare landscape in India by introducing world-class infrastructure, modern surgical technologies, and evidence-based clinical practices at par with global standards.

With a strong presence across the country and internationally, Apollo operates a network of over 70 hospitals, 400+ clinics, 1,500+ pharmacies, and telemedicine Centers. The group also runs Apollo 24/7, a digital health platform that offers services such as online doctor consultations, diagnostics, pharmacy deliveries, and health records management. This integration of physical and digital healthcare channels demonstrates Apollo's proactive approach toward building a holistic and accessible healthcare ecosystem.

Vision:

Apollo Hospitals' vision is to 'Touch a Billion Lives'. Their aim is to bring healthcare of international standards within the reach of every individual. They are also committed to excellence in education, research, and healthcare.

Apollo Hospitals aims to be the most accessible and agile healthcare group, particularly in South India. The broader vision is to extend their impact to a billion lives.

Mission:

- To make high-quality healthcare accessible to everyone.
- To achieve and maintain excellence in all aspects of their operations, including education, research, and patient care.

Centers of Excellence:

Apollo Bannerghatta is known for its strong presence in the following departments:

- **Cardiology and Cardiac Surgery:** Advanced interventional and surgical cardiac procedures, including minimally invasive and robotic heart surgery.
- **Oncology:** Comprehensive cancer care including chemotherapy, brachytherapy, stereotactic radiosurgery, and HIPEC.
- **Neurology and Neurosurgery:** Brain and spine surgery, stroke management, and epilepsy treatment.
- **Orthopaedics and Joint Replacement:** Robotic and navigated joint replacements, arthroscopic and sports medicine procedures.
- **Gastroenterology, Nephrology, Urology, ENT, Bariatric Surgery, and Organ Transplants.**

Reporting Format (Week 1)

Name of the Organisation: Apollo Hospital

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

Name of the Student: Muskan Lariya

Roll no:0670

Stream: Pharmaceutical Management

Week no: 1 From: 12/05/2025 to 17/05/2025

Activity Done	- Observed and assisted in the systematic functioning of the Main Store - Acquired practical insights into the indent cycle, understanding how departments requisition and procure items from the central store. - Segregated expired and non-expired stock - Performed essential documentation tasks, including the preparation of Goods Receipt Notes (GRNs) and Store Receipt Vouchers (SRVs). - Gained proficiency in identifying critical GRN elements like Purchase Order (PO) numbers and Delivery Inward Notes (DINs). - Completed a comprehensive assignment on inventory analytics techniques, including ABC, FSN, FIFO, LIFO
Linking theory (Classroom learning) with practice at your organisation	Applied concepts of ABC, FIFO, and FSN Observed the indent process Experienced the practical application of integrated supply chain principles, where seamless coordination between user departments and material management ensures demand forecasting accuracy, minimizes stockouts
Gaps were identified in the working area.	Language barriers while interacting with patients and staff, affecting clarity of feedback. Difference between the quantity that were put in system and the physical quantity of the product
Suggestions for improvement	- Deploy multilingual staff or translation aids in to improve communication. - Establish a more robust indent channel between department and main store to ensure efficiency

Plan for the next week.	- Work on separation of expired and nearly expired drug separating them and data entry in excel - To Form BOQ for quotation Contact different Vendors for PO and to ask them for quotation -Learn and understand the whole process from PR to supply to different department
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Signature of the Student

Muskan Lariya

Approved by the IIHMR University's Mentor

Reporting Format (Weekly)

Name of the Organisation: Apollo Hospital

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

Name of the Student: Muskan Lariya

Roll no:0670

Stream: Pharmaceutical Management

Week no: 2 From: 19/05/2025 to 24/05/2025

Activity Done	- Recommended barcode integration via LIS to improve vendor product movement and shorten turnaround time. - Prepared BOQs and coordinated vendor communications to gather competitive purchase quotations. - Conducted contract comparison for Greenpark vs. Apollo Hospital; negotiated cost savings in the 2025 agreement. - Audited OT system data for accuracy and reviewed OT4 items for expiry classification. - Assisted with ABC analysis training for the supply chain team alongside the department manager. - Digitized and analysed four months of CTOT data for OT2 and OT4.
Linking theory (Classroom learning) with practice at your organisation	- Compared 2024 and 2025 contracts between Greenpark Hotel and Apollo Hospital using insights from contract formation studies. - Addressed pricing concerns through effective negotiation for Greenpark Hotel, securing better terms in the 2025 contract. - Contributed to a supply chain training session on ABC analysis by sharing academic and practical inputs to support inventory optimization and cost efficiency
Gaps were identified in the working area.	- Vendors had to go back and forth between the gate and the store to get product approvals, which caused delays. - Language differences made it hard to understand each other clearly. - Items weren't kept in the right places, so staff had trouble finding them quickly.

