

SUMMER INTERNSHIP PROGRAM

at

**GUNVATTA GURUKUL
(Quality Council of India)**

From 9th May 2025 to 7th July 2025

**A REPORT BY
MANSI PAL**

Master of Business Administration
Hospital and Health

2024-26

under the Mentorship of

Dr. Alok Kumar Mathur

Associate Professor





Certificate of Achievement

This is to certify that

Mr./Ms..... **Mansi Pal**

S/o / D/o..... **Ram Veer Singh**

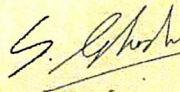
has been awarded the **Certificate of Achievement** for
successfully completing his/her 8-week training program from

GUNVATTA GURUKUL

(An Initiative of Quality Council of India)

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

at New Delhi.



Head, Gunvatta Gurukul

IIHMR University Faculty Mentor Approval

This is to certify that Miss Mansi Pal of academic year 2024-26 of Institute of Health Management Research 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: July 7, 2025

A handwritten signature in black ink, consisting of several overlapping loops and strokes.

Dr. Alok Kumar Mathur
Associate Professor
IIHMR University

SUMMER INTERNSHIP PROGRAMME

Presented by-- Mansi Pal, Roll No-- 1992
Department -- MBA Hospital and Health
Faculty mentor-- Dr. Alok Kumar Mathur
Organisation mentor—Ms Tanya Wadhwa

ABOUT ORGANISATION

- Gunvatta Gurukul is an 8-week training program launched by the Quality Council of India (QCI) to nurture young professionals committed to nation-building.
- The initiative aligns with the vision of Developed India 2047.
- QCI is an autonomous body that comes under DPIIT, Ministry of Commerce and Industry in India.

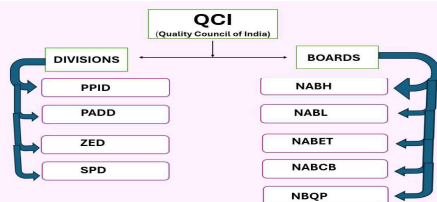
VISION-

- Catalyzing quality standards across India by empowering individuals and institutions for inclusive national advancement

MISSION-

- To spearhead the National Quality Movement in India by engaging all stakeholders and fostering a culture of excellence.

ORGANISATION STRUCTURE



THEORETICAL VS PRACTICAL KNOWLEDGE

- The program covered functional and behavioral modules; some modules reinforced college learning, while new topics like project planning and project management added depth.
- Each module featured group projects and presentations, enabling me to apply concepts in real-world simulations.
- Program bridged theory and practice through hands-on tasks, strategic analysis, and simulations, strengthening skills in data handling and systems thinking for governance and healthcare transformation.

ACTIVITIES DONE AND ITS GLIMPSES

- Led group projects using Excel and Power BI, conducted root cause analysis of a national program.
- Roleplays, debates, and group discussions enriched my understanding of governance, HRM, and behavioral insights—sharpening analytical thinking, teamwork, and strategic skills across diverse functional and experiential learning modules.



25 राज्य के शोधकर्ताओं ने किया गांव दरोही के विकास मॉडल का अवलोकन



SWOT ANALYSIS

Strengths

- Nation-building focus,
- Experiential learning.
- Industry-relevant curriculum.
- Stipend and career pathway.

Opportunities

- Scalability: Potential to expand across states.
- Policy innovation.
- Cross-sector collaboration.

Weaknesses

- Limited intake.
- Short duration.
- Urban-centric exposure

Threats

- Sustainability: Long-term funding and institutional support may be challenged
- Retention risk

TOWS ANALYSIS

- Leverage strengths to expand experiential learning and promote policy innovation.
- Use career pathways and public purpose to retain talent and build credibility.
- Use strong public purpose narrative and stipend offerings to counter participant attrition.
- Mobilize governance-focused branding to mitigate external skepticism and sustain long-term support.
- Redesign program duration to enhance impact and attract broader participation.
- Integrate rural immersion and modular formats to overcome urban and time constraints.
- Build stakeholder trust through scalable, high-quality interventions rooted in empathy, collaboration, and civic values.

LEARNINGS AND USEFULNESS

- Encouraged innovative thinking to embed quality in healthcare and social systems.
- Integrated stakeholder perspectives into strategic planning and decision-making frameworks.
- Cultivated a mindset of co-creation, bridging diverse expertise to embed quality in every civic initiative.
- Engaging in real-world projects and simulations honed my strategic thinking and collaborative skills. The program equipped me to contribute effectively to system-level change in healthcare management.

