

“DIGITALIZATION IN SUPPLY CHAIN MANAGEMENT”

Brief history and description of the organization

Narayana Health is one of India’s most prominent and rapidly growing multi-specialty hospital networks. Founded in 2000 by renowned cardiac surgeon Dr. Devi Prasad Shetty, it is headquartered in Bengaluru, Karnataka. The organization operates over 24 hospitals, 7 heart centres, and 19 primary care facilities across India, along with an international facility in the Cayman Islands. Narayana Health is known for cost-effectively delivering world-class medical services, with a strong focus on cardiac surgery, oncology, nephrology, neurology, orthopaedics, and more. It has become a symbol of affordable excellence, serving millions of patients annually across a wide demographic.

vision

The vision of Narayana Health is “to make quality healthcare accessible and affordable for every individual, regardless of their economic status or geographic location.” This vision reflects the belief of its founder, Dr. Devi Shetty, that healthcare should be a basic human right and not a privilege. The organization is committed to ensuring that no patient is denied treatment due to financial constraints and that high-end, technologically advanced medical services are available even in underprivileged or rural regions.

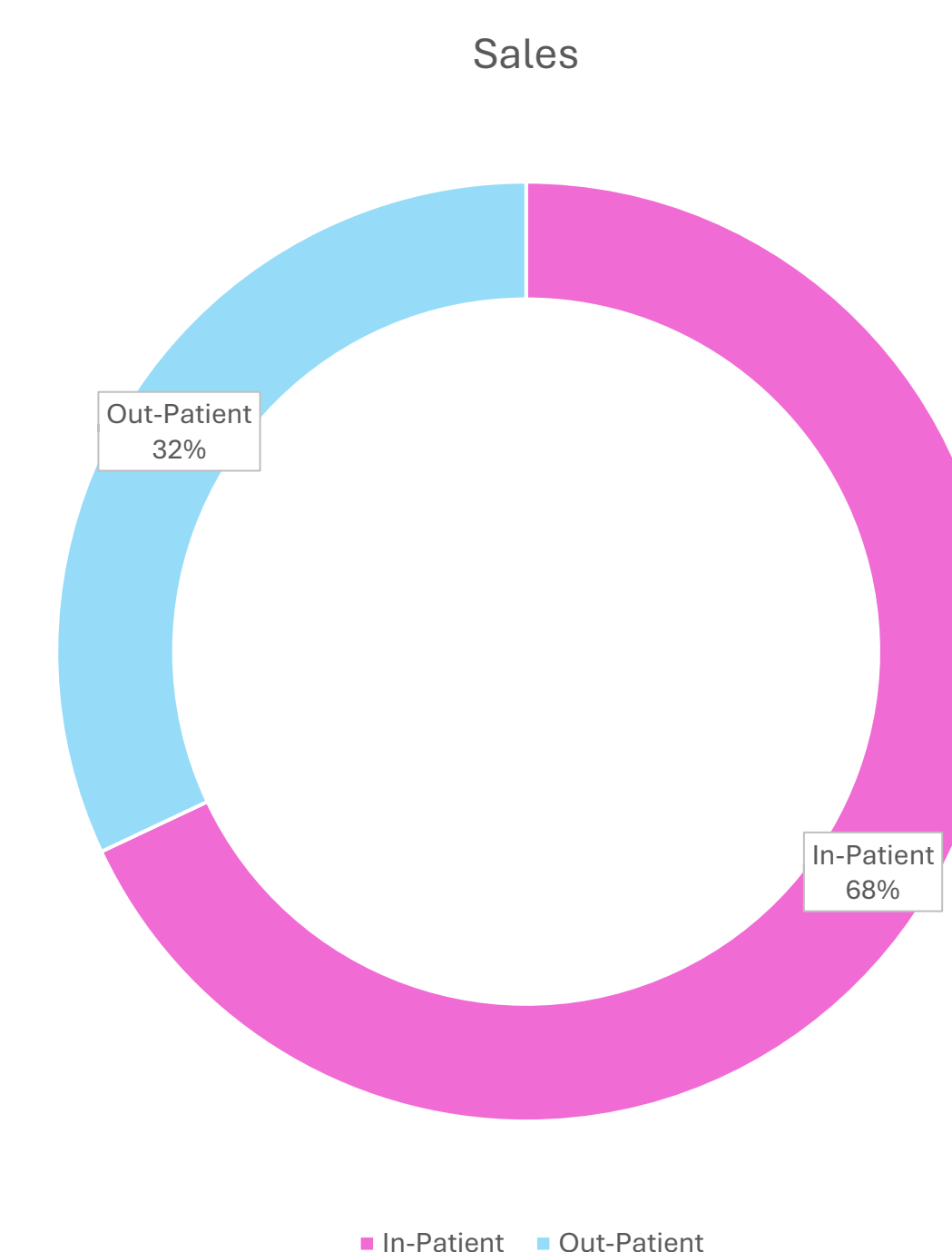
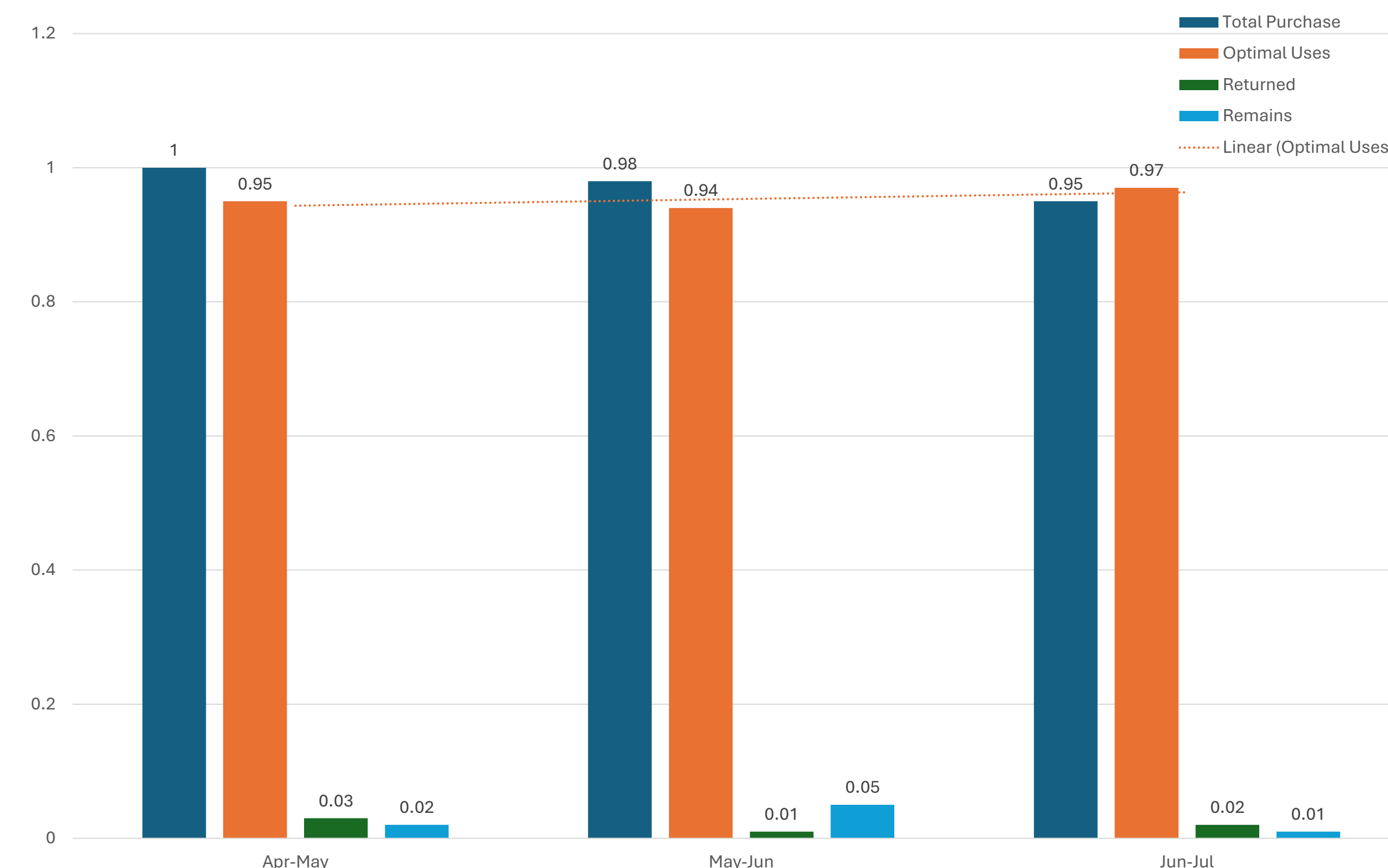
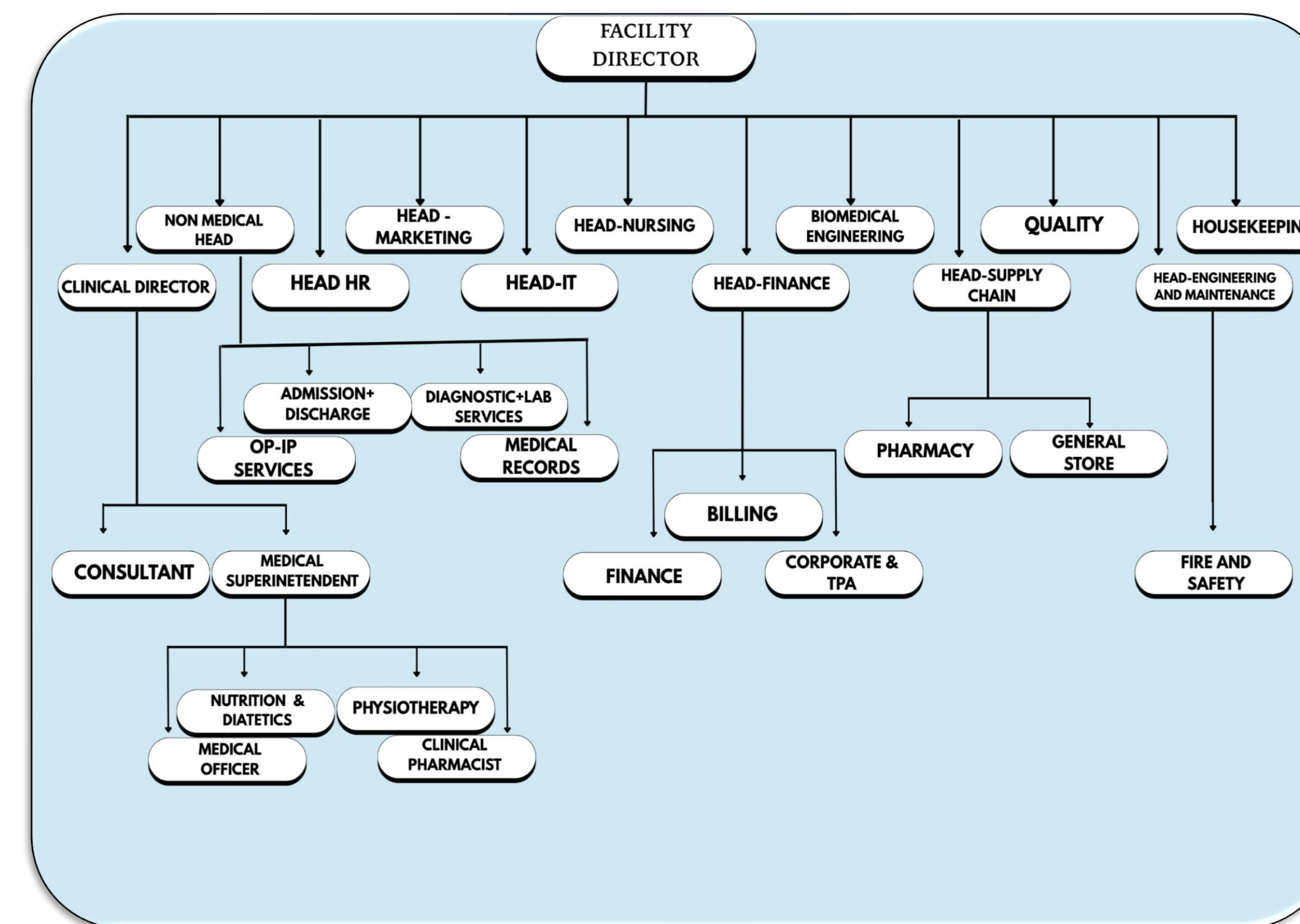
mission

