

SUMMER INTERNSHIP PROGRAM

at

**Brahmananda Narayana Multispeciality Hospital,
Jamshedpur**



From 14th May 2025 to 17th July 2025

A Report By

Devendra Singh Chouhan

Master of Business Administration

Pharmaceutical Management - 16

(0640)

Under the Mentorship

Of

Dr. Ashok Peepliwal

Assistant Professor



NH/BNH/HR-Comm/2025/0475

July 17, 2025

TO WHOMSOEVER IT MAY CONCERN

Brahmananda Narayana Multispecialty Hospital (A unit of Narayana Health), Jamshedpur constitutes a multi-disciplinary super specialty hospital dedicated to offering world class services at an affordable cost in different disciplines including Cardiology, Cardiac Surgery, Nephrology, Orthopedics, General Surgery & General Medicine etc.

This is to certify that **Mr. Devendra Singh Chouhan** has successfully undergone Internship Training with our organization for the period **May 14, 2025**, till **July 17, 2025**, and has completed his training hours at the **SCM Department**. During the period of training, he was found hard working, sincere and bears good moral character.

We wish him every success in all his future endeavors.

Thanking you.

For NH ~~Brahmananda~~ Narayana Multispeciality Hospital,



Shree Hari Nath
Unit Head – HR

Brahmananda Narayana Multispeciality Hospital

(A Unit of Narayana Hrudayalaya Limited) CIN: L85110KA2000PLC027497

Hospital Address: Near Pardih Chowk, Tamolia, NH 33, Jamshedpur 831012

Tel +91 657 6600 500

Registered Office Address: 258/A, Bommasandra Industrial Area, Anekal Taluk, Bengaluru - 560099



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Our Accreditation



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IIHMR University Faculty Mentor Approval

This is to certify that **Mr. Devendra Singh Chouhan** of the academic year 2024-26 **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 green ink, appearing to read 'Ashok', with a horizontal line underneath.

Dr. Ashok peepliwal

Professor

IIHMR University, Jaipur

“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.

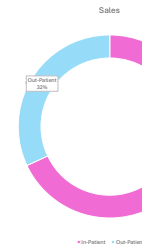
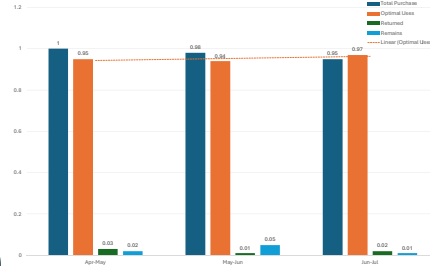
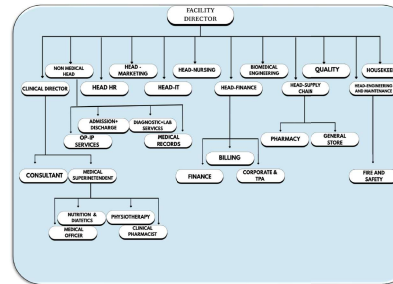
mission

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.



Week 1

Name of the Organisation: Narayana Health Jamshedpur

Department of Summer Internship Program: SCM (Supply Chain Management)

Name of the Student: Devendra Singh Chouhan

Roll no:0640

Stream: MBA In Pharmaceutical Management.

Week No :- 01

From 14-may-2025 **to** 17-may-2025

Activity Done	1. Introductory meeting with Mr. Mahibul Islam Talukdar and about the hospital and the roles and expectations. 2. Orientation with various departments of the hospital, including the A&E Department, Dialysis Unit, Day Care Unit, Intensive Care Unit, HDU/EICU, Pharmacy, Engineering Department, Supply Chain Management, Laundry Department, Cath Lab, and Oncology Department.
Linking theory (Classroom learning) with practice at your organisation	In the early days, no specific job roles were assigned, as we were undergoing a general orientation of all departments within the organization. We examined the various quality indicators related to patient care and operational efficiency. We also looked at how different departments function to provide healthcare services. Additionally, we gathered insights into the workflow of each department.
Gaps identified in the working area.	No specific working area has been assigned so far, and only a basic introduction is taking place.
Suggestions for improvement	No suggestions currently.
Key Learnings	In the upcoming week, until 08/05/2024, we have a schedule. Specific times are scheduled for each department. We will be introduced to each department and receive an orientation. Once this schedule is complete, we will be assigned specific roles and projects.