CHALLENGES FACED

- Balancing lectures, assignments, and field visits was often intense, requiring consistent focus and agility.
- Embracing formal office etiquette and mastering technical tools demanded persistence.
- Engaging in public speaking and group discussions challenged my comfort zone, fostering growth in communication, confidence, and leadership skills.

SUGGESTIONS GIVEN

- Extending the training program to 2.5 or 3 months would offer participants additional time to deepen their learning, enhance practical application, and undertake more comprehensive projects for enriched skill development.

WEEKLY REPORT

Name of the Organisation: GUNVATTA GURUKUL under QCI (Quality Council of India)

Area/ Department/ Project of Summer Internship Program: TRAINING PROGRAM

Name of the Student: MANSI PAL

Roll no: 1992

Stream: MBA (Hospital and Health)

Week no: Week 1

From:...13-05-2025.....**to:**...17-05-2025.....

Activity Done	Learned about the Quality Council of India (QCI) and its activities, received guidance on office etiquette. Gained practical knowledge of MS Word, attended a lecture covering patriotism and governance, providing insights into civic responsibilities and national values.
Linking theory (Classroom learning) with practice at your organisation	M S word information is handy while practising it in the organisation.
Gaps identified on the working area.	It has a hectic learning schedule from 9 am to 6 pm every weekday.
Suggestions for improvement	Duration of internship can be extended rather than 9 am to 6 pm every day. For example, the duration of internship can be extended from 2 months to 2.5 months.
Plan for the next week	Training on communication and learning about the constitution and its importance planned for next week.

Signature of the Student

Mansi Pal

Approved by the IIHMR University's Mentor

WEEKLY REPORT

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Area/ Department/ Project of Summer Internship Program: TRAINING PROGRAM

Name of the Student: MANSI PAL

Roll no: 1992

Stream: MBA (Hospital and Health)

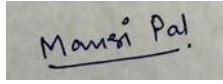
Week no: Week 2
2025.....

From:...19th May 202.....**to**...23rd May

Activity Done	• This week, I learned advanced features of MS Word, such as mail merge, formatting tools, and collaboration options, which improve document efficiency. • I also understood the significance of effective communication in organizations, including clarity, listening, and using proper channels. • Additionally, I explored the Indian Constitution and the policy formulation process, which deepened my knowledge of governance and law-making. Furthermore, I developed skills to facilitate group discussions by encouraging active participation, managing time, and summarizing key points. • A poster presentation on the roles of the union government, state government, and local government was presented to a group of students.
Linking theory (Classroom learning) with practice at your organisation	Learnings have enhanced my technical, communication, and leadership abilities, which I learned in my academics, preparing me for both academic and professional challenges ahead
Gaps identified on the working area.	Projects such as concept notes should ideally be undertaken individually rather than as group activities to promote personal accountability, deeper learning.
Suggestions for improvement	To foster deeper personal growth and accountability, more individual activities and projects should be included.

Plan for the next week	M S Excel, writing a concept note, and CV writing are planned for next week.
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Signature of the Student

A rectangular box containing a handwritten signature in blue ink that reads "Mansi Pal".

Approved by the IHMR University's Mentor

WEEKLY REPORT

Name of the Organisation: GUNVATTA GURUKUL under QCI (Quality Council of India)

Area/ Department/ Project of Summer Internship Program: TRAINING PROGRAM

Name of the Student: MANSI PAL

Roll no: 1992

Stream: MBA (Hospital and Health)

Week no: Week 3

From:...26-05-2025.....**to**...31- 05-2025.....

