

"A Study on Logistics Management in Future Supply Chain at Marwa Logistics".

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ABSTRACT

This project report examines the effectiveness of Logistics Management at Future Supply Chain Pvt Ltd (FSC). FSC is an integrated, IT-enabled logistics provider specializing in warehousing, express logistics, and e-commerce fulfillment. The study explores how the evolution of new logistics concepts affects operational costs and service delivery. Utilizing a survey of 100 employees, the research analyzes various functional areas, including Customer Relationship Management (CRM), Third-Party Logistics (3PL) integration, and seasonal order patterns. The findings indicate that while FSC maintains high levels of customer satisfaction and quality service, further advancements in R&D and employee involvement in decision-making are necessary for sustained growth.

Keywords: Logistics Management, Supply Chain Management (SCM), Third-Party Logistics (3PL), Future Supply Chain (FSC), Customer Relationship Management (CRM), Inbound/Outbound Logistics, Hub and Spoke Model.

INTRODUCTION

Logistics management is the process of planning, implementing, and controlling the efficient flow and storage of goods and services to meet customer requirements. Originating from military needs, the concept has evolved into a critical business function that reduces costs and enhances service levels. In the Indian context, the industry is transitioning from traditional setups to tech-driven operations to handle the country's vast geography and the rise of e-commerce. This study focuses on Future Supply Chain Solutions Ltd, which operates as a pioneer in modernizing logistics through GST-ready logistics parks and advanced Transport Management Systems (TMS).

REVIEW OF LITERATURE

The study references several foundational works in logistics and SCM:

- HuanNeng Chiu presents a framework for distribution associations to improve logistics systems through automation and data technology.
- Sahay and Ramneesh Mohan explore the impact of 3PL practices in the Indian perspective, noting how outsourcing enhances operational efficiency.
- Bernard J. La Londe and Terrance L. Pohlen discuss supply chain costing as a means to eliminate unnecessary expenses and improve value.
- Yung-Yu TSENG highlights the fundamental role of transportation in the logistics chain, emphasizing speed and service quality.

- Seuring and Muller provide a conceptual framework for sustainable supply chain management.

SCOPE OF STUDY

The study is designed to evaluate the feasibility and efficiency of logistics processes within the organization. It aims to:

- Identify gaps in current logistics management to ensure smooth control.
- Analyze how the organization delivers products and services to its customers.
- Examine the speed and reliability of the distribution network.
- Assess the efficiency of the administrative framework supporting logistics.

STATEMENT OF PROBLEM

The primary research problem is the "Growth of Logistics management and evolution of new concepts leading to rise in price". As companies expand globally, regulatory and operational costs become a top priority. This study evaluates whether the logistics administration at FSC is adequate to handle these rising costs while maintaining future market share.

OBJECTIVES OF STUDY

Primary Objectives

- To comprehend the logistics administration system at Future Supply Chain.
- To gain comprehensive knowledge of the logistics industry.

Secondary Objectives

- To understand the efficacy of the logistics framework and its various perspectives.
- To evaluate Customer Relationship Management (CRM) practices at FSC.
- To perceive the general administration and organizational structure of the firm.

RESEARCH METHODOLOGY

- Research Type: Systematic investigation through a descriptive and inferential approach.
- Sampling: A Random Sampling method was used to select 100 respondents from a universe of 150 employees in the logistics division.
- Data Collection:
 - Primary: Interviews with managers and a structured questionnaire centering on various perspectives.
 - Secondary: Reference books, websites, and the firm's annual reports.
 - Statistical Tools: Percentage analysis, Chi-Square tests were employed to test hypotheses.

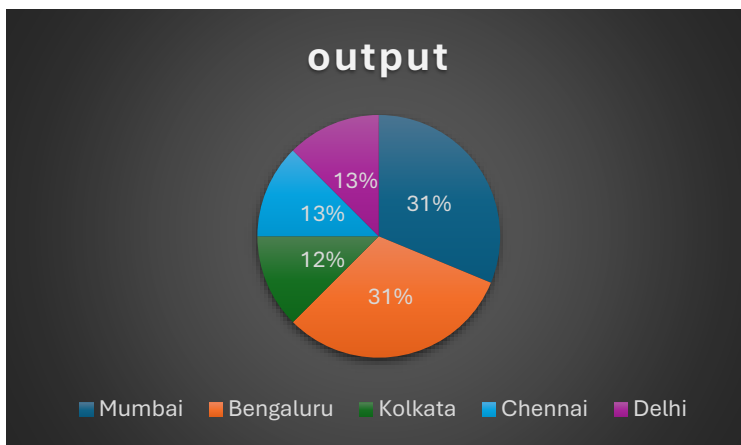
ANALYSIS AND INTERPRETATION

Percentage analysis

The motivation behind utilizing proportion or rate is to disentangle the issue of examination. Rates lessen two appropriations to a typical base in this way make correlation straightforward.

TABLE

Sl. No.	Particulars	Output
1	Mumbai	25
2	Bengaluru	25
3	Kolkata	10
4	Chennai	10
5	Delhi	10



Chi-square test

The chi-square test is adopted for the part alludes to Pearson’s chi-square and is otherwise called the chi-square decency of fit test or the chi-square test for freedom. We utilize this test when we have two all-out factors and need to decide if there is a critical relationship between the two factors.

H0: Observed reliance of a 3PL on a customer is negatively related to the patron’s connection behaviour

H1: Client reliance on a 3PL is positively related to the patron’s connecting behaviour.

Particulars	No. of Respondents	Percentage
Yes	64	64
No	36	36
Total	100	100
51		

SL No.	O _i	E _i	O _i -E _i	(O _i -E _i) ²	(O _i -E _i) ² /E _i
1	64	50	14	196	3.92
2	36	50	-14	196	3.92
Total	70				7.84

Calculated value = 7.84

Degree of freedom @ 5% level of significance

= n-1

= 2-1

=1

Tabulated value is 3.84

We can accept the internal hypothesis i.e. „H1“

FINDINGS

- The excellence of facility and quality as ranked is good in future supply chain.
- There is good rapport between management and employees and they always work to maintain the same.
- The computed estimation of chi square is 8.22. The table estimation of chi-square is 3.84, with the level of opportunity at 5% noteworthy level is since the ascertained esteem is more than the table estimation of the chi-square.

SUGGESTIONS

- Employee Inclusion: Increase employee involvement in the decision-making process.
- Process Speed: Further pace the delivery of goods and enhance live tracking for both the company and clients.
- Retention: Implement discounts and price cuts to encourage repeat business.
- Documentation: Strengthen the representative quality within the documentation division to improve activity rates.
- R&D: Allocate additional funds specifically for research and development activities.

CONCLUSION

The logistics and freight industry is witnessing rapid technological advances, and FSC has successfully transitioned from a basic service provider to an end-to-end specialist in transportation and value-added services. While the current administration is satisfactory, the organization must adopt more "state-of-the-art" technology and establish a dedicated Human Resources development division to improve loyalty and output per worker. By implementing these improvements, FSC can secure a top-tier market position in the coming years.

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