Signature of the Student

Approved by the IIHMR University's Mentor.

Week 2

Name of the Organisation: Narayana Health Jamshedpur

Department of Summer Internship Program: SCM (Supply Chain Management)

Name of the Student: Devendra Singh Chouhan

Roll no:0640

Stream: MBA In Pharmaceutical Management.

Week No :- 02

From 19-may-2025 **to** 24-may-2025

Activity Done	Orientation with different departments of the hospital included Admissions and Billing, Housekeeping, the Operation Theatre, Short Stay Services, the Cath Lab, the Imaging Department, the Medical Records Department, the Medical Lab, the Outpatient Department, the Marketing Department, Supply Chain Management, the Security Department, the Nursing Department, the Customer Service Department, and Business Excellence.
Linking theory (Classroom learning) with practice at your organisation	No specific project work or job role has been assigned yet.
Gaps identified in the working area.	No suggestions currently.
Suggestions for improvement	No specific working area has been assigned until now, and only a basic introduction is being provided.
Key Learnings	None

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Week 3

Name of the Organisation: Narayana Health Jamshedpur

Department of Summer Internship Program: SCM (Supply Chain Management)

Name of the Student: Devendra Singh Chouhan

Roll no:0640

Stream: MBA In Pharmaceutical Management.

Week No :- 03

From 26-may-2025 **to** 31-may-2025

Activity Done	I was assigned to a specific department and mentor. I will work in the supply chain department under Mr. Mahibul Islam Talukdar, focusing on understanding and improving the material management process. This includes learning about all the steps, from procuring materials to delivering them to the appropriate user department. I studied the official processes involved in each department's store once the materials arrive. I visited various stores and examined the processes they follow. I closely observed the processes in the provision store, pharmacy store, and medical store. After thoroughly studying the workflow of the materials department, I will create a short summary and a PowerPoint presentation.
Linking theory (Classroom learning) with practice at your organisation	The process of procuring materials in the hospital and the hospital pharmacy is observed. This study looks at the practices related to the procurement and stocking of items in the hospital pharmacy.
Gaps identified in the working area.	In case items need to be stocked, the storage area can be improved to some extent. The process for verifying stock can also be changed, as it is currently done manually.
Suggestions for improvement	Throughout the entire process of the Standard Operating Procedure (SOP) for the stores and the purchase department, it became clear that digitalizing certain procedures is necessary. A digital platform could also assist the purchasing department in keeping a dashboard that displays their statistics and all the essential information.
Key Learnings	The formal report in the form of a synopsis and the presentation will be given to the head of the purchase department, Mr. Mahibul Islam Talukdar. These reports will include all the observations made during the week and will explain the changes that will improve the hospital processes.

Signature of the Student

Approved by the IIHMR University's Mentor.

Week 4

Name of the Organisation: Narayana Health Jamshedpur

Department of Summer Internship Program: SCM (Supply Chain Management)

Name of the Student: Devendra Singh Chouhan

Roll no:0640

Stream: MBA In Pharmaceutical Management.

