ZYDUS LIFESCIENCE LIMITED

(Formally Known as Cadila Healthcare Limited)

INTERNSHIP REPORT - 2022

Submitted By:

Name: Gopinath Alias Gautam A Mahale

Roll No: 2122

Under The Guidance Of

Ms. Priyanka Naik

Goa Business School

Goa University

2021-2022

DECLARATION

I hereby declare that the project report of "ZYDUS LIFESCIENCE Limited. Has been done by me during the period from16th MAY TO 8TH JULY 2022 under the guidance of Miss .SALONI QUEIROZ, HR Executive of Zydus Lifescience Limited. I also declare that this project has not been submitted nor shall it be submitted in future to any other university or institution for award of any other degree or diploma.

Date: 8th July 2022

Place: Goa University

Name: Gopinath Alias Gautam A Mahale

Roll No: 2122

ACKNOWLEDGEMENT

I express my gratitude to the Zydus Lifescience Limited.Goa has given me opportunity to work with them and make the baste out of internship .I would like to thank Mr. Rajesh Nandedker(HR HOD OF Department and Admin) of a company .I would also like to thank Mr. GAJENDRA VERNEKAR(Associate Manager). I would like to thank my trainer Miss. SALONI QUEIROZ (HR Executive) for having trained me and also supporting me through training period in a company and also given me require information for this internship. My heartfelt gratitude also goes to all the admin staff and employee for helping me and giving me require information of company and also being corporate with me and guiding me throughout the internship.

I Thank my college Goa University / Goa Business School for having given me this opportunity put to practice ,the theoretical knowledge that I got from this program .I also thank to our course co-coordinator from Goa Business School. In this project I have covered the entire department as per specification of the course.

Internship Certificate

zydus
Dedicated To Life

July 08, 2022

CERTIFICATE

This is to certify that Mr. Gopinath Alias Gautam A. Mahale student of MBA Part I from Goa University, Panjim, has undergone in-plant training in our organisation w.e.f. 16/05/2022 to 08/07/2022, as a part of the curriculum.

This certificate is issued to enable him to submit the same to his college.

FOR ZYDUS LIFESCIENCES LIMITED

RAJESH NANDEDKAR
Dy. GENERAL MANAGER HR & ADMIN

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Executive Summary

The report is based on the summer internship project which is a study conducted in Zydus Lifescience Limited. In the period from May 16th to July 8th 2022.

The summer internship place a very important role in the course of the first year MBA. It gives a first – hand experience of working and functioning of various departments in the organization to the student and help us relate the subject we learn to how it is applied in the various departments in the real industry.

The main objective of my training at Zydus Lifescience was to study the organization structure and its functioning to get maximum exposure to the cooperate world. To understand the scope, functioning, responsibility of various departments in this organization and practically apply the theoretical knowledge learned through the MBA course.

During my internship period I was allotted with two research project which I had to complete with my internship duration and both the project was related to the human resource department .The first project was base on the reason why candidate back out offer from the company and second one was based on new joiners feedback form. Details about this research project will be explained in the section of work done at the end of the report.

COMPANY PROFILE

Zydus Lifesciences Limited Formerly known as Cadila Healthcare Limited, also known as Zydus a leading Indian Pharmaceutical company is a fully integrated, global healthcare provider. With in-depth domain expertise in the field of healthcare, it has strong capabilities across the spectrum of the pharmaceutical value chain. Zydus has earned a reputation amongst Indian pharmaceutical companies for providing comprehensive and complete healthcare solutions.

Zydus group headquartered in Ahmadabad, India, and ranks 4th in the Indian pharmaceutical industry. The group has manufacturing sites and research facilities spread across five states of Gujarat, Maharashtra, Goa, Himachal Pradesh and Sikkim in India and in the US and Brazil.

One of the salient features of Zydus is it's rich history and lineage. The origin of the company dates all the way back to the 1950s. The company was founded in the year 1952 by (late) Mr. Ramanbhai B. Patel, a first-generation entrepreneur and a doyen in the field of Indian Pharmaceuticals. In 1995, the group was restructured and thus was formed Cadila Healthcare under the aegis of the Zydus group.

Zydus is one of the oldest players in the Indian formulations market and has gone onto become a prominent pharmaceutical manufacturer in India. Besides continuously improving its market presence and market share, the group has also expanded its portfolio by entering newer therapeutic areas. The group has been launching new products with the first mover advantage and has a strong presence in both acute and chronic therapies. The Company's operations include pharmaceuticals such as (human formulations, veterinary formulations and bulk drugs); diagnostics, herbal products, skin care products and other OTC products.

Adhering to its brand promise of being dedicated to life in all its dimensions, Zydus continues to innovate with an unswerving focus to address the unmet healthcare needs. Simultaneously it rededicates itself to its mission of creating healthier, happier communities across the glob

Zydus global business has a strong presence in the regulated markets of the US, Europe (France and Spain) and in the high profile markets of Latin America and South Africa. It is also present in a big way in 25 other emerging markets worldwide.

About Goa Facility Plant

Zydus lifescience unit which is situated in ponda taluka in state of Goa. They usually are into business of manufacturing tablets, capsules, anticancer products at their Goa facility unit. They export the mention products in south East Asian countries such as Indonesia, Vietnam, Myanmar, Thailand, Malaysia and also Sri Lanka.