Activity Done	• Understanding Thomas-Kilmann Conflict Mode Instrument (TKI): Explored the five conflict-handling styles— Competing, Collaborating, Compromising, Avoiding, and Accommodating—and learned how assertive communication can help in managing workplace conflicts effectively. • Group Discussion on Buy Now Pay Later (BNPL) Trend: Participated in a knowledge-sharing session analysing the rise of BNPL services, its impact on consumer behaviour, credit systems, and financial literacy. • Learned about Product design and Design thinking, gaining insights into user-centred innovation. I learned how structured problem-solving, through empathy, ideation, prototyping, and iteration, enhances usability and efficiency. Applying these principles fosters creativity and strategic decision-making, which are essential for improving healthcare systems and optimizing hospital management solutions effectively. • Explored MS Excel in the context of research analysis, enhancing my ability to organize and interpret data efficiently. Using MS Excel functions like pivot tables, statistical formulas, and data visualization tools to extract meaningful insights. Excel's capabilities in cleaning datasets, filtering information, and performing trend analysis have strengthened my approach to research methodologies.
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Linking theory (Classroom learning) with practice at your organisation	Concepts from organisational behavior and conflict resolution theory (e.g., TKI model) were observed being applied in internal meetings and interdepartmental communications.
Gaps identified on the working area.	• Limited Awareness on Conflict Management Styles: Most team members are not fully familiar with structured models like TKI, which could enhance team dynamics. • Inadequate Use of Digital Visual Tools: While MS Word and Excel are used, newer or more dynamic visualisation tools like Canva, Tableau, or Power BI are rarely explored.
Suggestions for improvement	Encourage exploring and gradually integrating modern, user-friendly data visualisation tools for clearer communication of reports and analytics.
Plan for the next week	Work on improving one internal document using the suggested visualization techniques. Participating in a role-play simulation on conflict management using TKI strategies. Introduction to the principles and methodologies of project management, gaining insights into planning, execution, monitoring and evaluation processes.

Signature of the Student

Mansi Pal

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WEEKLY REPORT

Name of the Organisation: GUNVATTA GURUKUL under QCI (Quality Council of India)

Area/ Department/ Project of Summer Internship Program: TRAINING PROGRAM

Name of the Student: MANSI PAL

Roll no: 1992

Stream: MBA (Hospital and Health)

Week no: Week 4

From:... 02-06-2025.....**to...**06-06-2025.....

Activity Done	• Worked on a project, applying design thinking to develop an innovative product, focusing on user needs and iterative prototyping. Gained practical insights into project management, learning to plan, execute, stakeholder mapping, risk mitigation effectively. This experience enhanced my ability to integrate structured problem-solving with strategic execution in real world scenarios. • Field Visit – Yashoda Hospital, Ghaziabad During my visit to Yashoda Hospital, I observed the implementation of NABH standards ensuring patient safety and quality care. I learned about compliance requirements, covering infection control, patient rights, facility management, and clinical protocols. The experience provided insights into process-driven hospital operations and the rigorous standards required for accreditation. • Learned about Quality, Quality Control (QC) ensures defect detection and correction through inspection and testing, while Quality Assurance (QA) focuses on preventing errors through systematic planning and process improvements. Both enhance product quality, customer satisfaction, cost efficiency, and regulatory compliance. Their application in healthcare ensures operational excellence, patient safety, and adherence to industry standards • Learned about research statement and done inferential statistics on a research problem by implementing MS Excel formulas, pivot tables and charts. Done a case study on conflict management as a group activity.
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	- Learned about negotiation skills focusing on effective communication, strategic persuasion, and mutual benefit. Key techniques include --BATNA (Best Alternative to a Negotiated Agreement) --ZOPA (Zone of Possible Agreement) --WATNA (Worst Alternative to Negotiated Agreement) anchoring, and collaborative problem-solving. Understanding these methods enhances decision-making, conflict resolution, and stakeholder engagement, ensuring successful outcomes in professional and healthcare management scenarios. - Learned about the formulation of a project charter, which serves as a foundational document defining project objectives, scope, stakeholders, and success criteria of a project. Key elements include vision, stakeholder identification, objectives, scope, timeline, budget, and risk assessment. Understanding this process enhances project alignment, ensuring clarity and structured execution throughout the entire project lifecycle, from initiation to completion.
Linking theory (Classroom learning) with practice at your organisation	Classroom learning did not cover key topics like project management and NABH standards, but these new subjects provided valuable insights. Understanding structured project execution and hospital accreditation enhanced my knowledge of healthcare operations and quality management. This learning experience broadened my perspective, bridging academic concepts with practical industry applications.
Gaps identified on the working area.	Despite completing a small project on project management, I realized that true mastery requires hands-on experience to understand complexities like execution, risk management, and stakeholder coordination. Similarly, negotiation skills demand real-world application to grasp strategic persuasion, conflict resolution, and decision-making. Practical exposure is essential for deeper learning and competence.
Suggestions for improvement	Encourage a more project-based approach, it helps to understand and learn about real work-life situations.
Plan for the next week	A role-play on negotiation technique is to be done. The second biweekly test and midterm exam are scheduled for the coming week. The second half schedule of this program will be discussed next week.

