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Course Name: MBA Hospital & Health Management  
Organization Name: Apollo Hospitals, Bengaluru

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ABOUT ORGANIZATION

Apollo Hospitals, founded in 1983 by Dr. Prathap C Reddy, is a pioneering healthcare group in India and Asia, known for its innovative approach and commitment to quality. As the first corporate hospital in India, Apollo Hospitals revolutionized the private healthcare sector by offering world-class care

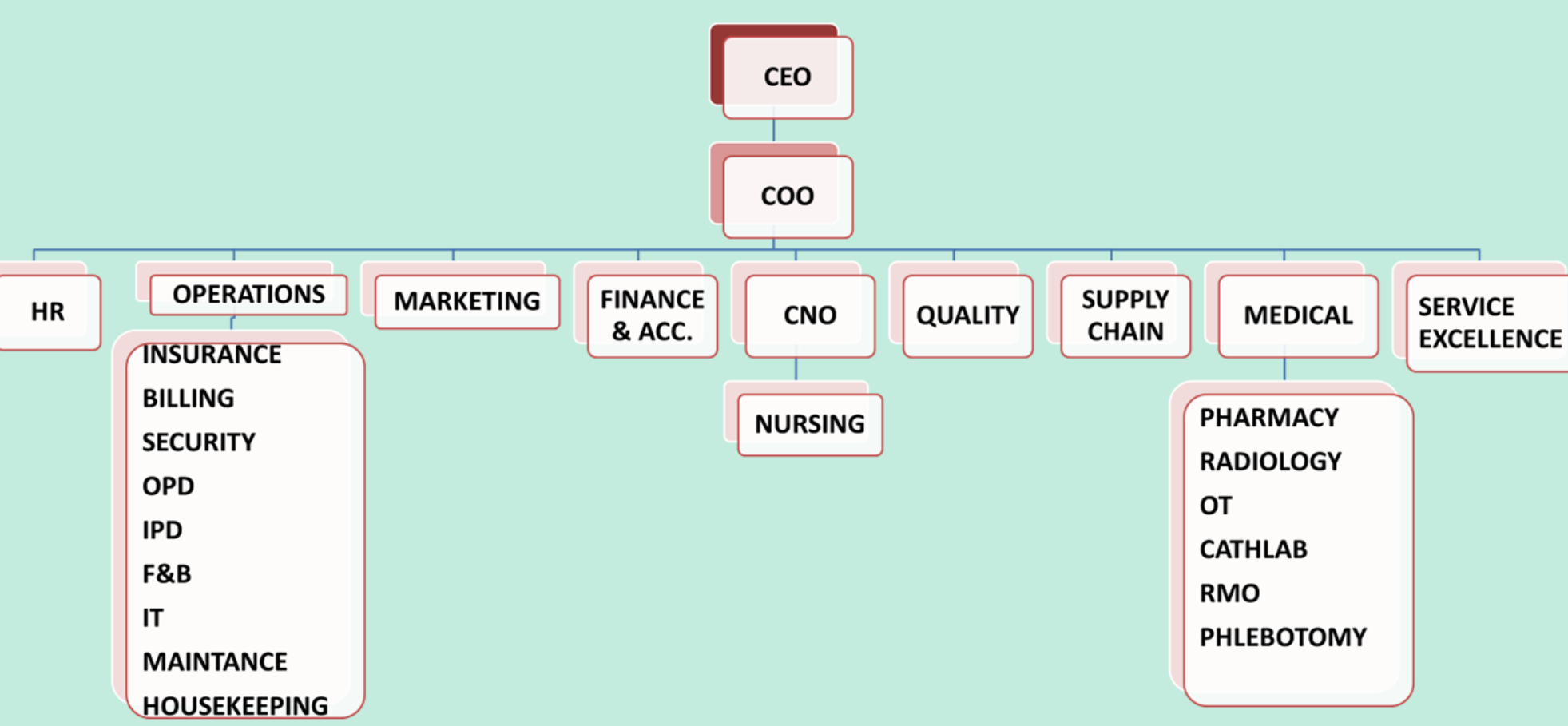
VISION

Apollo Hospital’s vision for the next phase of development is to ‘Touch a Billion Lives’.

MISSION

Apollo Hospital’s mission is 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

ORGANIZATION STRUCTURE



S

Strong brand reputation  
Adoption of digital systems for hospital operations and EHR

W

High consultation & service cost making it less accessible for all.  
Training Gaps

O

Scope for implementing data analytics in inventory forecasting  
Enhanced training programs to reduce operational errors.