History of Goa facility plant

- 1991- formulation plant
- 1993 – anti biotic plant
- 1997- Anti cancer plant
- 1998- QC expansion
- 2001-Werehouse expansion
- 2002- Administration expansion
- 2008- Tablet facility expansion
- 2009- Injection facility up gradation
- 2017- Expansion of OSD II

❖ Mission & Vision

Company Mission: To unlock new possibility in life science through quality healthcare solution that impact lives.

Company Vision: Be a global life science company transforming lives through path backing discoveries.

❖ Achievements

- The Overall India Pharma Excellence Award and the India Pharma Innovation of the Year Award from the Department of Pharmaceuticals, Government of India.
- The CII Industrial Innovation Grand Jury Award of being the Most Innovative Company of the Year.

- The CII Industrial Innovation Grand Jury Award of being the Most Innovative Company of the Year.
- Declared as the 'Emerging Company of the Year' by the Economic Times Awards for Corporate Excellence 2010.
- Awards Amongst the top five companies worldwide at the FT ArcelorMittal Boldness in Business 2014 in the Developing Markets category.
- Amongst the top 3 finalists at the Time India Awards 2017 in the 'Global Manufacturer for the Year' category
- Zydus has won award for Best Place to Work For in Pharma Category for 2021

❖ Some of the products which are offered by Zydus lifescience in Goa unit.

- PRODUTS

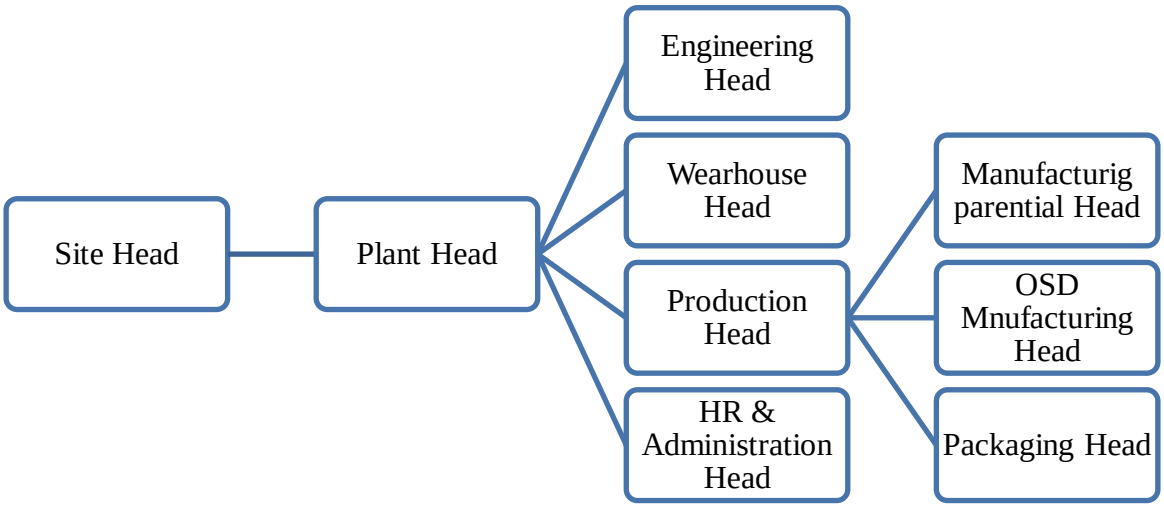
Product Name	Area	Form	Strength
Aten	Cardiac	Tablet	50,25,75,100 MG
Falcigo	Malarial	Injection	60,120 MG
Nucoxia	Painkiller	Tablet	50,90,120 MG
Formonide	Respiratory	Inhaler	6/100 MG
Ocid	Gastro	Capsules	20,40 MG
Grd	Vitamin/Minerals	Powder	

Competitors

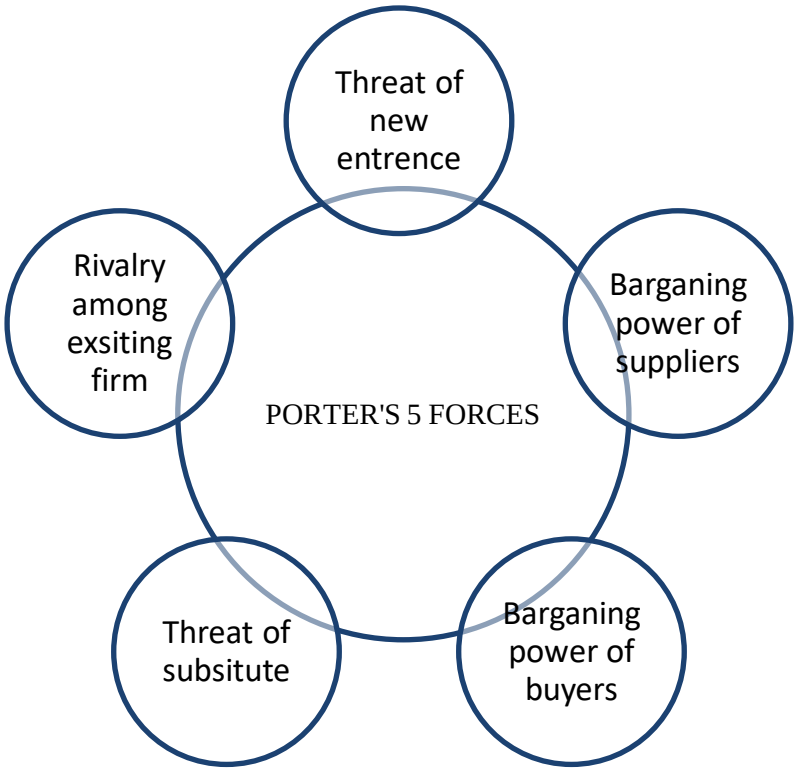
- **CIPLA LTD.**
- **LUPIN LTD.**
- **RANBAXY LTD.**
- **GLANMARK PVT LTD.**

COMPANY ORGNIZATION STRUCTURE

Business Unit Manufacturing (Goa Formulation)



1. PORTER'S 5 FORCES



1) **Threat of new entrance:** In pharmaceutical industry threat of new entrance is low to moderate. This is because as a pharmaceutical company majority of the focus is on the research and development area and to do so they require high amount of cost.