Signature of the Student

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WEEKLY REPORT

Name of the Organisation: GUNVATTA GURUKUL under QCI (Quality Council of India)

Area/ Department/ Project of Summer Internship Program: TRAINING PROGRAM

Name of the Student: MANSI PAL

Roll no: 1992

Stream: MBA (Hospital and Health)

Week no: Week 5

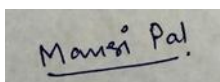
From:...09-06-2025.....**to**... 13-06-2025.....

Activity Done	• Learned about multiple root cause analysis methodologies this week including the 5 Whys, Fishbone (Ishikawa) Diagram, the Kaizen approach, and the PDCA Technique. These tools have enhanced my ability to identify, analyse, and address systemic issues in healthcare operations through structured problem solving. • The 5 Whys technique is a simple yet effective method for identifying the root cause of a problem. By asking “Why?” five times in succession, each answer leads to the next question, gradually peeling back layers of symptoms to reveal the underlying issue. It encourages critical thinking and avoids quick fixes by focusing on the cause rather than the effect. Commonly used in quality improvement and lean management, it’s especially useful for addressing recurring issues in healthcare and operational settings. • The Fishbone Diagram, also known as the Ishikawa or Cause and-Effect Diagram, is a visual tool used to identify potential causes of a problem systematically. Shaped like a fish skeleton, the “head” represents the problem, while the “bones” branch into categories such as Manpower, Method, Material, Machine, and Measurement. Each branch explores contributing factors, helping teams brainstorm and analyze root causes. It’s especially useful in quality improvement and healthcare settings to uncover complex, interrelated issues and guide targeted solutions. • The Kaizen approach is a Japanese philosophy of continuous improvement through small, incremental changes. Kaizen emphasizes daily improvements that
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	collectively lead to significant progress over time. It fosters a culture of teamwork, accountability, and innovation. Widely used in healthcare and manufacturing, Kaizen helps enhance quality, reduce waste, and boost overall performance by embedding improvement into everyday work. • Learned about the PDCA (Plan-Do-Check-Act) technique, a structured, cyclical approach to continuous improvement. It begins with planning a change or identifying a problem, then doing a small-scale implementation. Next, results are checked against expected outcomes, and finally, actions are taken to standardize improvements or revise the plan. This iterative method promotes evidence-based decision-making and is widely used in quality management, especially in healthcare, to enhance processes, reduce errors, and foster a culture of ongoing learning and refinement. • Applied the Fishbone (Ishikawa) Diagram technique to analyse the root causes affecting the effectiveness of the Anaemia Mukht Bharat program as a group activity. The problem statement focused on the persistent high prevalence of anaemia despite ongoing interventions. • Also learned about the 5 Rs of rejection in the corporate world—Rejection, Resentment, Resistance, Revenge, and Repeat—gaining insight into emotional resilience and professional growth. • Additionally, I learned about essential interview skills, including self-presentation, handling behaviour, and aligning responses with organizational values to improve confidence and communication in professional settings. • Had leadership connect with Amitav Banerjee, director at SFOENIX Technology, former Associate Director at PWC.
Linking theory (Classroom learning) with practice at your organisation	The classroom course did not cover key topics related to root cause analysis, but I heard about these topics in the value added course, and it helped me connect what I learned. It provided valuable insights. It enhanced my knowledge of healthcare operations and quality management. This learning experience broadened my perspective to find the root cause of any problem in a health setting or project management and to explore appropriate and viable solutions.

Gaps identified on the working area.	Gaps in learning may include limited practical exposure to diverse RCA applications, insufficient understanding of contextual policy factors of the program, and reliance on surface-level information when applied it to a group project on the Anaemia Mukht Bharat program.
Suggestions for improvement	More of such project activities will help to know which of the techniques would suit best for analysing the different types of problems that are faced.
Plan for the next week	Module on The Different international and national Boards related to Quality will be covered. For example- ILAC, IAC, NABH, NABL, NABET, etc.

Signature of the Student



Mansi Pal.

Approved by the IIHMR University's Mentor

WEEKLY REPORT

Name of the Organisation: GUNVATTA GURUKUL under QCI (Quality Council of India)

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Name of the Student: MANSI PAL

Roll no: 1992

Stream: MBA (Hospital and Health)

Week no: Week 6

From:...16-06- 2025.....**to**...20- 06-2025.....

