

SUMMER INTERNSHIP PROGRAM

at

QUALITY COUNCIL OF INDIA (Gunvatta gurukul)

From 9th May 2025 to 7th July 2025

A REPORT BY

ISHANK YADAV

Master of Business Administration

Pharmaceutical management

**Roll No.- 0651
2024-26**

under the Mentorship of

Dr. Akshay Kumar Mishra

(Associate professor IIHMR University)





Certificate of Achievement

This is to certify that

Mr./Ms..... **Ishank Yadav**

S/o / D/o..... **Narpal Prasad Yadav**

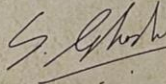
has been awarded the **Certificate of Achievement** for
successfully completing his/her 8-week training program from

GUNVATTA GURUKUL

(An Initiative of Quality Council of India)

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

at New Delhi.



Head, Gurvatta Gurukul

IIHMR University Faculty Mentor Approval

This is to certify that **Mr. Ishank Yadav** 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 'Akshay'.

Dr. Akshay Kumar Mishra

Associate Professor

IIHMR University Faculty Mentor Approval

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Dr. Akshay Kumar Mishra

Associate Professor

Quality Council Of India

Quality Council of India (QCI) was established as a National body for Accreditation on recommendations of Expert Mission of EU after consultations in Inter-ministerial Task Force, Committee of Secretaries and Group of Ministers through a Cabinet decision in 1996. Accordingly, QCI was set up through a PPP model as an independent autonomous organization with the support of Government of India and the Indian Industry represented by the three premier industry associations, (i) Associated Chambers of Commerce and Industry of India (ASSOCHAM), (ii) Confederation of Indian Industry (CII) and (iii) Federation of Indian Chambers of Commerce and Industry (FICCI).

Mission

To lead nationwide quality movement in India by involving all stakeholders for emphasis on adherence to quality standards in all spheres of activities primarily for promoting and protecting interests of the nation and its citizens.

Vision

To ensure that all the citizens are empowered with good quality of life encompassing nutritious foods, good habitat, clean environment, affordable health care, quality education with value system and productive employment leading to the comprehensive qualitative development of the nation.

Organization structure



Theoretical Understanding From IIHMR university

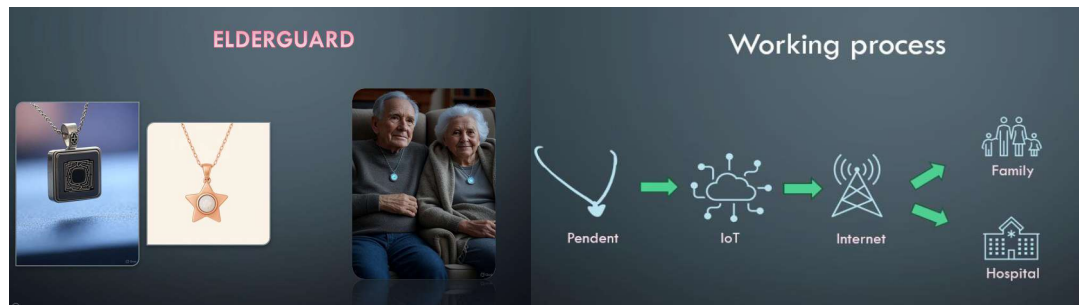
- Gained conceptual knowledge in
 - Root Cause Analysis (RCA)
 - Design Thinking Approach
 - Digital Health Innovations

Practical Exposure at SIP

- Applied RCA technique
 - 5W1H method
 - Fishbone Analysis
- Designed a Motion Sensor Pendant (**ElderGuard**) for Geriatric care, enhancing patient safety and monitoring

Challenges faced

- Faced communication difficulties with hospital personnel while collecting data during field visit
- Initially struggled with effective collaboration with working on a group project
- Found it challenging to access credible and comprehensive secondary data for the Government projects
- Faced difficulties in interpreting data for predictive analysis during project evaluation



SWOT Analysis



Major learnings

- Field visit to **NABH** and **NABL** accredited Yashoda Hospital- observed Quality standards and hospital operation
- Exposure to **SBM Waste to Energy management plat**-understood sustainable waste management practices
- Participated in **Sarpanch samvaad** – gained insights into grassroot governance

Suggestions

- Organise field visit to all QCI boards to enhance student's overall exposure
- Kindly invite Entrepreneurs for leadership connect sessions