	- Many products were expired or almost expired because the stock wasn't checked properly.
Suggestions for improvement	- Set up a barcode check-in system so vendors can scan products at the gate and store, saving time and reducing back-and-forth. - Connect this system to MedMantra to track inventory in real time and cut down on manual mistakes. - Create a weekly routine to check and remove expired or soon-to-expire items, helping keep stock fresh and safe for patients
Plan for the next week.	- Carefully checked expiry dates of items in OT2 and the Main Store to sort out expired and nearly expired stock, helping improve inventory control and lower storage costs. - Joined extra training sessions led by the supply chain team to learn more about how hospital inventory works. - Verified CTOT data from the past four months to make sure the records were accurate and useful for analyzing theatre usage

Signature of the Student

Muskan Lariya

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Reporting Format (Weekly)

Name of the Organisation: Apollo Hospital

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

Name of the Student: Muskan Lariya

Roll no:0670

Stream: Pharmaceutical Management

Week no: 3 From: 26/05/2025 to 31/05/2025

Activity Done	- Reviewed and reported on expired inventory in the main store. - Logged Goods Receipt Notes using MedMantra for accurate stock entry. - Participated in a two-day stock audit, verifying items against records. - Gained hands-on experience with FIFO and helped implement it from June. - Learned stacking techniques and inventory models (ABC, VED, FSN). - Prepared BOQs and coordinated vendor quotations.
Linking theory (Classroom learning) with practice at your organisation	- Worked in pairs to complete a stock audit, showing good teamwork. - Used FSN and ABC methods to sort and manage inventory. - Made BOQs in Excel and handled vendor quotation tasks. - Applied FIFO concepts from classes in real inventory work at Apollo.
Gaps were identified in the working area.	- Expired and non-expired items were mixed, affecting inventory clarity. - Products were misplaced, not matching designated rack locations. - Batch-wise arrangement was inconsistent, making expiry tracking harder. - Physical stock didn't match inventory records, showing over/understocking. - FIFO practices were ignored, with multiple batches stored and used improperly.

Suggestions for improvement	- A dedicated rack should be designated for expired and ETO (Ethylene Oxide sterilized) products to avoid confusion and ensure proper segregation. - Products should be arranged using a standardized stacking method to maintain order, enhance visibility, and ensure safety. - The FIFO (First-In, First-Out) method must be strictly implemented for both the supply and arrangement of inventory to minimize wastage and ensure timely usage. - All products should be stored in the specific racks assigned in the inventory management system to facilitate quick and accurate retrieval. - Only one pack should be opened at a time; subsequent packs should be opened only after the previous pack is fully consumed to maintain product integrity and proper inventory flow.
Plan for the next week.	- Participate in the stock audit of the Print Store as part of the ongoing inventory management process. - Complete the assigned work on expired and nearly expired products, ensuring thorough analysis and documentation. - Attend a class on the procedures for receiving and supplying products, focusing on best practices and compliance. - Prepare and submit a comprehensive report on expired products

Signature of the Student

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Reporting Format (Weekly)

Name of the Organisation: Apollo Hospital

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

Name of the Student: Muskan Lariya

Roll no:0670

Stream: Pharmaceutical Management

Week no: 4 From: 2/06/2025 to 7/06/2025

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. - Converted this data into an excel file - 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. - Worked in OT2 for separation of expired drugs
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 learned in class, learned how the material should be handled during receiving and supply of the items.

Gaps were identified in 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.	- Complete the work on expired and nearly expired products, ensuring thorough analysis and documentation. - 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

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Approved by the IIHMR University's Mentor

Reporting Format (Weekly)