Activity Done	• Learned about the contributions of quality gurus Deming, Juran, and Crosby. Deming emphasized process improvement and statistical control. Juran highlighted quality planning and the cost of poor quality. Crosby introduced the concept of “zero defects” and prevention over inspection. Their principles shaped modern quality management and continuous improvement practices. • W. Edwards Deming Deming championed statistical quality control and continuous improvement. His 14 Points emphasized leadership responsibility, system thinking, and eliminating fear in the workplace. He believed quality is achieved by improving processes, not blaming people. His philosophy transformed post-war Japanese industry and laid the groundwork for Total Quality Management globally. • Joseph M. Juran Juran emphasized quality as fitness for use and introduced the Juran Trilogy: quality planning, quality control, and quality improvement. He focused on managerial responsibility, customer satisfaction, and the financial impact of poor quality. His work helped shift quality from the factory floor to strategic business decision-making. • Philip B. Crosby Crosby introduced the concept of “zero defects,” believing quality means conformance to requirements. He promoted prevention over inspection and stressed that quality is free— investing in doing things right the first time reduces overall costs. His Four Absolutes and
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emphasis on a quality culture influenced industries worldwide.

- Also learned about Six Sigma, a data-driven methodology aimed at improving process quality by minimizing defects and variation. Originating at Motorola in the 1980s, it uses the DMAIC framework—Define, Measure, Analyze, Improve, Control—to systematically enhance performance.
- Six Sigma strives for near-perfect outcomes, targeting no more than 3.4 defects per million opportunities. Widely applied across industries, it emphasizes customer satisfaction, efficiency, and cost reduction. This approach aligns with strategic quality management and continuous improvement in healthcare and beyond.
- Learned about learned about key quality boards in India, including the Quality Council of India (QCI) and its accreditation bodies like NABH, NABL, and NABET. These boards promote quality standards across healthcare, laboratories, education, and industry.
- QCI, established jointly by the government and industry associations, ensures national quality infrastructure through accreditation, certification, and awareness programs. Their work supports excellence, safety, and global competitiveness in Indian institutions and services, aligning with national development goals and international benchmarks.
- Also learned about key motivation theories like Maslow's Hierarchy, which emphasizes human needs, Herzberg's Two Factor Theory highlighting hygiene and motivators, and McClelland's theory on achievement, power, and affiliation. These help understand what drives individual and team performance.
- I also explored common barriers, such as mental fatigue, fear of judgment, or a lack of inspiration. Recognizing and addressing these blocks is essential for fostering innovation, especially in dynamic fields like healthcare management and project execution.
- Had leadership connect with Dr. Pawan Kapoor, (Retd) Air Marshal, one of the founding members of NABH.

Linking theory (Classroom learning) with practice at your organisation	I had studied motivational theories and creativity blocks in the module of principles of management and organizational behavior, respectively.
Gaps identified on the working area.	Learned many essential things this week. I think practical exposure is essential for deeper learning and competence.
Suggestions for improvement	Behavioral experience will help to learn and to have a deep understanding of topics such as applying motivational theories and working on creative blocks. More case studies will help to understand the situation and its needs.
Plan for the next week	Advance M S Excel with Data entry, Data cleaning, and Data analysis, Transposing of data is planned for the coming week with some basics of tools like VLookup, Power BI.

Signature of the Student

Mansi Pal

Approved by the IIHMR University's Mentor

WEEKLY REPORT

Name of the Organisation: GUNVATTA GURUKUL under QCI (Quality Council of India)

Area/ Department/ Project of Summer Internship Program: TRAINING PROGRAM

Name of the Student: MANSI PAL

Roll no: 1992

Stream: MBA (Hospital and Health)

Week no: Week 7

From:...23-06- 2025.....**to**...27-06- 2025.....

