



Shaukat Khanum  

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**Laboratory Collection Centres**

## **Frequently Asked Questions**

### **1. Who will bear the cost of Collection Centre (CC) rollout?**

The total cost of CC rollout is undertaken by franchisee. Cost varies from location to location or case to case. Cost of rollout includes, but is not limited to CC Site acquisition, Centrifuge, Rocker, Furniture, Counters, Chairs, Tables, Cupboards, Sofas, Site renovation, Paint, Flooring, Electrical work, Ceiling, Fans, Electronics, Two computers, Refrigerator, Air conditioner, Printers, One DSL connection, Generator/UPS, Two telephone connections, One telephone set, One fax machine, Stationery, Medical supplies, Washroom Facility, Interior décor, Plants, Wall mountings, Housekeeping supplies etc.

Further to this, currently there is no franchise fee, however earnest money has to be deposited till the rollout of CC is complete and a security deposit will be required after CC rollout.

### **2. When will be the CC granted?**

All interested candidates are requested to submit the application forms for specified cities / locations, by the mentioned deadline. Short listed candidates will be invited for initial interviews after preliminary screening of application pool.

Collection Centre will be granted by SKM CC Award Committee in a second round of interviews. You will be intimated about final decision, through email, within 15 working days after second interview.

### **3. Who has the final authority to choose franchisee?**

The decision to grant a CC is not an individual's decision. SKM has a Collection Centre Awarding Committee.

Final selection of franchisee is done on merit. No personal or political influence is involved in this process.



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**4. What is the CC site selection criterion?**

CC should have an area of minimum 400 sq. ft. with minimum 15 ft. front. It should have adequate parking space and washroom facility.

**5. When should the CC site be purchased or held?**

The site should be purchased or held only once the Award Letter for the CC is granted to the franchisee by SKM. You are requested not to hold or purchase any site based on your feasibility report submission or interview etc. unless the CC Award Letter is granted.

**6. What is the human resource requirement for running the CC?**

Minimum three phlebotomists, one marketing officer, two security guards and two housekeeping attendants are required to cover both shifts i.e. from 7:30 Am to 11:00 PM. Minimum qualification is intermediate with diploma holder for phlebotomists. The franchisee has to recruit phlebotomists and send to SKM for training. A minimum of one months' training will be offered to each phlebotomist free of charge. All salaries will be paid by franchisee including traveling charges, accommodation (for outstation candidates), meals etc. The marketing officer will be recruited by franchisee under guidelines of SKM Hospital Services marketing team. The marketing officer will receive training from SKM.



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### **7. What is the Profit/Percentage of a CC franchisee?**

An adequate percentage of monthly gross sales are offered to CC franchisee in lieu of providing service on SKM's behalf. This percentage is confidentially told to only selected candidates. It varies from location to location and case to case.

### **8. What is the running cost of a CC?**

The running cost of the CC is solely borne by the franchisee. Some of the cost heads are mentioned below:

Medical supplies, Basic utilities, Salaries, Shop rent, Transportation costs (samples will be transported to the main hospital on franchisee's expense)

SKM will only provide its brand name (Shaukat Khanum Lab Collection Centre), Technical expertise, Working Guidelines and Hospital Information System, free of cost.

### **9. Who will bear the financial loss (if any) concerning the CC operations?**

Any financial loss concerning the CC will be borne by the franchisee. SKM will not share any deficits in this regard.

### **10. Who will promote the CC?**

The CC will be promoted by franchisee under strict supervision of SKM Hospital Services Marketing Department. SKM marketing guidelines will be followed. All advertisement and marketing cost will be the part of running cost and it will be met by franchisee himself.