   Due to the government rules and regulation such as FDI norms and other formality there is high barrier of new entrance.

   Initial cost to start the pharmaceutical company is very high in terms of machinery, equipments etc due to which threat of new entrance is at low to moderate.

2) **Bargaining power of suppliers:** In pharmaceutical industry bargaining power of suppliers is at the high this is because each pharmaceutical company has its own manufacturing standard & quality and to maintain those standards & quality they require specific raw material for production and those materials are only available with few suppliers who supply to those specific pharmaceutical companies.

3) **Bargaining Power of buyers:** The buyer's bargaining power is at moderate. There are many companies in market providing similar products. Because of this reason, buyers like e.g. hospitals and other healthcare organization have an option to select other brand products.

   In a pharma industry, the customers are scattered and do not wield much power in the pricing of products as they have to buy the medicine which are prescribed by the doctors.

4) **Threat of substitute:** In pharmaceutical company threat of substitute is high because .As Ayurvedic and Homeopathic medicine industry has entered the market due to which there is change in trend of consumption from customer's side as they are more shifting it to Ayurveda and Homeopathic other then allopathic medicine.

   As at some point threat of substitute is at low side when it comes to the chronic disease such as cancer, kidney failure, coronary artery surgery etc. During that time hospital and other healthcare recommend patient to take allopathic medicine as compare to other medicine this is because it gives rapid relief from the disease and it become life saving medicine in emergency condition.

5) **Rivalry amongst excising firms:** In pharmaceutical industry rivalry with existence firm is high this is because each company does innovative product in order to gain more customers and try to compete with its competitors.

   Each pharmaceutical company tries to make their product different from competitors and give more preference for customer centric approach which create unique selling price of the product.

2. SWOT ANLYSIS

❖ Strengths

1. The biggest strength of Zydus is they follow strict operational norms. As their rules and regulation is designed by the top management and each and every employee need to follow those norms.
2. Zydus lifescience is ranked at 4th in the Indian pharmaceutical industry association. And they also have presence in US, Europe & 25 other countries across the globe.
3. Zydus treat their entire workforce equally with respect to whichever post or department it may be.
4. Zydus Goa formulation plant has strong workforce of more than 1,500+ employees.

❖ WEAKNESS

1. Zydus is marred by various controversies .The recent controversy about zydus was 12 hours working shift and more working pressure from top management. Due to this type of negative notes image of the company brings into the poor lights.
2. Due to working in various time shift there is less opportunity for female candidate to Get job in this organization.
3. As there are a huge number of work forces in organization sometimes management finds it difficult to handle them in critical situations.

❖ OPPORTUNITYS

1. As there is an increase in chronic disease such as cancer, diabetes, pressure etc. Due to which there is an increase in demand for pharmaceutical products.
2. Due to increase demand of product in foreign market Zydus is trying to expand its manufacturing units in various states on the country.

❖ THREATS

1. Zydus face lot of competition in the market from Cipla, Sunpharma, and Glanmark etc.
2. As zydus is exporting their products to other countries due to which there is a threat of currency fluctuation.
3. As some of the manufacturing material is getting imported for the production and for other purposes due to which there is a threat of various factors. This affects Company in production chain as well as company may face huge amount of losses.

3. Pestle Analysis

Political Factor: Pharmaceutical Company follows strict rules and regulation such as SOP which is also known as Systematic Operational Procedure. Above from this there are various other government agency and other drug related laws which pharmaceutical company need to follow. Not only this even during the time of selling of particular product in market pharmaceutical company need to take various approval from the respected authority about the product , History about the product and also ingredient about the product all details need to be submitted to the respected authority for approval of the product. As Zydus is majority exporting their product in more than 25 countries to do so company need to follow various government procedures for exporting their product in international countries such as Trade regulations, Import Export product licensing, Product registration etc. Also pricing of the product is affected by political factor.

Economical Factor: There are various economical factors which affected pharmaceutical industry such as Income of and individual, Demand for product, Currency fluctuation etc.

Economic condition of developing country is improving due to which there is increase in house old income of people. This may allow individuals to buy essential drugs. Due to which pharmaceuticals companies are heavily investing in research and development on new drugs to provide more benefit and potential drugs in the market so that people buy those products with irrespective to any price.

Social Culture: There are various social cultures which affect the pharmaceutical industry in such way that they have to adapt their production, sales activity depending upon culture of the given country. Production will be totally depending upon social culture of Particular County for e.g. Zydus is exporting their product in US market and people from US market prefer coated tablet rather than normal tablet. Due to which company has to follow coating procedure for US base market product.

Language Presence: Zydus also export their product in Sri Lanka as per their social culture requirement each tablet blister should contain name of the product in their local language. As they give priority for their language first then other language.