Activity Done	• Learned about professional report writing and email etiquette. I learned to structure content clearly, maintain a formal tone, and communicate effectively. Emphasis was placed on precision, appropriate formatting, and respectful language, which are essential for drafting concise reports and polished, impactful professional correspondence. • Learned to use VLOOKUP to search for values vertically in a spreadsheet. It simplifies data retrieval from large datasets by locating a value in the first column and returning the corresponding data. This function enhanced my ability to streamline information extraction for structured records like patient data or inventory lists. • Through HLOOKUP, I understood how to extract data arranged horizontally. It identifies a value in the top row of a table and returns data from a specific row below. This skill is especially useful for handling datasets with time-based entries or metrics spread across columns in healthcare reporting and dashboards. • XLOOKUP provided a more flexible alternative to traditional lookup functions. I learned it supports both vertical and horizontal searches, eliminates the need to sort data, and returns exact matches by default. Its versatility is ideal for analyzing dynamic datasets in hospital operations, improving accuracy, and simplifying complex lookups. • Learned about emotional intelligence, which involves recognizing, understanding, and managing our emotions and those of others. The session highlighted
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	key aspects like self awareness, empathy, emotional regulation, and interpersonal communication. • Developing emotional intelligence enhances teamwork, leadership, and decision-making, crucial for navigating complex professional environments, especially in high-stakes sectors like healthcare management. • Learned about various national and international boards dedicated to quality assurance across sectors. Key examples included ILAC (International Laboratory Accreditation Cooperation), IAC, NABH (National Accreditation Board for Hospitals & Healthcare Providers), NABL (National Accreditation Board for Testing and Calibration Laboratories), and NABET (National Accreditation Board for Education and Training). • These organizations play a critical role in standardizing processes, ensuring credibility, and promoting continual improvement in their respective domains. Understanding their functions and frameworks helps align operations with global quality benchmarks, particularly in healthcare, education, and laboratory services. • Had a Sarpanch Samvaad field trip on 28/06/25, where we went to Tharoli village in Saharanpur, Uttar Pradesh.
Linking theory (Classroom learning) with practice at your organisation	Learned about the fundamentals of professional report and email writing. Key takeaways included organizing content logically, using a formal tone, and following proper formatting for clarity and professionalism and In the Organisational Behaviour module, I had explored emotional intelligence—its role in recognizing, understanding, and managing emotions. The session emphasized self-awareness, empathy, and interpersonal skills, all of which are vital for effective leadership and workplace collaboration.
Gaps identified on the working area.	Gaps in learning may include limited practical exposure to corporate skills applications. More projects should be done for a deep understanding and practice of VLookup, XLookup and HLookup.
Suggestions for improvement	More of such project activities will help to know which of the techniques would suit best for analysing the different types of data.

Plan for the next week	The project planning topic and other ongoing projects will be concluded. Interview skills will be focused on, and mock interviews will be conducted.
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Signature of the Student

Mansi Pal

Approved by the IIHMR University's Mentor

WEEKLY REPORT

Name of the Organisation: GUNVATTA GURUKUL under QCI (Quality Council of India)

Area/ Department/ Project of Summer Internship Program: TRAINING PROGRAM

Name of the Student: MANSI PAL

Roll no: 1992

Stream: MBA (Hospital and Health)

Week no: Week 8

From:...30- 06- 2025.....**to...** 04-07- 2025.....

Activity Done	• Learned about project planning techniques that enhance clarity and execution in healthcare management. The lead and lag technique helped me understand how to manage task sequencing efficiently, adjusting timelines based on dependencies. • Additionally, the strategy mapping technique offered insights into aligning project objectives with organizational goals, fostering strategic coherence. Together, these tools contribute to more structured planning, better stakeholder alignment, and improved project outcomes in complex healthcare environments. Their application reinforces the importance of methodical project execution. • I also gained foundational knowledge of Power BI, a business analytics tool that enables interactive data visualization and reporting. I learned how to import datasets, create dashboards, and use basic charts and filters. This understanding supports better data-driven decision-making in healthcare management and operational planning. • In this last week of the training program, mock interviews were conducted to enhance professional readiness and communication skills. • Additionally, assessments were administered to evaluate understanding across key modules. With these concluding activities, the program successfully wraps up, marking the completion of a comprehensive learning experience in healthcare management and professional development.
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Linking theory (Classroom learning) with practice at your organisation	Learned about Power BI, an analytical tool and about project planning which were new subjects to learn.
Gaps identified on the working area.	Gaps in learning may include limited practical exposure and projects on Power BI. More projects should be done for a deep understanding and practice.
Suggestions for improvement	The program should be extended for 2 more weeks, and project-based activities can be done for a deep dive into the tools that help in upskilling.
Plan for the next week	The convocation ceremony is scheduled on 08-07-25, where completion certificates will be provided.