Narayana Health’s mission centers around delivering high-quality and compassionate healthcare to all, while keeping it economically sustainable and scalable. The institution aims to create a model of healthcare delivery that maintains global standards but is cost-efficient and replicable across developing regions. By integrating innovation, ethical practices, and continuous learning, the organization seeks to empower healthcare professionals and elevate service quality. It is also actively involved in public health partnerships and government healthcare schemes like Ayushman Bharat, ensuring broader coverage and social equity in healthcare access.

This project focuses on the digitalization of the existing processes within the Supply Chain Department at Narayana Health by leveraging advanced digital tools. A customized dashboard was developed to streamline data access, enabling quick and concise analysis of large datasets for improved decision-making and operational efficiency.

Supply Chain Management (SCM)

Supply Chain Management (SCM) is the process of managing the flow of goods, services, information, and finances from suppliers to customers. It involves planning, sourcing, production, logistics, and delivery. SCM aims to improve efficiency, reduce costs, and ensure timely product availability to meet customer demands.



Challenges

Large Volume of Data: Data is stored in extensive sets, making it difficult to retrieve and analyze information efficiently.

Manual Documentation: The existing documentation process is time-consuming, labor-intensive, and prone to human error.

Outdated Tools: Tools such as MS Excel are still in use, but many files are outdated and poorly maintained, leading to inefficiencies and data inconsistencies.

Suggestions

Enhance Communication and Coordination: Establishing clear communication channels and improving coordination among staff members will lead to more streamlined workflows.

Utilize Advanced Excel Functions: Leveraging advanced features and functions in MS Excel can significantly simplify the management and analysis of large datasets.

Regular Software Updates: Ensuring timely updates and proper maintenance of digital tools and software used in the department will help reduce delays and improve process efficiency.

SWOT Analysis

Strengths

Experienced & Skilled Workforce
Well-maintained facilities, cutting-edge technologies rivaling international standards. Specializations providing advanced treatment options.

Opportunities

Digital solutions can improve efficiency in areas like inventory management, appointment scheduling, and patient record keeping. Upskilling staff in new technologies is key to unlocking better hospital function and efficiency.

Weakness

Proper organization methods of instruments. Lack of Storage spaces. Use of outdated softwares in departments.

Threats

The possibility of finding these services at a more affordable rate at other facilities. Migration of skilled medical professionals abroad can exacerbate staff shortages in India.

THEORETICAL UNDERSTANDING

Knowledge of Procurement, Inventory Management, Logistics & Distribution, Technology Adoption and Supplier Relationships.

PRACTICAL EXPOSURE IN SUPPLY CHAIN

Procurement and distribution processes of stores in the organisation, data analysis, vendor management and knowledge of regulations around storage & handling.

LEARNING & USEFULNESS OF INTERNSHIP

Data Management Skills: Gained hands-on experience in accurate data entry and efficient handling of large datasets.

Analytical and Dashboard Design Skills: Developed proficiency in analyzing data and creating informative dashboards using MS Excel.

Communication Abilities: Improved interpersonal skills through effective communication with staff members and senior management, enhancing professional confidence.