T

Cybersecurity issues  
Rising competition from other multispecialty hospital

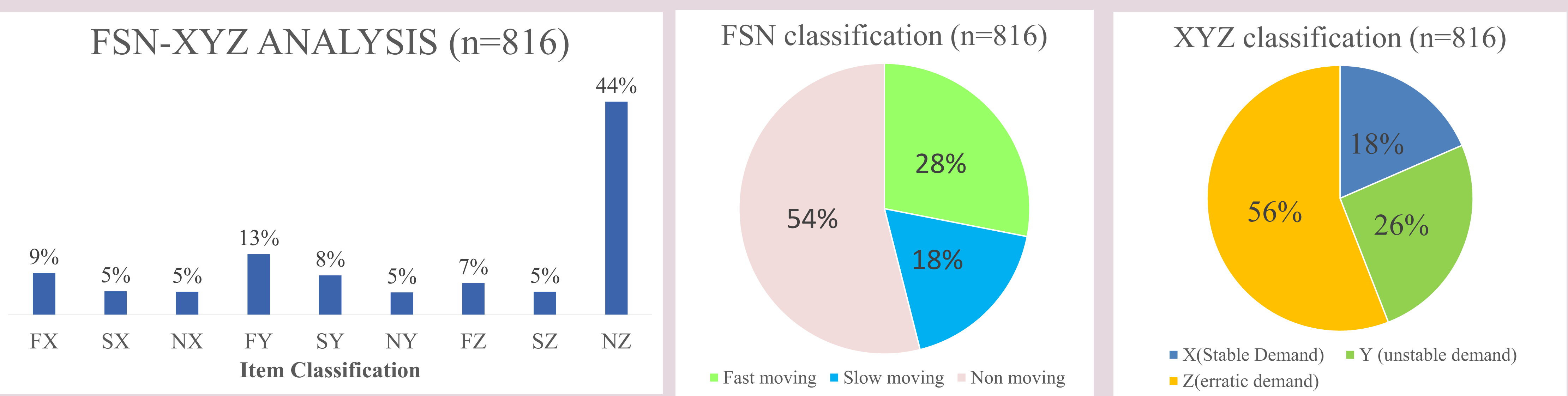
OBJECTIVES OF THE STUDY

- To categorize hospital inventory using FSN–XYZ analysis for better understanding of consumption patterns and demand variability.
- To conduct process mapping and identify operational gaps in the existing material management workflow.
- To provide data-driven recommendations for improving inventory control and overall supply chain efficiency.