Technological Factor: Pharmaceutical industries are totally depended upon technological factors. Beginning from research till dispatch of various products completely done base on innovative technology.

And because of this reason there is more amount of production take place at cheap price with not much amount of manpower require.

Also Pharmaceutical company have invested in temperature controller system which help pharmaceutical company to store the material at the require temperature within their facility and able to transport them in other area without getting them harm.

Legal Factor: As pharmaceutical products are one of the essential ones, the government always uses laws to control the fraud regarding the expiry dates and manufacturing of the batch of drugs. If a company fails to adhere to the set guidelines, it may have to face legal proceedings.

Pharmaceutical companies are mainly dependent on their database. If they get affected by cyber threats, the customer may lose their confidence in them. It can affect their business as well.

Pharmaceutical companies should maintain strict legal guidelines while formulating the framework for their business and researches. They ensure the safety of the products. It helps them to avoid legal issues. Thus, allowing them to stay away from the high expenses of proceedings.

Environmental Factor: The production of drugs results in the creation of different biotechnological pollutants. They may be hazardous for people's health. The company needs to take care of this waste to maintain the safety of the people.

Like other companies, pharmaceutical companies may take up some corporate responsibilities towards the environment. They can donate money or campaign for some environmental causes, which can help them create a better image.

4. VRIN ANALYSIS

Valuable: Zydus lifescience is one of the leading pharmaceutical companies in India. Has presence in various countries across the globe. Zydus provide affordable and quality product offering.Zydus lifescience has valuable operating practices, assets which company has and different formulas which company uses to manufacture different product is also consider in valuable because Zydus offer differentiated products then other competitors. Which give different recognition to the company. Zydus lifescience have well educated and experience employee which led to more production output for the organization.Zydus lifescience has successfully provided products, and made them extremely accessible for countries where operating units do not exists. Company's relation with dealers and suppliers is particularly string and base on strictly followed standers and criteria.

Rare: Zydus lifescience has global presence and earn revenue through multiple region .Due to this company has higher financial strength and also higher cultural exposure and international recognition. Zydus life science has unique department called as QUEST the purpose of this department is to bring quality culture excellence in the company which majorly bring high quality operations with minimum amount of wastages.

Inimitable: Zydus lifescience offers high quality products to their customers that have been a source of brand appeal .The high and consistent quality leads to repeat purchase. But the products are not that costly to imitate and can be acquired by competitors as well if they invest significant amount in research and development. The product licensing of Zydus lifescience are very difficult to imitate because it is not legally allowed to imitate a product licenses.

Non- Substitutable: Zydus offer non-substitutable product in the market which non other pharmaceutical company offers in markets in a segment of anticancer power and hormonal injectebale.

5. Manufacturing department

The manufacturing function is primarily responsible for implementing and operating the production system in order to produce the product. Manufacturing may also include purchase, distribution, and installation as well as the physical manufacture of the component.

5.1. Tablet Manufacturing Process

1. RM STORES: In which as per the production department ordered the raw materials are brought near the dispensing area as per the chemical calculation and weight which is very important because of the chemical basis.

2. DISPENSING: In this process the raw materials are brought to the dispensing area. The head of the tablet manufacturing department will do the sampling of the materials and if that material is getting matched with the specific amount then only he will proceed further. After going through all this process the next step the production department takes is cross checking the material as per the (BOM) which is known as Bill Of Material and also check the weight of the material with the help of (BMR) which is known as Batch Manufacturing Record along with that they will also do the verification of material in the stores department once all this process is done with respect to their standard perimeters then the production department transfers the raw material to a separate container and Labeling and tagging is done of the material and containers. Once this is done the selected material is then shifted to the Dispense material staging area Or Quarantine area to stabilize the material for certain period of time.

3. GRANULATION: In this process firstly raw material is moved to the shifter it is basically a machinery which is use to separate foreign partials from the raw materials with the help of sieve once this process is done the raw material will moved for the granulation process in this process all the raw material also known as (Dry Mixing) is done into the granulation chamber along with Blinding addition which are basically in the form of solution / paste which is also added into the granulation chamber which then moves with specified time and rotation in the granulation chamber and slug formation is then converted in to granules and then granules need to be unload in FBE Bowl.

4. DRYING: Once the granulation process is done then the material is shifted to the Drying unit the main purpose of this drying process is to reduce moisture content in the granules .This process is done with the help of Inlet temperature ,Exhaust temperature and air flow within the drying chamber. The temperature are set base on the BMR of each product specification.

5. SIZE REDUCTION: The size reduction process is done to make the granules of the universal size .Once the drying process is complete granules are moved to the size reduction chamber in this process granules are moved in a two stage process the first is shifting is done where separation of small and oversize granules are take place once this is done the oversize granules are moved to the milling process this is done with the co-mill and multi mill this are two different tools use for milling process. Once this is done then Blending process takes place where all the granules are mixed together with the help of lubricant so to increase flow of powder.

6. COMPRESSION: Once the size reduction and blending is done then material is moved for compression process in which the powder is filled in the powder filling area and compression takes place with the help of punch and different shape are created of the tablets.

7. COATING: Once the compression process is done then tablets which require coating is moved to the coating chamber this process is also done with the help of dry air process. Coating is nothing but giving and additional smooth layer of color coat on the top layer of the tablet.