Signature of the Student

Mansi Pal

Approved by the IIHMR University's

SIP Report

by Mansi Pal

Submission date: 27-Jul-2025 11:45PM (UTC+0530)

Submission ID: 2721251148

File name: Compiled_report.docx (43.92K)

Word count: 1295

Character count: 8938

COMPILED REPORT

Name of the Organisation: GUNVATTA GURUKUL under QCI (Quality Council of India)

Area/ Department/ Project of Summer Internship Program: TRAINING PROGRAM

Name of the Student: MANSI PAL

Roll no: 1992

Stream: MBA (Hospital and Health)

Week no: Compiled Report

From:...09-05- 2025.....**to**... 07-07- 2025.....

Activity Done	• Orientation to Quality Council of India (QCI): Gained an introductory understanding of QCI's mission and its role in promoting quality standards across sectors. Insights into its governance structures helped reinforce the link between institutional effectiveness and national development. • Professional Conduct and Etiquette: Received guidance on workplace decorum, including appropriate behavior, punctuality, and effective communication. These learnings are foundational for building a respectful and productive work environment. • Advanced MS Word Skills: Practically explored features such as mail merge, advanced formatting tools, and collaborative editing functions. These skills directly enhance productivity and precision in document preparation. • Communication in Organizations: Understood the importance of clear, purposeful communication emphasizing listening skills, message clarity, and using the right channels. This contributes to improved coordination and decision-making within teams. • Understanding Governance and Law-Making: Studied the Indian Constitution and the policy formulation process, which provided deeper insights into the structure of government and democratic principles. This strengthens the foundational knowledge needed for contributing to
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systemic change.

- **Group Facilitation Techniques:**
Developed facilitation skills by learning to promote active participation, manage time effectively, and synthesize key discussion points. These abilities are crucial for leadership and collaborative decision-making.
- **Poster Presentation Activity:**
Created and presented a poster on the roles of Union, State, and Local governments, enhancing conceptual clarity and public speaking skills. Peer engagement through this activity promoted civic awareness and dialogue.
- **Conflict Management Skills:**
Explored the Thomas-Kilmann Conflict Mode Instrument (TKI) to Learn how assertive communication facilitates constructive conflict resolution and improves interpersonal dynamics in professional settings.
- **BNPL Trend Analysis:**
Participated in a group discussion on the Buy Now Pay Later (BNPL) phenomenon. Analyzed its effects on consumer behavior, the evolution of credit systems, and financial literacy challenges in emerging markets.
- **Design Thinking & Product Innovation:**
Gained exposure to design thinking, focusing on empathy, ideation, prototyping, and iteration. Learned how this structured innovation approach enhances usability and efficiency, especially within healthcare management and hospital systems.
- **Holistic Integration:**
These diverse learning experiences have reinforced capabilities in strategic thinking, analytical proficiency, and collaborative communication. The synthesis of technical tools and conceptual frameworks directly supports my long-term vision of transforming healthcare governance through innovation and informed leadership.
- **Applied Design Thinking:**
Developed an innovative product using

user-centric design principles. Practiced iterative prototyping and problem-solving aligned with user needs. Gained exposure to project planning, stakeholder mapping, and risk mitigation.

- **Project Management Insight:**
Understood structured execution methods in real-world scenarios. Learned to align objectives with timelines, scope, and stakeholder interests.
- **Field Visit – Yashoda Hospital, Ghaziabad:**
Observed NABH accreditation standards, ensuring patient safety and quality care. Learned compliance requirements across infection control, patient rights, and clinical protocols.
- **Quality Concepts:**
Differentiated between Quality Control (QC) and Quality Assurance (QA). Explored applications in healthcare for defect prevention, efficiency, and compliance.
- **Research and Analytics:**
Formulated a research statement and performed inferential statistics using MS Excel: applied pivot tables, charts, and formulas for data interpretation and visualization.
- **Conflict Management:**
Participated in a group case study exploring conflict resolution strategies.
- **Negotiation Skills:**
Studied BATNA, ZOPA, WATNA, anchoring, and collaborative negotiation approaches. Improved decision-making and stakeholder engagement techniques.
- **Project Charter Formulation:**
Learned key elements: vision, scope, timeline, budget, and success metrics.
- **Explored key root cause analysis methodologies:**
5 Whys, Fishbone Diagram, Kaizen, and PDCA. These tools deepened my ability to systematically identify and resolve underlying issues in healthcare operations,

strengthening my structured problem-solving approach and contributing to more effective, data-driven decision-making in quality management.