Name of the Organisation: Apollo Hospital

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

Name of the Student: Muskan Lariya

Roll no:0670

Stream: Pharmaceutical Management

Week no: 5 From: 9/06/2025 to 14/06/2025

Activity Done	- Digitalized the opening stock and closing stock of lab biochemistry register of the past 4 months data - Completed the CTOT register of OT2 and OT4 till the month of May and saw which products were usually used like blower/mister make Medtronic, prolene sutures etc - Made bin card for racking of inventory system - Took the print out of it and started filling it for products with variance - Checked how many items got issued in the issue day book in medmantra, also checked it through document and made entries in the BIN CARD - Took a session arranged by Johnson and johnson Ethicon department on wounds and sutures
Linking theory (Classroom learning) with practice at your organisation	- Used concept of supply chain management and pharmaceutical inventory control particularly the importance of stock data for avoiding overstocking and understocking - Implementing bin card systems helps maintain real-time stock levels, and is a practical example of FIFO/LIFO Hospital software like MedMantra enhances understanding of how digital tools streamline inventory, procurement, and documentation processes.
Gaps were identified in the working area.	- The entries of CTOT was due for months which could have been done on daily basis - There were not proper material available for printing of bin card

	- Due to the error from past year there was mismatch in the system quantity and physical quantity of the OT store products
Suggestions for improvement	- The CTOT entries that were done on monthly basis or quarterly basis could have been done on daily basis for more efficient flow - Can solve the issue of OT store system entries so there is more clarity on the actual quantity of the product which can help in both issuing of the product from main store to issuing it to patient. - Appropriate basic stationary material should be there in every department so that there wont be need of indenting it on emergency basis on its need
Plan for the next week.	- Complete the Implementation of bin card for the products with variance - Contact vendors for liquidation of nearly expire products for reducing the inventory holding costs - Start performing CTOT entries on the daily basis.

Signature of the Student

Muskan Lariya

Approved by the IIHMR University's Mentor

Reporting Format (Weekly)

Name of the Organisation: Apollo Hospital

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

Name of the Student: Muskan Lariya

Roll no:0670

Stream: Pharmaceutical Management

Week no: 6 From: 16/06/2025 to 21/06/2025

Activity Done	- Everyday made entries in bin card using issue day book and ledger book in items such as blower/mister Clearview make Medtronic and many sutures like prolene - Tried finding the reason why there is variance in physical and system quantity - Started doing weekly system entry of CTOT of ot2 and ot4 store. - Learned when purchase request is made and how the items purchased and kept into the inventory in main store.
Linking theory (Classroom learning) with practice at your organisation	- Learned the importance of records & documentation as it was necessary to keep recording of every issue and receiving of items. - Various theories such as ABC and VED analysis was used to keep all the essential items available at all times
Gaps were identified in the working area.	- The items that were taken for bin card had variances in physical quantity and system quantity because the products even though were issued in system were not taken up by the department that indented them like in OT store products were issued from main store but housekeeping did not came to pick the product creating a difference in physical quantity and system quantity. - Some products can be used for 2 3 patient in the surgery (non sterile products) were charged the full amount from the patient

	- There was a default gap made in OT store where there was difference in physical quantity and system which is there for half a year now - Some items were returned as was not used by doctor in operation for the patient these products are sometimes not entered in the system because of which it shows less stock in system and physically there is more stock
Suggestions for improvement	- Should correct the default gap that is made in the system. - Should make one sheet where the personnel who issued the items and the personnel who received the items should both sign so that the reason of variance could be clear - The items that were returned should be feed in the system on every day to reduce variance and confusion
Plan for the next week.	- Continue with implementation of bin card for reducing variance. - Check how many products which was in the nearly expired list is now expired and to separate them and make a new list of them - Start implementing ABC and VED analysis to better manage stock and reduces expires and also involve store staff to get their inputs about it.

Signature of the Student

Muskan Lariya

Approved by the IIHMR University's Mentor

Reporting Format (Weekly)

Name of the Organisation: Apollo Hospital

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

Name of the Student: Muskan Lariya

Roll no:0670

Stream: Pharmaceutical Management

Week no: 7 From: 23/06/2025 to 28/06/2025

Activity Done	-Got more items for making BIN CARD. Checked the variance of these product Variance in May and compared it with June variance and checked whether there is any change in the variance. - 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. -Made excel sheet based on these variances and added bin card for other products also
Linking theory (Classroom learning) with practice at your organisation	-Learnings of Good Store Practices (GSP) and Drug expiry compliance which helps ensure safe, regulatory aligned handling of expiring items. - Learnt the value of workflow coordination and demand forecasting of stock management.
Gaps were identified in the working area.	-- 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 weekly data on variance changes

Suggestions for improvement	- There should be proper supply of products and daily records should be maintained to know what products are gone what products are there so that the reason for variance can be clear - By coordinating with manager and hod of department try to conduct a short training properly as taking out one topic weekly to reinforce inventory management techniques
Plan for the next week.	- Check the last month audit variance with this month audit variance - Find the reason for the variance and try to reduce the variance using BIN CARD - To weekly enter CTOT data