Week No :- 04

From 2-june-2025 **to** 7-june-2025

Activity Done	This week, I wrote a brief overview of the entire purchasing process for the hospital. I visited all the stores and observed their operations, from procuring materials to delivering goods to the user departments. I looked at several aspects, including vendor categorization, price negotiations, document management, individual store handling, storage, pricing, and delivery strategies. I also reviewed the hospital's manual for detailed information on these processes. Throughout the week, I used my research to create a list of suggestions for improving the department's workflow. One key recommendation was to implement an Excel tool to help track processes and documentation within the department. I compiled all these points into a presentation, which included the prepared Excel tools, and presented it to the head of the purchasing department, Mr. Deepak Singh.
Linking theory (Classroom learning) with practice at your organisation	Primarily, the procurement and negotiation strategies were a common connecting idea from the course. The Excel knowledge taught by Dr. Sudhinder Singh Chowhan was also an important concept. This was one of the most effective links used to develop tools that can be applied.
Gaps identified on the working area.	The current system lacks a common dashboard. This dashboard would help maintain records of all the documentation processes happening in the department.
Suggestions for improvement	A common tool can be created to hold all the important information needed to maintain proper records. A dashboard featuring all the key indicators will also help the department.
Key Learnings	Improvements on the tools will be made, and a suitable tool in an Excel sheet will be created. Data collection related to the tool's parameters will start in the upcoming week. This will assist in testing the tool in the department's actual operations

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Week 5

Name of the Organisation: Narayana Health, Jamshedpur

Department of Summer Internship Program: SCM (Supply Chain Management)

Name of the Student: Devendra Singh Chouhan

Roll no:0640

Stream: MBA In Pharmaceutical Management.

Week No :- 05

From 9-june-2025 **to** 14-june-2025

Activity Done	• Studied old records of indents to GRN conversion from the past financial year. • Based on the data, we analysed it and created a new dashboard in Excel. This dashboard lists new documentation methods that will make it easier to access information from large data sets.
Linking theory (Classroom learning) with practice at your organisation	During this week, no new linking theories were observed. We conducted an analysis and worked on the large data sheet using MS Excel.
Gaps identified in the working area.	It was noticed that the time taken to document Indents and convert them to purchase orders was much longer than necessary. This causes delays in the process of obtaining the needed item.
Suggestions for improvement	Documentation processes should be done regularly. Delays in creating documents can occur.
Key Learnings	Further improvements on the Excel tool will come after we review more data from the mentor. We will test the tool in the current system to see if it is applicable.

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Week 7

Name of the Organisation: Narayana Health Jamshedpur

Department of Summer Internship Program: SCM (Supply Chain Management)

Name of the Student: Devendra Singh Chouhan

Roll no:0640

Stream: MBA In Pharmaceutical Management.

Week No :- 07

From 16-june-2025 **to** 21-june-2025

Activity Done	• We created dashboard samples that present the necessary information clearly. • We made a preliminary version of a PowerPoint presentation and shared it with the mentor, who recommended some important changes. • We prepared two individual dashboards, one for the medical store and one for the pharmacy store.
Linking theory (Classroom learning) with practice at your organisation	Dashboard samples created with MS Excel were prepared and shared.
Gaps identified on the working area.	No new issues were found during the current week.
Suggestions for improvement	Systems need regular updates over time. Different systems use different versions of programs. This creates gaps in completing processes.
Key Learnings	Final presentation and thesis work for the first project will be finished. The second project will be assigned next week.

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Week 6

Name of the Organisation: Narayana Health Jamshedpur

Department of Summer Internship Program: SCM (Supply Chain Management)

Name of the Student: Devendra Singh Chouhan

Roll no:0640

Stream: MBA In Pharmaceutical Management.

Week No :- 06

From 23-june-2025 **to** 28-june-2025

Activity Done	• I accessed and studied the current ROL records of the pharmacy store. • After reviewing these records, I attempted to create a dashboard using MS Excel. • I shared all the Excel tools and dashboards developed over time with Mr. Mahibul Islam Talukdar, the Head of the Purchase Department, during an informal discussion. He assigned additional tasks for the upcoming week. • I also gave Mr. Mahibul Islam Talukdar a brief update on the project's status during our discussion, where she shared her thoughts on the ongoing work.
Linking theory (Classroom learning) with practice at your organisation	Throughout this week, we have used the Microsoft Excel features covered in the course.
Gaps identified on the working area.	Lack of coordination within the department affected the access to old records. It took a long time to find these records, which limited the amount of data that could be accessed until now.
Suggestions for improvement	Excel tools can create dashboards that help access large amounts of data with one click. These dashboards can categorize many products based on different parameters.
Key Learnings	Old records of the pharmacy store will be examined, and we will try to improve the current dashboard and tool. The results will be presented to the HOD. A short project will also be assigned next week. This will be completed alongside the current project.