Reporting Format (Weekly)

Name of the Organization: Quality council of India

Area/ Department/ Project of Summer Internship Program: Gunvatta Gurukul

Name of the Student: Ishank yadav

Roll no: 0651

Stream: Pharmaceutical MBA

Week no: 01

From: 12/05/2025 to 17/05/2025

Activity Done	• Attended session on module Communication • Attended session on module Governance
Linking theory (Classroom learning) with practice at your organisation	• Prepared and presented poster on the Fundamental duties of Citizens of India, applying theoretical knowledge of civic governance and communication skills acquired during classroom sessions
Gaps identified on the working area.	• N/A
Suggestions for improvement	• N/A
Plan for the next week	• Scheduled a Leadership connect session with Mr. Ankit Tulsayan, Director of EY

Signature of the Student

Reporting Format

(Weekly)

Name of the Organization: Quality council of India

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Name of the Student: Ishank yadav

Roll no: 0651

Stream: Pharmaceutical MBA

Week no: 02

From: 19/05/2025 to 24/05/2025

Activity Done	• Attended session on module Design thinking • Attended session on module Project management plan
Linking theory (Classroom learning) with practice at your organization	• Applied Design thinking to develop a motion sensor pendant focused on safety. The activity helped bridge classroom concept with practical application in innovation and product design.
Gaps identified on the working area.	• N/A
Suggestions for improvement	• N/A
Plan for the next week	• Scheduled a Field visit to NABH accredited Yashoda hospital

Signature of the Student

Reporting Format

(Weekly)

Name of the Organization: Quality council of India

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Name of the Student: Ishank yadav

Roll no: 0651

Stream: Pharmaceutical MBA

Week no: 03

From: 26/05/2025 to 31/05/2025

Activity Done	• Attended session on module Conflict Management • Attended session on module Goal setting and planning
Linking theory (Classroom learning) with practice at your organization	• Engaged in a role play activity applying the Thomas Kilmann conflict resolution strategy. The session demonstrated different conflict handling styles Competing, Collaborating, Compromising, avoiding and accommodating.
Gaps identified on the working area.	• N/A
Suggestions for improvement	• N/A
Plan for the next week	• Scheduled a Leadership connect session with Mr. Amitav Banerjee

Signature of the Student

Reporting Format

(Weekly)

Name of the Organization: Quality council of India

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Name of the Student: Ishank yadav

Roll no: 0651

Stream: Pharmaceutical MBA

Week no: 04

From: 02/06/2025 to 07/06/2025

Activity Done	• Attended session on module Meeting etiquette • Attended session on module Research orientation
Linking theory (Classroom learning) with practice at your organization	• Conducted secondary research on the Kishori Shakti Yojna, Analyzing its Stakeholders and impact on adolescent girl's health and empowerment
Gaps identified on the working area.	• N/A
Suggestions for improvement	• N/A
Plan for the next week	• Scheduled a Field visit to SBM waste to Energy Plant Okhla

Signature of the Student

Reporting Format

(Weekly)

Name of the Organization: Quality council of India

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Name of the Student: Ishank yadav

Roll no: 0651

Stream: Pharmaceutical MBA

Week no: 05

From: 09/06/2025 to 14/06/2025

Activity Done	• Attended session on module Accreditation and certification • Attended session on module Time management
Linking theory (Classroom learning) with practice at your organization	• Delivered a presentation on Standardization, highlighting its role in ensuring uniformity, improved quality and supporting regulatory compliance.
Gaps identified on the working area.	• N/A
Suggestions for improvement	• N/A
Plan for the next week	• Scheduled a Leadership connect session with Dr Pawan Kapoor

Signature of the Student

Reporting Format

(Weekly)

Name of the Organization: Quality council of India

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Name of the Student: Ishank yadav

Roll no: 0651

Stream: Pharmaceutical MBA

Week no: 06

From: 16/06/2025 to 21/06/2025

Activity Done	• Attended session on module Negotiation • Attended session on module MS Suits
Linking theory (Classroom learning) with practice at your organization	• Solved case study on Sarah Talley, Frey farm and Walmart, analyzing supplier retailer dynamics, negotiation strategies and ethical business practices. This activity connects theoretical knowledge of supply chain management and stakeholder negotiation
Gaps identified on the working area.	• N/A
Suggestions for improvement	• N/A
Plan for the next week	• Schedule a Field visit to Tharoli village, Uttar Pradesh