Signature of the Student

Muskan Lariya

Approved by the IIHMR University's Mentor

Reporting Format (Weekly)

Name of the Organisation: Apollo Hospital

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

Name of the Student: Muskan Lariya

Roll no:0670

Stream: Pharmaceutical Management

Week no: 8 From: 30/06/2025 to 05/07/2025

Activity Done	- Worked in purchase Department. Made BOQ for quotation and send them to different vendors. - Called the vendors asking them for quotation. Followed up with vendors also - Made comparison of different quotation send by vendors. - Was part of an agreement negotiation between Apollo Hospital and La Marvella hotel. - Did cross check audit of High value items (A Category items) of their shortage and excess to cross check the quantity of June Audit. - Did Sorting & filing of Quotation comparison.
Linking theory (Classroom learning) with practice at your organisation	- Applying FSN and ABC analysis helped me to identify which items to prioritize when dealing with expiry. - Through the study of negotiation and price comparison was able to make quotation comparison - Excel classes including formula pivot table etc was helpful in making reports
Gaps were identified in the working area.	- People working still does not fully understanding the different techniques such as ABC VED FIFO maybe need more explanation. - Faced real problem with vendors while asking for quotation as they did not understand hindi or English and preferred kannada .
Suggestions for improvement	- If 2 box of same product is opened they should try not to mix those two boxes because each of them has different expiry and during audit this thing sometimes get unnoticed while checking the expiry

	- Should try racking in a way that the product that are about to be expired should be kept first
Plan for the next week.	- Make BOQ and ask for quotation from vendors. - Do weekly CTOT of OT 2 and OT4 so that the mostly used products can be known - Follow up with vendors. - Make comparison of quotation

Signature of the Student

Muskan Lariya

Approved by the IIHMR University's Mentor

Reporting Format (Weekly)

Name of the Organisation: Apollo Hospital

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

Name of the Student: Muskan Lariya

Roll no:0670

Stream: Pharmaceutical Management

Week no: 9 From: 7/07/2025 to 12/07/2025

Activity Done	- Worked in purchase department - Made BOQ for quotation and send them to vendors - Followed up with vendors through calls for quotation - Created item code for the product from which the product is then indented - Mapped the item and their price in the system - Made comparative statement of different quotation sent by vendors. - Tried to find the reason behind the variance in the product system and physical quantity and tried to find measures to reduce this variance and to try to create lesser and lesser variance in the upcoming months.
Linking theory (Classroom learning) with practice at your organization	- Hospital software like MedMantra enhances understanding of how digital tools streamline inventory, procurement, and documentation processes. - Various inventory techniques or theory such as ABC VED FSN helped in understanding the inventory
Gaps identified on the working area.	- There was language barrier while contacting the vendors as most of them preferred using kannada. - Filing of the products was done because of which finding of documents was a bit difficult (which reduced after doing filing by their c/s no.

Suggestions for improvement (According to SMART Criteria)	- From starting only after the usage of document the document should be filed according to their serial no. so that you don't have to separately make time and do this process. - Make a book for issuing of product at night from the main store so that the person incharge of OT store when issues the product from the main store in absence of the staff of main store. The indent can be done by the main store staff in the morning reduces the chances of variance.
Plan for the next week	- Follow up with vendors for quotation - Make BOQ and send them to vendors - Find vendors for tent valet parking in apollo hospital and contact them regarding this work.

Signature of the Student

Muskan lariya

Approved by the IIHMR University's Mentor

Reporting Format (Weekly)

Name of the Organisation: Apollo Hospital

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

Name of the Student: Muskan Lariya

Roll no:0670

Stream: Pharmaceutical Management

Week no: 10 From: 14/07/2025 to 21/07/2025

Activity Done	- Completed the work on Study on Physical Stock Variances and Its Impact on Delivery of Quality Patient Care Solutions and submitted the report to the mentor - Worked in purchase department made BOQ and send them to multiple vendors asking for quotation - Followed up with the vendors regarding the quotation for timely submission of quotation - Made comparative statement from all the quotation from which one quotation is selected and purchase is made - Observed the indenting process and also how products are received from the vendors (both supply and receive process) - Made entries from CTOT register of OT2 and OT4
Linking theory (Classroom learning) with practice at your organization	- Theories such as lean management explains how we can reduce the waste and confusion in supply which was occurring due to the variance btw physical and system quantity - Implementing bin card systems helps maintain real-time stock levels, and is a practical example of FIFO/LIFO - Hospital software like MedMantra enhances understanding of how digital tools streamline