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Week 8

Name of the Organisation: Narayana Health Jamshedpur

Department of Summer Internship Program: SCM (Supply Chain Management)

Name of the Student: Devendra Singh Chouhan

Roll no:0640

Stream: MBA In Pharmaceutical Management.

Week No :- 08

From 30-june-2025 **to** 5-july-2025

Activity Done	• A final dashboard for the Pharmacy Store and Medical Store was presented to Mr. Mahibul Islam Talukdar , the head of the Purchase department. • The presentation included all the challenges the department faced, along with suggestions and areas for improvement. • The presentation also suggested ways to improve the digitalization of the department's processes. • The ROL file of the pharmacy store was studied and analysed. • Efforts were made to minimize certain tasks using command buttons and macro functions in MS Excel.
Linking theory (Classroom learning) with practice at your organisation	No new linking theories were found. The final presentation and completion of the project were finished.
Gaps identified in the working area.	The systems in the department are not current. This causes some extra steps in certain processes.
Suggestions for improvement	After upgrading the systems, many functions can be completed quickly; this will allow the staff to focus on other tasks.
Key Learnings	The final presentation of the major project will happen next week. This presentation will be in front of the FD, Mr. A. Dharma Rao sir

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Week 9

Name of the Organisation: Narayana Health Jamshedpur

Department of Summer Internship Program: SCM (Supply Chain Management)

Name of the Student: Devendra Singh Chouhan

Roll no:0640

Stream: MBA In Pharmaceutical Management.

Week No :- 09

From 7-july-2025 **to** 14-july-2025

Activity Done	• Final Dashboard Presentation: The Pharmacy Store and Medical Store Dashboard, developed using MS Excel, was presented to Mr. Mahibul Islam Talukdar , Head of the Purchase Department. This was the result of earlier data collection, ROL setup, and analysis efforts. • Addressing Departmental Challenges: The presentation covered key challenges faced during routine operations. Many of these issues were highlighted in the first report, such as outdated record-keeping and duplication of work. • Proposed Digital Improvements: Solutions suggested in the first phase were expanded in this report. We incorporated digital strategies focusing on data integration, command buttons, and Excel macros to automate manual tasks. • ROL File Analysis: The ROL (Reorder Level) file, initially introduced and reviewed in the first phase, was analysed further for optimization opportunities. Based on consumption trends and lead times, we made suggestions for better stock planning. • Macro and Excel Automation: We aimed to reduce time-consuming tasks by implementing command buttons and macro functions. This directly builds on the Excel-based analysis performed in the first report.
Linking theory (Classroom learning) with practice at your organisation	• Data-driven decision-making through dashboards. • Use automation tools to connect manual and digital processes. • Apply classroom principles of digital transformation and Lean thinking in a real organizational setup.
Gaps identified in the working area.	The systems in the department are not current. This causes some extra steps in certain processes.
Suggestions for improvement	After upgrading the systems, many functions can be completed quickly; this will allow the staff to focus on other tasks.

Key Learnings	The final presentation of the major project will happen next week. This presentation will be in front of the FD, Mr. A. Dharma Rao Sir.
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Week 10

Name of the Organisation: Narayana Health Jamshedpur

Department of Summer Internship Program: SCM (Supply Chain Management)

Name of the Student: Devendra Singh Chouhan

Roll no:0640

Stream: MBA In Pharmaceutical Management.