8. INPECTION: This is done simultaneously during the time of tablet manufacturing it is also called as (In process inspection) where in QC and QA department inspect the process take random sample during each stage of process and check weather all parameter are as per the prescribe manner all processing step are taken as per the recommendation .If all the process is as per given guideline then tablets are then moved to the stability chamber or Quarantine area for certain time period.

9. PACKING: After the inspection is done the tablets are sent to the packing department. The packing department then arranges all the tablets according to the classes and names. Then batch no, tablet name is placed on the dispatch box and sends it to the FG stores.

6. RAW MATERIAL STORE

Raw material storage is something that companies has carefully engineered according to their own unique storage needs to be able to produce a consistent product.

6.1 RAW Material Stores Function

1. Receipt of material: Ones material arrives at the security gate in vehicles, security personnel will confirm the unit to which material belongs and informs the same too concerned stores. Stores personnel will instruct the security personnel to send the transporter of the vehicle with the document to the store office.
Stores personnel checks documents against the purchase order/indent. If the documents are found OK, stores personnel will inform the security personnel to allow the material to be taken inside. When vehicle arrives store personnel will check the vehicle for its cleanliness. Material is then unloaded on company's pallets at the unloading bay. After all the material is unloaded, the delivery challan is checked for details such as if the material is received from approved supplier, item name, item code, batch number/lot number, quantity, name and site of manufacturer etc. Material is also checked for any damaged containers and damaged tampered or different colored seals. Stores personnel will verify the documents received with the material like the delivery challan, COA, etc and fill the checklist as per concerned SOP. Material containers are cleaned/Dedusting by lint free cloth/vacuum cleaner externally in the dedusting booth. Weighing of materials is done once material is taken inside to check the gross weight of the material.

2. Sampling of material: Sampling is the process of removal of small portion of material from a large lot for quality control analysis. Sampling is carried out by quality control personnel in the sampling booth. Dedicated area is provided for men and material entry to the sampling booth. After sampling quality control will past "UNDER TEST LABELS" on the consignment card and individual container wherever applicable.

3. Analysis of material: Analysis is done at quality control as per respective specifications. On release of material PASSED LABEL will be affixed by quality control personnel on the "UNDER TEST LABLE" on the consignment. If the material is rejected, "REJECTED LABEL" will be affixed by quality control personnel on the "UNDER TEST LABEL" on the consignment.

4. Storage material: Material is transferred to quarantine area as per required storage conditions with "QUARANTINE AWAITING GRN" status label. Dedicating areas are available transfer of raw material and packaging material. Cold storage provision is also available for the material requiring being stored in 2-8 degree temperature. Packaging material is stored in dedicated area as primary, secondary and tertiary packing. Location of stored material is updated in location tracking software.GRN is prepared by feeding the details of consignments in inventory management system (IMS) software. Consignment card is printed which replace will quarantine awaiting GRN status label .The GRN is handed over to quality control for the purpose of record keeping where in one copy is with store department and one copy is with QC department.

5. Dispensing of material: It is the weighting of the material as per standard quantities mentioned on the work order by following GMP standards. Dispensing is carried out by stores in presence of production personnel. Dedicated areas are available for man and material movement to the dispensing area. Dedicated areas are available for transfer of dispensed raw material and packaging material .Material is issued to production/packing on First in First out (FIFO) and First Expiry First out (FEFO) basis.

6. Dispatch material: Once the drug has undergone all stages of manufacturing and packaging including testing, the finished goods come in finished goods store along with daily production report (DPR) given by the packing department.

7. QUALITY ASSURENCE

It is to help create a quality product. Their job is not only bug searching and regular product testing, but to also prevent defects accordingly. They ensure the high quality of the development process and its results.

7.1 QA Department Function

1. Vendor Qualification: The role of QA in vendor qualification is to evaluate the vendor to determine if it can provide the necessary goods to the standards that the purchasing company requires. This is done with the help of the system from which they will able to see that the vendor who has dispatched the material in the company is approved by the QA department.

2. **IPQA:**(In Process Quality Assurance) Is to check weather all the manufacturing activities are done as per the standard operation procedure such as line clearance is basically cleaning of manufacturing area after each batch is produce. Equipment Usage is to check at what stage what equipments, tools need to be use and at what time and at what speed all this details need to be check by the IPQA team.

3. Validation: It is documentary evidence which provide high speed degree of assurance that manufacturing process is consistently producing good quality of product .In this process there are two stages.

- **Process Validation**: In this process of validation QA department choose random product in a batch of three. And start the process in order to check weather if there is any variation in the process so that they can take the action whenever it is required for them.
- **Cleaning Validation:** In cleaning validation process it is the duty of the QA department to check weather all the equipments, Machinery are clean properly reason behind this is there should be no mixture of traces of previous batch in the current batch process production.

4. Deviation Investigation: Deviation is the unexpected event which occur at any ongoing activities of Product, process, Packing. There are various categories of deviation such as.

- Critical Deviation: That could have significant affect on product directly
- Major Deviation: That could have moderate to considerable affect on quality of the product.
- Minor Deviation: Deviation unlikely to have detectable impact on the product directly.