	inventory, procurement, and documentation processes.
Gaps identified on the working area.	- When in emergency condition OT store staff has to take the product from main store they do not immediately inform to the main store in charge which results in creating variance in system and physical quantity - The Ot staff instead of informing to the main store incharge they inform it to department manager which causes inconvenience
Suggestions for improvement (According to SMART Criteria)	- Continue using BIN CARD for every product by which we can know the supply and receiving of product and hence reducing variance - Create protocol for double check of product quantity before supply so that variance due to negligence can be avoided - Train the staff on weekly basis on how they can improve their inventory process
Plan for the next week	- Internship got completed

Signature of the Student

Muskan lariya

Approved by the IIHMR University's Mentor

Compiled Weekly Report

Name of the Organisation: Apollo Hospital

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

Name of the Student: Muskan Lariya

Roll no:0670

Stream: Pharmaceutical Management

Activity Done	- Supported end-to-end inventory management, including Goods Receipt Notes (GRNs), Store Receipt Vouchers (SRVs), and purchase requisitions. - Conducted physical audits in the main store, stationery and print stores, identified discrepancies between physical and system stock. - Implemented and maintained BIN card systems for high-variance items to track real-time stock movement. - Managed CTOT (Central Theatre Operation Time) data entry for OT2 and OT4, helping identify high-consumption surgical items. - Prepared Bills of Quantities (BOQs) and performed quotation comparisons to aid procurement decisions. - Actively engaged in vendor follow-ups, item code creation, and documentation structuring using Excel. - Participated in contract analysis and negotiation, identifying pricing gaps and contributing to cost-saving measures. - Created comparative statements to evaluate quotations and support cost-effective procurement decisions. - Conducted expiry and near-expiry stock checks, ensuring compliance with FIFO and regulatory norms
Linking theory (Classroom learning) with practice at your organisation	- Applied ABC and FSN techniques to categorize inventory based on movement and criticality. - Implemented FIFO and LIFO systems to control expiry, ensure proper stock rotation, and reduce wastage

	- Practiced negotiation, cost analysis, and decision-making strategies taught in class for vendor management - Procurement and Vendor Management: Created BOQs, handled quotation evaluations, and coordinated with vendors. - Digital Tools: Used Med Mantra and Excel for GRNs, BIN cards, expiry tracking, and reporting.
Gaps were identified in the working area.	- System vs Physical Variance: Frequent mismatches due to unrecorded emergency issues and delayed return entries. - Expiry Handling: Lack of proper segregation and tracking of expired and near-expiry items, causing audit inefficiencies. - Delayed Documentation: CTOT and return data entries were not updated regularly, leading to reporting inconsistencies. - Staff Training Gaps: Limited understanding of inventory techniques like FIFO, ABC, and FSN among store personnel. - Unorganized Filing: Quotation and audit documents were not systematically filed, delaying access and tracking. - Language Barriers: Difficulty in vendor communication due to regional language preferences
Suggestions for improvement	- Ensure BIN cards are maintained for every product across all departments to enable accurate tracking of stock movement and reduce variances. - Conduct structured training sessions for both store and OT staff to reinforce standard operating procedures related to inventory handling, documentation, and expiry management - Introduce a clear protocol requiring night shift personnel to inform the main store in-charge of any stock issues or emergency withdrawals at the earliest opportunity. - Set up a dedicated register to record all stock issued during night shifts, ensuring accountability and traceability. - Implement a dual-verification process during product issuing, where two staff members cross-check the quantity and product details to minimize errors.

	- Perform weekly or bi-weekly physical stock audits to detect discrepancies early and maintain alignment with system records.
Key Learnings	- Strengthened skills in variance analysis, identifying root causes of system vs physical stock discrepancies and implementing corrective actions. - Gained exposure to vendor communication, quotation evaluation, and contract negotiation, applying principles of cost-effectiveness and accountability. - Understood the critical role of accurate documentation and audit readiness in ensuring regulatory compliance and operational efficiency. - Realized the impact of efficient inventory management on timely patient care delivery, particularly in OT and emergency settings. - Various inventory techniques or theory such as ABC,FSN, FIFO helped in understanding the inventory - Real-Time Implementation of FIFO ensured older stock is consumed first to prevent wastage, especially for short-expiry medical items.

Signature of student:

Approved by IIHMR University's Mentor