Signature of the Student

Reporting Format

(Weekly)

Name of the Organization: Quality council of India

Area/ Department/ Project of Summer Internship Program: Gunvatta Gurukul

Name of the Student: Ishank yadav

Roll no: 0651

Stream: Pharmaceutical MBA

Week no: 07

From: 23/06/2025 to 28/06/2025

Activity Done	• Attended session on module Report writing • Attended session on module Art of Consulting
Linking theory (Classroom learning) with practice at your organization	• Delivered a presentation on Ethos, Pathos and Logos to understand the art of consulting and persuasive communication. The session connected classical theoretical strategies with real world consulting scenario
Gaps identified on the working area.	• N/A
Suggestions for improvement	• N/A
Plan for the next week	• Plan to write a concept note on the topic “Need for Female Friendly public toilets in Delhi”

Signature of the Student

Reporting Format

(Weekly)

Name of the Organization: Quality council of India

Area/ Department/ Project of Summer Internship Program: Gunvatta Gurukul

Name of the Student: Ishank yadav

Roll no: 0651

Stream: Pharmaceutical MBA

Week no: 08

From: 30/06/2025 to 05/07/2025

Activity Done	• Attended session on module Route Cause analysis • Attended session on module Quality assurance and Quality control
Linking theory (Classroom learning) with practice at your organization	• Solved case study on General Electric and Motorola to understand the application of Six Sigma in Quality improvement. The activity demonstrated how data driven decision making and process optimization enhances efficiency.
Gaps identified on the working area.	• N/A
Suggestions for improvement	• N/A
Plan for the next week	• Schedule a Leadership connect session with Mr. Jaxay Shah, Chairman of QCI

Signature of the Student

Compiled Reporting Format

Name of the Organisation: Quality Council of India

Area/ Department/ Project of Summer Internship Program:

Name of the Student: Ishank yadav

Roll no: 0651

Stream: Pharmaceutical MBA

Activity Done	• Attended session on module Governance • Attended session on module Punctuality and Discipline • Attended session on module Communication • Attended session on module Report writing • Attended session on module Design Thinking • Attended session on module Project management plan • Attended session on module Conflict management • Attended session on module Meeting etiquette • Attended session on module Quality assurance and Quality control • Attended session on module Root cause analysis • Attended session on module Accreditation and certification • Attended session on module Art of consulting
Linking theory (Classroom learning) with practice at your organisation	• Solved case study on General Electric and Motorola to understand the application of Six Sigma in Quality improvement. The activity demonstrated how data driven decision making and process optimization enhances efficiency. • Delivered a presentation on Ethos, Pathos and Logos to understand the art of consulting and persuasive communication. The session connected classical theoretical strategies with real world consulting scenario • Solved case study on Sarah Talley, Frey farm and Walmart, analyzing supplier retailer dynamics, negotiation strategies and ethical business practices. This activity connects theoretical knowledge of supply

	chain management and stakeholder negotiation • Delivered a presentation on Standardization, highlighting its role in ensuring uniformity, improved quality and supporting regulatory compliance. • Conducted secondary research on the Kishori Shakti Yojna, Analyzing its Stakeholders and impact on adolescent girl's health and empowerment • Engaged in a role play activity applying the Thomas Kilmann conflict resolution strategy. The session demonstrated different conflict handling styles Competing, Collaborating, Compromising, avoiding and accommodating. • Applied Design thinking to develop a motion sensor pendant focused on safety. The activity helped bridge classroom concept with practical application in innovation and product design.
Gaps identified on the working area.	• Program lacks modules on Marketing, Digital marketing • In Ms suits session, power Bi modules are missing • Field visit are limited to NABH and NABL departments
Suggestions for improvement	• Incorporate detailed modules on Marketing and Digital Marketing to strengthen practical knowledge of industry trends and strategies. • Include Power BI training within the MS Office sessions to enhance analytical and reporting skills. • Expand field visits to include a wider range of departments to provide more holistic exposure to operational processes and best practices. •
Key Learnings	• Field visit to NABH and NABL accredited Yashoda Hospital- observed Quality standards and hospital operation. • Exposure to SBM Waste to Energy management plat-understood sustainable waste management practices • Participated in Sarpanch samvaad – gained insights into grassroot governance.

Signature of the Student