To resolve this problem QA department need to follow four stapes procedure such as

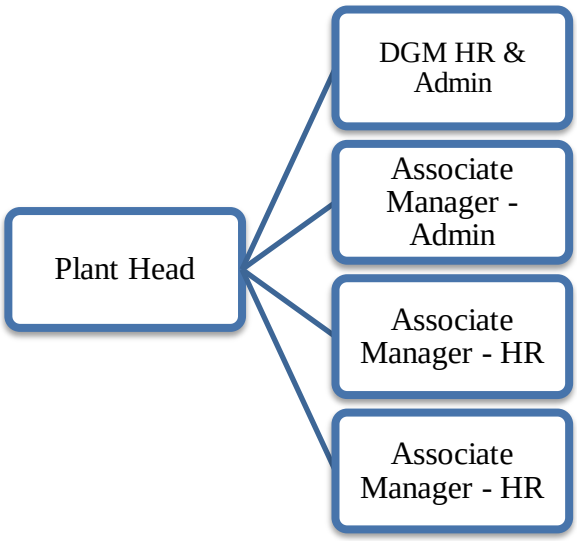
- Description: About the problem
- Investigation: Searching for the information about the event.
- Root Cause: Finding out cause for the problem such as due to what reason this problem created.
- CAPA: (Corrective and Preventive action) at this stage QA department finds the solution for the problem to avoid problem in future of the similar type.

5. Change Control: Change control is a systematic approach to managing all changes made to a product or system .The purpose is to ensure that no unnecessary changes are made, all changes are documented, service and not unnecessarily disrupted and resources are used efficiently.

6. Compliance: There are number of ways companies meet compliance requirement. Firstly they need to understand what is expected and rules that has been set. If they aren't complying with standers then some action need to be taken. Compliance ensures a manufacturer of product need to meet requirement of accepted parties, Prescribe rules and regulation, specific standard and terms and condition.

7. APQR: It is also known as Annual product quality review which is basically a document of product procedure which has all product related information such as the amount of different type of drug which it consist, different tools has been use for process, different packing material is use for the product all summary APQR report consist of the product.

Human Resource Department Organogram



8. HUMAN RESOURCE DEPARTMENT

To ensure that all employees receive appropriate training which would enhance knowledge, skills, experience and behavior to execute their appropriate duties and responsibilities with current good manufacturing practices to achieve quality, identity, safety, strength and purity to the final medicinal product manufactured.

8.1 Functions of HR department

1. **Recruitment and appointment**: As and when the vacancy arises or based on the feedback from the departments requiring manpower. Selection is based on qualification, age, knowledge, experience and safety awareness as well as on the performance of the candidate in the interview and or written exam (if applicable).

   After the candidate is selected, he/she is sent for medical checkup by the Personnel Department. If the medical reports are normal, the candidate's reference checking is carried out by a simple telephonic call to the senior officer of candidate's recent workplace. The details for reference check should be mentioned by the candidate on the reference check form. If the candidate is a fresher than he should fill in details like his recent University's Principal's contact number for reference check.

2. **Training for new recruits**: This to ensure that when new recruits enter the company should be familiar with the various departments and staff members. The new recruits are informed

here the company policies and they are also informed the current status of the organization like the turnover and market value of the company.

3. On the job training: This training is held for a period of 2-3 months and the person is trained on actual area of working. This training includes class room and shop floor training. The individuals are given training on use operation of equipment and instruments. Training is conducted in all major equipments in particular departments. Report is prepared by the trainee with all the details written in the report like the name of the company, location, unit members, department name, name of the employee, topic of training, trainers name and trainees and trainers signature.

4. Retraining: The employee is retrained if the training has not improved employee's actions or working on particular machine.

5. Canteen: The personnel department has to look after the canteen management and issues such as canteen waste disposal, hygiene, breakfast/ lunch/ dinner coupon machine calibration and maintenance.

6. **Attendance**: The attendance system is through finger punch. The finger print of the employee is registered on the punching machine by the HR personnel at the time of joining of the employee.
7. **Settlement**: During the resignation of any employee, the resignation letter of the employee is checked with the signature of employee, signature of acceptance by the department head, relieving date, name and department of the employee and then full and final settlement (FnF) is initiated.
8. **Leave Travel Allowance:** (LTA)It is applicable to those employees who has completed one year of service in the organization. Management staff may accumulate LTA for a maximum of four years. A benefit of LTA is His/her travel related bills for the journey ether through Air, Bus, and Road. LTA is added to the salary structure by the employer based on various factors such as title, position, pay scale, etc.
9. **Forgotten Punch:**If suppose the employees forgot to punch which maybe incoming or outgoing punch then the employee has to take Forgotten punch slip and he should enter the necessary details on it such as time, date, punching time etc. and also the signature of HOD. After following this procedure he is supposed submit the slip to the HR employees and based on that the HR employees will make the necessary corrections of the punching.

10. **OT (Over Time):**In which the employee do the work during regular timing as well as extra timing which give them more amount then the regular payment, this is checked by the HR department based on OT sheet which consists of employee number, employee name, extra working hours and signature. After the submission of OT sheet to the HR employee he verifies his numbers based on punching and update his OT on software at the end each month.
11. **Payment**: In this the contractors give the bill to the HR head at the end of the month then the HR employees check the attendance of the contract based employees and punching too. He then verifies on computer software and gives the details to the HOD about the attendance and base to this he forwards the bill to the finance department.
12. **Birthday Celebration**: Zydus celebrate their employee's birthday by providing them with cake along with birthday's card from Zydus group.
13. **Performance Appraisal:** Performance Management helps to track employees performance and tell whether they need or not they need extra support , Can handle a higher – level training, or deserve a raise .It is important to have a structured performance Management and tracking process to maintain a high standard appraisal are done. Performance appraisal is done through – Zydus pride.