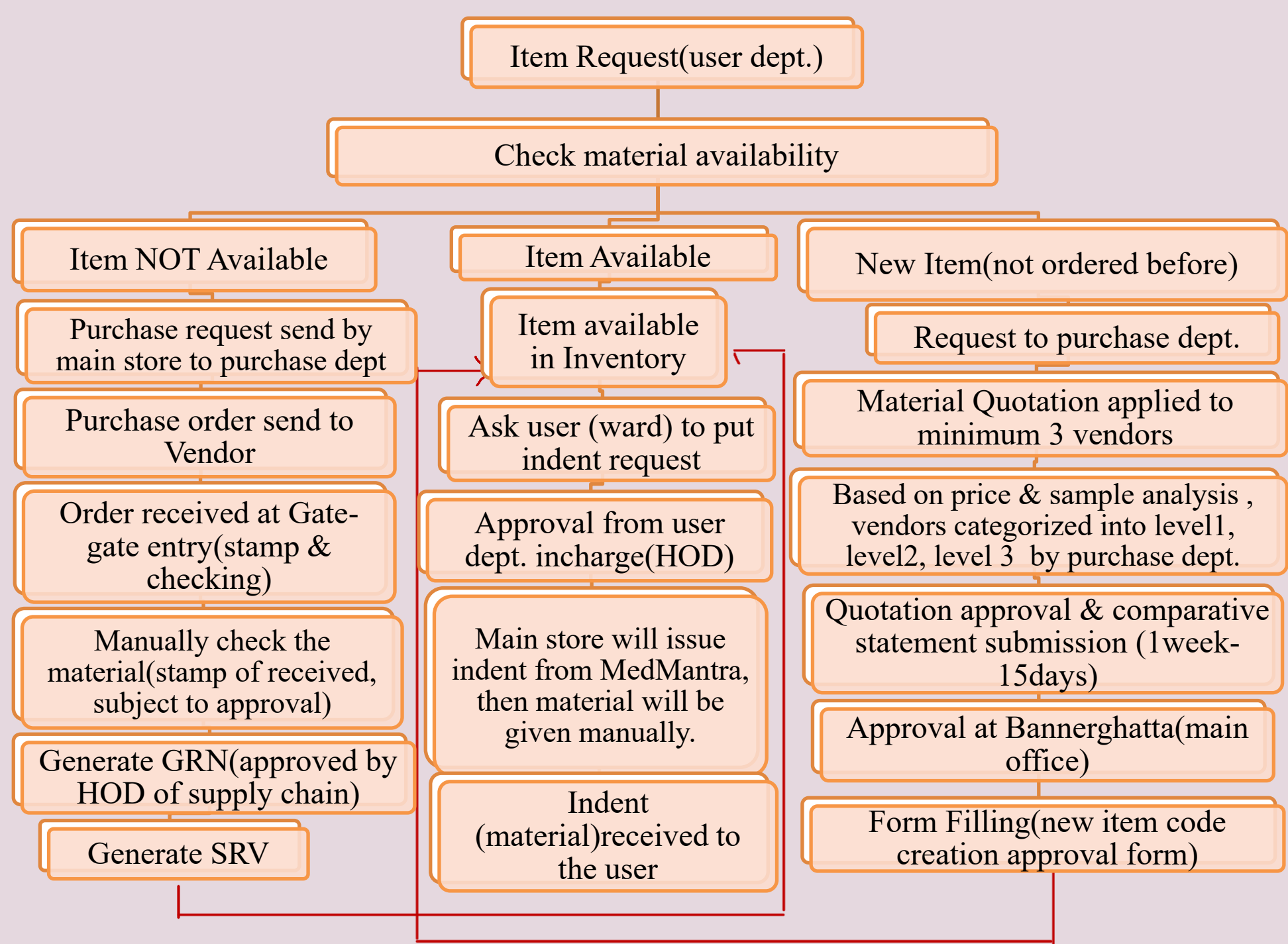
METHODOLOGY

- A retrospective observational study was conducted in the supply chain department of a tertiary care hospital. Six months of inventory data of non-medicine items were collected. MS-Excel was used as an analytical tool.

RESULT



PROCESS MAPPING



GAP IDENTIFIED

- High volume of non-moving items(438): **signals poor demand forecasting, potential overstocking or inappropriate procurement**
- Over 50% of items in Z(erratic demand) category indicate: low issue frequency**
- Only 71 items belong to FX(fast moving, stable demand) category indicating: **lack of prioritization of essential high demand items. Inventory management not aligned with actual consumption patterns**
- Chemicals and disinfectants were stored directly on the shelves;** however, as per the SOP, should be placed in cardboard boxes filled with sand to ensure in case of spillage, substances are immediately absorbed and do not spread onto the floor, thereby minimizing safety hazards.
- No proper pest control maintained within the department,** which can lead to material damage in inventory.

LIMITATIONS OF THE STUDY:

- Due to time constraints, only 6 months of inventory data could be analyzed.
- Seasonal demand variation.
- Bulk procurement: intentionally overstocked for upcoming demand.
- Certain emergency use products may not show regular movement but are critical and must be stocked.

SUGGESTIONS

- Periodic review of non-moving and Z category items. Thereby rationalizing inventory.
- Implement demand forecasting tools: use historical trends, departmental needs & seasonal patterns.
- Staff sensitization by encouraging better indent planning & communication between dept. & stores

THEORETICAL UNDERSTANDING

- Total Quality Management & Continuous Improvement.
- Indent, procurement and issue processes follow linear flow.
- Importance of Interdepartmental coordination

PRACTICAL EXPOSURE

- Participated in internal audits & tracked NPS/ Feedback.
- Frequent deviation occur in indent issue process due to urgency.
- Had direct interaction with patients, medical & administrative staff

CHALLENGES FACED DURING INTERNSHIP

- Adapting to new work environment & culture.
- Difficulty in extracting consistent item wise data across months.
- Initially data collection was difficult due to busy schedule of supply chain staff. As time progressed it was resolved.

LEARNINGS DURING INTERNSHIP

- Understood the work culture of Hospital.
- Learnt how Excel can be used in real-time for inventory tracking and analysis.
- Understood how key performance indicators (KPIs) are tracked to monitor service quality.
- Understood how regular audits and surveys contribute to continuous quality improvement (CQI).