Week No :- 10

From 14-july-2025 **to** 17-july-2025

Activity Done	• In the last week, we made all the final changes and corrections to the project and prepared the final presentation. • We held a formal presentation with the FD, of the organization, Mr. A. Dharma Rao sir. All the other mentors, including Dr. Dipak, were also present. • We presented all the dashboard samples and the re-order level automation sheets as well. • Additionally, as suggested by Mr. Joy, the purchase department will test the dashboard.
Linking theory (Classroom learning) with practice at your organisation	No new linking theories were found since the final presentation took place this week, and the project was completed.
Gaps identified in the working area.	Lack of communication within the personnel was observed in rare situations.
Suggestions for improvement	No new suggestions for improvement were there during last week.
Key Learnings	None

Signature of the Student

Approved by the IIHMR University's Mentor.

Compiled Reporting Format

Name of the Organisation: Narayana Health Jamshedpur

Department of Summer Internship Program: SCM (Supply Chain Management)

Name of the Student: Devendra Singh Chouhan

Roll no:0640

Stream: MBA In Pharmaceutical Management.

Activity Done	At the start, we had a detailed briefing session with Mr. Mahibul Islam Talukdar . He introduced us to the organization and discussed our roles and expectations. We also got a brief overview of the different departments to understand how they contribute to the organization. After that, we were matched with our mentors, and we began our project work. I was assigned to the supply chain department, where I focused on modernizing the processes. I studied and reviewed all the operations in the materials department. I specifically looked at the Indent to GRN conversion file from the medical and pharmacy stores, and I also analyzed the Reorder level file for the pharmacy store. Based on these studies, I created a dashboard using MS Excel 2010 that displays the necessary data with just one click. I presented the final project and dashboard to the FD of the organization. The dashboard will now be trialed in the materials department.
Linking theory (Classroom learning) with practice at your organisation	• Procurement of materials: Procuring materials is a key function that requires teamwork among departments to ensure the timely and cost-effective purchase of essential materials for the organization's needs. • Negotiation Strategies: To secure better terms with suppliers, procurement negotiation strategies require careful planning, communication, and clear thinking. Setting specific goals for the negotiation, identifying areas where we can be flexible, and conducting thorough research to understand supplier capabilities and market conditions are all crucial tactics. Building rapport and trust with suppliers depends on good communication skills. Using strategies such as leveraging competitive offers, understanding the supplier's motivations, and exploring win-win options can lead to better terms, more competitive pricing, and stronger supplier relationships. • Practices followed in the pharmacy store: The practices in the pharmacy are meant to ensure the safe, efficient, and accurate dispensing of medications. This includes keeping detailed records of all medications, ensuring proper storage conditions to keep drugs effective, and managing inventory carefully to prevent stockouts and overstocking. Pharmacists and staff verify prescriptions, check for drug interactions, and counsel patients on how to use medications and their possible side

	effects. Regular audits and compliance checks take place to meet regulatory standards and maintain quality control. • MS Excel tools and functions: Creating dashboards with Microsoft Excel involves using its wide range of features for effective data visualization and analysis. Charts and graphs show trends and patterns. Pivot tables help summarize large data sets and allow for dynamic data exploration. Slicers and timelines offer interactive filtering and data segmentation, while conditional formatting highlights important data points. Functions like VLOOKUP, INDEX-MATCH, and other logical formulas enable the integration and manipulation of multiple data sources. Excel's data validation and protection features also ensure data integrity and accuracy.
Gaps identified on the working area.	• The department needed a proper dashboard that would show the necessary information quickly. • Software like MS Excel is outdated, causing extra work when performing certain tasks. • The systems in the department are not all current; one system uses an older version of the software while another has a newer one. • Large data sets are kept on a single sheet, which doesn't provide a summary of the processes over time.
Suggestions for improvement	A dashboard will be helpful for the department. It will allow us to track the tally of any necessary steps or processes occurring during the specified time. This dashboard will also help monitor the turn around time of a specific product and identify vendor information for that product.

Signature of the Student

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