9. Finance Department

The finance department ensures the adequate and timely provision of funds for the business's operations. It is also the department's role to ensure the company pays its debtors and suppliers on time. The department also coordinates the monitoring of income and expenditures.

9.1 Operational Expenses

1. **Budgeting**: Every year in the month of August there is budgeting meeting which is held by the finance department along with the various department heads in order to understand their requirement in each department which is for the (upcoming financial year) base on department requirement finance department send requirement order to head office which is in Ahmadabad. Then Head office analyses the requirement order and allocate the fund to finance department of the respected unit and then respected department need to forward (PR) Purchase Request along with the quotation and then PR is converted into (PO) Purchase Order. This is then forwarded to respected vendor. Once the material is received by the company then (BOM) is created and payment to the vendor is totally done through RTGS.

2. Salary: End of the month HR department forward salary bill to the finance department to release salary of the employees. Then finance department check the bill which they received from HR department and calculate ESIC, PF and forward those bills to head office. Once again head office verify with the HR department and then with finance department and after they get approval from this both the department. Head office releases the payment to the employees.

3. Cash in Hand /Reserve: Finance department keep some amount of reserved money with them .Incase of any government registration or any other miscellaneous activity which is being organizes by the company during that time they can efficiently utilize those amount with proper procedure and approval from respected department.

Study Limitation: As most of the activities of finance department are done by head office which is situated in Ahmadabad, Gujarat. Due to which not much information gathered from the department.

10. Quality Control

Quality control involves testing units and determining if they are within the specifications for the final product. The purpose of the testing is to determine any needs for corrective actions in the manufacturing process. Good quality control helps companies meet consumer demands for better products.

QC department function begins from the sampling of raw material till in process manufacturing of product.

10.1. Sampling: Once the material is received in RM stores the first process of QC department is to do sampling of the material. By removing require amount of material in separate sampling container. Once the sample of require material is removed it is then send to the QC department for further testing such as Moisture test, Liquidity test etc. After conducting the entire test on required material then QC department forward (APPROVAL) letter to stores department.

2. In Process Quality Check: During the time of manufacturing QC department need to do various test at different stages of production and forward those test report to the QC department head to verify if the results are as per requirement. To conduct all this process there is a special team from QC department known as (IPQC).

3. Deviation In case if the result are not as per the specification as require for the product then deviation is taken into consideration .Under that each and every reasons need to be noted down and then forward it to QC department and then QC department head along with other department head will resolve the issue and CAPA (Corrective Action Preventive Action) will be taken into consideration.

11. Tablet Packing

11.1.Primary Packing: Primary packing is a unit in the manufacturing area in this primary process once the tablets are undergone all its manufacturing activities. It then shifted to the primary packing area. Primary packing is done with the help of machinery where tablets are inserted into inlet hole and with the help of hot air compression tablets are sealed with the tablet foil and then from the exit booth it is moved to the secondary packing area which is vertically connected to primary packing area.

2. **Secondary Packing** Once the tablet are moved from primary chamber it goes to secondary packing unit .In this secondary packing unit the sealed tablets are then packed into tablet carton which consist of details such as name of the product, Expiry dates, Information about the company and ingredients about the product, Batch Number and QR code is printed on the shell of the carton. Once this process is done it is then moved to the shipper which is nothing but corrugated boxes. All those packed carton boxes are then put inside the shipper and scanning is done with the help of scanner machine and shipper slip is pasted on the shipper box which consist details such as country code, Name of the product, Bach Number, company registration number etc. Then it is kept is staging area.

12. GDSO (Global Demand Supply Organization)

Materials directly relevant to manufacture are purchased by Global Demand Supply Organization department.

GDSO department firstly check the demand forecast in the market with respect to different product. Base on the demand from the market GDSO department check the availability of raw material and packing material in stores department of unit. If they require more amount of material to full fill the market need GDSO department need to follow following steps.

12 **MRP**: (It is known as material requirement planning) the main purpose of this MRP system is for calculating the materials and components needed to manufacture a product. It consists of three primary steps: taking inventory of the materials and components on hand, identifying which additional ones are needed and then scheduling their production or purchase.

1. **MRP VALIDATION:** The main purpose of MRP validation is to cross check availability of raw material & packing material in stores department.
2. **GDSO PROCURMENT:** Once the shortage list is generated then GDSO department forward those shortage list which consist of material name, require quantity & timeline of the procurement to head office in AHMDABAD.
3. **QC DEPARTMET:** Once the material is received at the stores department then QC department needs to do various tests and sampling on those material and base on the result of the sampling and their specification QC department need to create the release document so that the material is ready for manufacturing.

13. Purchase Department

A purchasing department is the division of a company that's responsible for acquiring the goods that business requires to operate.

- ❖ Materials not directly relevant to manufacture are purchased by Purchased Department.

13.1. Purchase Requisition: Each department HOD need to give purchase requisition to purchase department along with the reason and specification. Base on this purchase department will create the purchase requisition bill which will consist of quantity require, and the timeline of the requirement.

1. Quotations: Base on purchase requisition of the respected department purchase department need to get quotation from vendor. As per company policy purchase department require at list minimum 3 quotation from different vendor and section will be done base on various factors such as costing, After sales service if require etc.

2. Purchase Order: Once the vendor is finalized by the purchase department Po order is generated this is in order to indicate that an official document issued by a buyer committing to pay the seller for the sale of specific products or services to be delivered in the future.

