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Date: 14/05/2016

Completion of Dissertation from Al Abeer Educity

The certificate is awarded to

Ms. PREETHU PRASANNAKUMAR

in recognition of having successfully completed her
internship in the department of

OPERATIONS

and has successfully completed her project on

**“A DESCRIPTIVE STUDY ON ORGANIZATION AND PLANNING OF
HOSPITAL DIETARY SERVICES AT AL ABEER EDUCITY”**

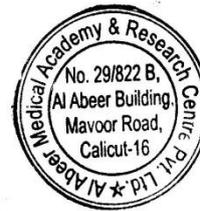
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She comes across as a committed, sincere & diligent person who has
a strong drive & zeal for learning

We wish her all the best for future endeavors

Koshy K Ancheril
Senior Manager- Human Resources



TO WHOMSOEVER IT MAY CONCERN

This is to certify that Preethu Prasannakumar, student of Post Graduate Diploma in Hospital and Health Management (PGDHM) from International Institute of Health Management Research, New Delhi has undergone internship training at AL ABEER EDUCITY, Malappuram, Kerala from 02-March-2016 to 14-May-2016

The Candidate has successfully carried out the study designated to her during internship training and her approach to the study has been sincere, scientific and analytical.

The Internship is in fulfilment of the course requirements.

I wish him all success in all his future endeavours.

Dr. A.K. Agarwal
Dean, Academics and Student Affairs
IIHMR, New Delhi



Dr. Preetha GS
Associate Professor
IIHMR, Delhi

Certificate of Approval

The following dissertation titled "A DESCRIPTIVE STUDY ON PLANNING AND ORGANIZATION OF HOSPITAL DIETARY SERVICES" at "AL ABEER EDUCITY" is hereby approved as a certified study in management carried out and presented in a manner satisfactorily to warrant its acceptance as a prerequisite for the award of **Post Graduate Diploma in Health and Hospital Management** for which it has been submitted. It is understood that by this approval the undersigned do not necessarily endorse or approve any statement made, opinion expressed or conclusion drawn therein but approve the dissertation only for the purpose it is submitted.

Dissertation Examination Committee for evaluation of dissertation.

Name

Signature

2. Dr. B. S. Singh

3. Dr. Preetha

B.S. Singh

Preetha



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Certificate from Dissertation Advisory Committee

This is to certify that **Ms. Preethu Prasannakumar**, a graduate student of the **Post- Graduate Diploma in Health and Hospital Management** has worked under our guidance and supervision. She is submitting this dissertation titled **“A DESCRIPTIVE STUDY ON ORGANIZATION AND PLANNING OF HOSPITAL DIETARY SERVICES AT AL ABEER EDUCITY”** at **“AL ABEER EDUCITY”** in partial fulfillment of the requirements for the award of the **Post- Graduate Diploma in Health and Hospital Management**.

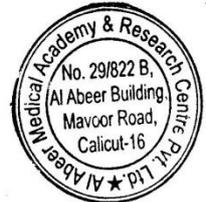
This dissertation has the requisite standard and to the best of our knowledge no part of it has been reproduced from any other dissertation, monograph, report or book.

Dr. Preetha G. S
Associate Professor

IHMR, Delhi

Dr. (Maj) Dinesh Gopalakrishnan
Chief Operating Officer

Al Abeer Educity



**INTERNATIONAL INSTITUTE OF HEALTH
MANAGEMENT RESEARCH, NEW DELHI**

CERTIFICATE BY SCHOLAR

This is to certify that the dissertation titled "**A Descriptive Study on Planning And Organization of Hospital Dietary Services**" at Al Abeer Eudicity submitted by **Preethu Prasannakumar**, Enrollment No. **PG/14/049** under the supervision of **Dr. Preetha G S, Associate Professor, IIHMR-New Delhi** for award of Post-Graduate Diploma in Hospital and Health Management of the Institute carried out during the period from **March 2, 2016 to May 14, 2016** embodies my original work and has not formed the basis for the award of any degree, diploma associate ship, fellowship, titles in this way or any other Institute or other similar institution of higher learning.



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FEEDBACK FORM

Name of the Student: Ms. PREETHU PRASANNAKUMAR

Dissertation Organization: AL ABEER EDUCITY

Area of Dissertation: OPERATIONS

Attendance: 100%

Objectives achieved: YES

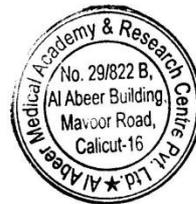
Deliverables: ORGANIZATION AND PLANNING OF HOSPITAL KITCHEN FOR AL ABEER EDUCITY.

Strengths: Demonstrative ability to own task and execute independently.
Enthusiastic.
Sincere.
High energy.
Multitasking.

Suggestions for Improvement: Attention to micro detailing.
Reading.

Koshiy K Ancheril
Senior Manager – Human Resources

Date: 14/05/2016
Place: Calicut



ABSTRACT

Background:

Al Abeer is an upcoming Multi- speciality Hospital at Malappuram, kerala. In order to achieve full fledged working, a proper planning of all the departments is required during the construction phase. Hospital dietary service plays a major role in hospital functionality. Hence the study was conducted to organise and plan the dietary services at Al Abeer Educuity.

Methodology:

A Descriptive study was done on Organization and Planning of Hospital Dietary services at Al Abeer Educuity, Malappuram. The study was done for two months period from March 2nd 2016 to May 14th 2016. A checklist was made using various guidelines.

Result:

Comparison of two different consultants was done. The work load calculation for single meal was calculated. Area wise planning for MEP, Fire, HVAC requirements, Furniture & Fixture requirements, Flooring, Ceiling, Cornice, and Wall finish etc. was planned. The Minimum manpower requirement of the department was calculated and the process flow was decided.

ACKNOWLEDGEMENT

The successful completion of any given task requires a lot of hard work and sincere efforts. Hard work and efforts are only the building blocks of an assignment, but the plinth has to be inspiration, suggestion, support and guidance.

Experience in a reputed organization is an important part of my course and this I have achieved from Al Abeer Educity, Malappuram. These two months of training has added a valuable and knowledgeable exposure in the development of my career and achievement of my objectives, for which I am highly grateful to the organization

Any attempt at any level cannot be a success without the support and direction of learned people. A heartfelt gratitude to Mr. Alungal Mohammed (Chairman and Managing director), Dr. Jemshith Ahmed (Chief Executive Officer), for recruiting us and giving us the golden opportunity to work with the a leading health care provider. My heartfelt gratitude to Dr. Dinesh GK (Chief Operating Officer) for showing keen interest in our training, helping us to plan our agenda and guide us despite their busy schedule. Mr. Koshy K Ancheril(Senior Manager-HR) for providing his support and guidance. I take this opportunity to thank all the staffs of Al Abeer for helping me throughout the Dissertation.

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LIST OF ABBREVIATIONS

Sr. No	Abbreviation	Definition
1	IHFG	Indian Health Facility guidelines
2	HACCP	Hazard Analysis and Critical Control Points
3	NABH	National Accreditation Board for Hospitals and Health care providers
4	HAAD	Health Authority-Abu Dhabi
5	FGI	Facility Guideline Institute
6	JCI	Joint Commission International
7		
8	HVAC	Heating Ventilation and Air conditioning
9	MEP	Mechanical, Electrical and Plumbing
10	FDA	Food and Drug administration