- Had leadership connect with Amitav Banerjee, director at SFOENIX Technology, former Associate Director at PWC.
- Deming, Juran, and Crosby changed how we think about quality. Deming focused on improving processes and using data. Juran stressed planning and showed how poor quality costs money. Crosby believed in doing things right the first time with “zero defects.” Their ideas still guide businesses in making better products and happier customers.
- Learned that Six Sigma is a way to make work better by finding and fixing problems. It uses five steps—Define, Measure, Analyze, Improve, and Control—to reduce mistakes, improve quality, and help teams work more smoothly.
- About key quality boards in India, including the Quality Council of India (QCI) and its accreditation bodies like NABH, NABL, and NABET. These boards promote quality standards across healthcare, laboratories, education, and industry.
- Motivation theories like Maslow’s Hierarchy, which emphasizes human needs, Herzberg’s Two Factor Theory, highlighting hygiene and motivators, and McClelland’s theory on achievement, power, and affiliation.
- Had leadership connect with Dr. Pawan Kapoor, (Retd) Air Marshal, one of the founding members of NABH.
- Professional report writing and email etiquette. I learned to structure content clearly, maintain a formal tone, and communicate effectively.
- Learned to use VLOOKUP, HLOOKUP, and XLOOKUP in advanced MS Excel through a project.
- Emotional intelligence builds self-awareness, empathy, and communication—

	enhancing leadership, teamwork, and decision-making in high-pressure healthcare environments. • National and international boards dedicated to quality assurance across sectors. Key examples included ILAC, IAC, NABH, NABL, and NABET. • Had a Sarpanch Samvaad field trip on 28/06/25, where we went to Tharoli village in Saharanpur, Uttar Pradesh. • Explored lead-lag and strategy mapping techniques to improve task sequencing, goal alignment, and stakeholder coordination—enhancing structured planning and execution. • Gained foundational Power BI skills—importing datasets, building dashboards, using charts and filters—to enhance data-driven decisions in healthcare operations. • The final week featured mock interviews and assessments, reinforcing professional readiness and core knowledge, and marking the successful culmination of a transformative healthcare management training journey.
Linking theory (Classroom learning) with practice at your organisation	• Gunvatta Gurukul provided a transformative learning experience by deepening my understanding of subjects that were only superficially covered in college—such as organizational behavior, motivational theories, MS Excel and Word, research methodologies, and root cause analysis. • The program offered hands-on application and conceptual clarity through real-world activities. • This enriched my knowledge base and honed my practical skills, enabling me to connect theory with impactful execution—especially valuable for navigating complex challenges in governance and healthcare management environments.
Gaps identified on the working area.	• Incorporating more structured, outcome-driven projects would further enrich participant understanding and foster real-time problem-solving capabilities.

	- Expanding such initiatives could strengthen the bridge between theory and practice, allowing learners to internalize concepts more effectively while cultivating execution skills essential for healthcare management and governance. - The program's 8-week span was too brief to fully explore topics—more projects could enhance practical depth and engagement.
Suggestions for improvement	Extending the program to 10–12 weeks would allow for a deeper exploration of core concepts, increased project-based learning, and more time for reflection and refinement, ultimately enhancing conceptual clarity and practical proficiency across modules.
Key Learnings	Root Cause Analysis Techniques: Mastered tools like 5 Whys, Fishbone Diagram, Kaizen, and PDCA, enhancing the ability to address operational issues in healthcare systematically. Emotional Intelligence - Developed awareness of emotional dynamics, including self-awareness, empathy, regulation, and interpersonal communication, essential for effective teamwork and leadership. - Lead-lag sequencing for task management and strategy mapping to align projects with broader organizational goals in healthcare settings. - Acquired foundational skills in Power BI, including data import, dashboard creation, charting, and filtering—enabling smarter, data-driven decisions in operational planning. - Participated in mock interviews and final assessments, reinforcing communication, professional conduct, and conceptual understanding across healthcare management modules. - Knowledge of BATNA, ZOPA, WATNA, anchoring, and collaborative strategies—

enhancing conflict resolution and stakeholder engagement.

- Structure and strategic value of a Project Charter, defining vision, scope, stakeholders, timeline, and success criteria for streamlined implementation.
- Blend of analytical thinking, interpersonal intelligence, and strategic execution—all are critical learnings gained through this program.

Signature of the Student

Mansi Pal

Approved by the IIHMR University's Mentor