3.Approvals: once the finalizations of vendor is done by the purchase department then the further step is the approval it is nothing but purchase department need to inform the respected department that they have selected one vender which is providing us our requirement as per our specification. And need to take approval from respected department HOD

4. **AUTO PO:** Once the approval is done than auto PO is generated with the help of purchase department and finance department and PDF is generated where in once copy is forwarded to the vendor and one is kept with the department.
5. **Acknowledgment:** Once the Auto PO is send to vender he needs to inform the purchase department about the delivery of the good in the company and base on that purchase department inform respected department so that respected department can start with the pre planning activity.
6. **OTIF:** Zydus follows on time in full strategy it is basically supply chain metric for measuring performance in the logistic. It is a supplier ability to deliver goods within prescribed delivery time. And full quantity order.

14. WORK DONE

- During my internship period I was provided with two research project which are of human resource department. And base on this research study I had to provide them with the suggestion. The first research topic was on (why do employees back out the offer from the company) and second was (New joining employee feedback form) more about this research detail will be explained below.

14.1 Research topic: **Why do candidate back out the offer from the company**

The main objective of this survey is to find out what are the factors affected the candidate due to which they have back out the offer from the company.

To begin with this survey I was provided with the data which consist of candidate mail id, phone number, address etc. Base on this data I was told to do telephonic communication with candidates and note down the factors of why candidate has back out the offer from company. After doing the communication with each candidate I came across two factors due to which candidates has back out the offer from the company the first factor due to which candidates had back out the offer was (External Factors) which consist of family issue, Health Problem, Other personal problem due to which they fail to join the company within prescribe time bound. And second factor was (Internal factor) which consist of less pay then other company, good opportunity in other company etc. Base on their response I came across that most of the candidate has been affected by external factors and few of them are been affected with internal factor. Base on this response I had provided with two suggestions to the management. The first suggestion which I was provided to the management was creating of pre- on boarding process this will come in action when once the candidate accept the offer from the company management as specially HR department need to coordinate with candidate on daily or weekly basis as per management convenience. This on boarding program will consist of welcome message from the HR team and respected department team so that even the candidate should feel that organization is giving them importance and also taking care of them also this will help the Hr team to be in touch with them till they join the company. And the second suggestion which I have provided to the management is to create a blacklist window this suggestion was given when candidate were not giving interest and also not receiving the call or the message from the company so base on this factor blacklist window suggestion was provided as this will also help the company in a way that management do not need to waste their time conduction their re- interview and other formality if the candidate willing to join the company again.

2. Research Topic: New joining employee feedback form

The main objective of this research is to find out candidates are satisfied with the procedures of Pre Joining, Post joining & Department Joining of the company.

To begin with this survey I had applied two different methodologies to execute this survey. The first methodology is to do personal phone calls to each employee and the second was personal interaction with each employee in their respected department with the help of pan and paper survey form.

This survey was only provided to those employee who has join the company within three months, Six months and maximum one year base on their experience this survey was conducted

The main data contain of this survey was base on three different section such as pre joining, post joining, department joining.

Pre Joining: helps to validate a new recruit's decision to join your company.

The period between the days a new employee accepts an offer to the day he or she shows up at the office for the first day of work.

Post Joining: Post joining is carried out ones the candidate join the organization. And make sure that all the formality and policy are well explained to them about the company.

Department Joining: Department joining is done once the candidate enters in His/her respected department to perform the task and base on this department joining review is done with the help of feedback form.

Base on their response on feedback form I had to upload their response to the excel sheet and pivot chart need to be created and base on that suggestion was provided such as transportation need to be provided to employees in specific area and at different shift hours, Department HOD need to provide new joiner with department coordinators so that new joiners can ask difficulties if they have, Company and Admin Policy need to be explain to each and every employee so they should be get aware about admin timing , lunch timing etc.

LEARNINGS

- Learned how different department work in big organization
- Learned how communication take place between different department
- Learned how to schedule interview of the employees
- Learned how Drawinbox software works, learned how it automates HR processes from core transaction like leaves, attendances, payroll, hiring etc. By allowing users to customize workflows, policies accordingly.
- Through observation and by listing attentively, I have learned how to take the interviews of the candidates, how to explains the candidates their job tasks ,responsibilities and process before hiring the right fit for the right job .
- Attended Employees Reward recognition programs (Long Service Award program) and STAR (Special Thank and Recognition Program) .Understand the importance of this types of programs ,learn how employees reward programs decreases stress ,boost productivity at workplace as employees feel valued for the services they are providing ,helps in satisfying them by creating positive working environment thus helps keeping employees happy ,loyal to the company and eager to move up the ladder .

CONCLUSION

It was a great learning experience as I felt really involved with employee. Zydus Lifescience not only gave me practical knowledge and experience but also increased my network as I met new and different people. And learned different ways of doing things

The principle of management is globally applicable regardless of the changes in the pharmaceutical industry.

After being there in various manufacturing department for 2 months I have got to learn many things with Zydus lifescience. Principle of management in the organization brings about changes and improves the quality of business.

Zydus lifescience conduct performance appraisal quarterly it is also known as Zydus pride. Zydus also has unique department know as QUEST which help the company to work in diverse culture with high quality production with minimum amount of wastage. Also Zydus use systematic approach to the various departments such as for purchase department they use the system called OTIF which is very systematic approach which zydus do follow the purpose of this approach is that they can fulfill customer's commitment within their requirement.