

International Journal of Research Publication and Reviews

Journal homepage: www.ijrpr.com ISSN 2582-7421

A Study on Assessing the Impact of ERP Systems on Supply Chain Management Effectiveness in Broekman Logistics India Pvt Ltd, Chennai

Mr. A. Anto Bastin^[1], Dr. C. Meera^[2]

^[1] Student, School of Management Studies, Karpagam College of Engineering Coimbatore, Tamil Nadu
^[2] Head of the Department, School of Management Studies, Karpagam College of Engineering Coimbatore, Tamil Nadu

ABSTRACT

Enterprise Resource Planning (ERP) systems play a vital part in business process planning, information flux, execution, and control across various company locales. Supply Chain Management (SCM) practices act as the external interface of companies, aiming for collaborative benefits in functional processes. When ERP systems and SCM practices are effectively integrated, they enhance planning, execution, decision- timber, and overall establishment performance.

This study explores the relationship between ERP systems, SCM practices, competitive advantage, and firm performance. Conducted among 150 company directors, the disquisition adopts a descriptive design with arbitrary slice. Analytical tools used include chance analysis, Chi-square test, and correlation analysis.

Findings indicate that ERP and SCM practices positively impact firm performance and competitive edge. Still, ERP systems presently offer limited support in achieving full force chain integration. With advances in communication and IT, better ERP- SCM interfacing is anticipated, enhancing force chain operation. The study also reveals that ERP systems meliorate decision- making responsibility through collaborative participation and task collaboration, thereby adding satisfaction with the decision- making process.

INTRODUCTION

Enterprise Resource Planning (ERP) refers to a system that integrates a suite of business operations, using a common data and process model to manage core operations analogous as finance, HR, manufacturing, distribution, services, procurement, and force chain exertion. principally, ERP supports effective operation of all critical business functions within a unified platform, making it the association's central system of record.

ERP systems automate and streamline superintendent and functional processes across various industriousness, including both customer- facing and internal operations. Despite being complex and precious to apply, ERP systems offer palpable benefits in four main areas fostering business invention, perfecting process effectiveness, homogenizing operations, and reducing IT costs. While associations generally concentrate on cost savings and standardization for easier dimension, the topmost long- term value constantly lies in invention and effectiveness advancements.

Karl Kapp suggests that ERP systems should be understood through five perspectives as a data operation tool, a unified database system for all modules, a manufacturing approach, a business communication tool, and a knowledge operation system. According to Stephen Harwood, ERP performance is constitutionally an organizational change action. The ERP system, which integrates all angles of a business, supports deals, record-keeping, real- time data access, and planning. still, its success ultimately depends on the effectiveness of its performance lifecycle.

REVIEW OF LITERATURE

Jonsson (2019) explored the relationship between force chain performance operation (PM) and ERP system lifecycle phases in a multiple case study of four manufacturing enterprises. The study stressed that performance operation exertion is significantly told during the performance and especially the use phase. The significance of detailed demand specifications, as well as user training and education, was emphasized. Eight propositions were formed, suggesting that considerable performance advancements can be realized in the ERP use phase, warranting further empirical evidence.

Klassen et al. (2019) examined how ERP systems, especially those enhanced by pall technologies, streamline force chain operations. pall- enabled ERP platforms grease real- time collaboration and data sharing across force chain mates, reducing fragmentation and perfecting collaboration. This advancement is converting traditional force chain operation by enabling broader integration across stakeholders.

Akkermans et al. (2019), through a Delphi study with European force chain directors, linked critical future SCM challenges, analogous as increased supplier- customer integration, rising demands for strictness, and mass customization. While ERP systems were conceded for supporting standardization, globalization, and request translucence, the study noted ERP's limited strictness and single- enterprise focus as implicit constraints on strategic SCM progress.

Habib (2019) corroborated the notion that ERP systems contribute significantly to SCM in technical disciplines, analogous as standardization and global data access. still, the study also advised that ERP systems may hinder strategic dexterity due to their rigid structures and limited multi- enterprise integration. The disquisition argued for a broader network- position analysis of ERP's effectiveness, considering the force chain as connected system rather than isolated enterprises.

SCOPE OF THE STUDY

This study is limited to Broekman Logistics India Pvt Ltd, located in Chennai, with a sample size of 150 attesters. ERP systems enhance force chain operation by enabling effective job scheduling, allowing directors to cover real- time resource operation. This visibility aids in accurate planning of product delivery timelines. ideally, product exertion commences when force situations and raw paraphernalia are adequately grazed. The integration of ERP with force chain operation provides manufacturing and distribution companies with bettered functional translucence, hastily processes, increased effectiveness, and enhanced customer satisfaction

STATEMENT OF THE PROBLEM

In moment's competitive global terrain, associations have recognized customer satisfaction as a vital factor for long- term survival and success. Achieving this requires enhancing product and service delivery, where effective force chain performance plays a vital part. A well- integrated force chain boosts organizational performance and creates a competitive advantage. Motivated by substantial academic validation supporting the positive impact of ERP systems on force chain integration, this study investigates their effectiveness.

Enterprise Resource Planning (ERP) software enables associations to manage business information, integrate distant systems, streamline workflows, and enhance effectiveness. In force chain operation, ERP facilitates effective job scheduling, furnishing real- time visibility into resource operation. This supports accurate planning of product deliveries and ensures product thresholds when force and raw paraphernalia are adequately grazed. The ideal of this disquisition is to explore the influence of ERP on force chain decision- timber, particularly its part in homogenizing force chain processes and fostering collaboration.

The study also examines common force chain challenges and evaluates how ERP performance can meliorate pivotal force chain performance pointers.

LIMITATIONS OF THE STUDY

- > Due to the time constraint the study is made only with limited attesters.
- > There is a chance of particular bias which affects the original data.
- > Limited number of attesters has been chosen due to time constraint and this could affect the delicacy of result to certain extent.

RESEARCH OBJECTIVES

- > To study the effectiveness of ERP in supply chain management at Broekman Logistics India Pvt Ltd, Chennai.
- > To analyze the reduction in costs after the implementation of ERP in supply chain practices.
- > To evaluate the improvement in lead time performance following ERP integration in the supply chain.
- > To examine how ERP implementation has influenced relationships with suppliers and customers in supply chain management.

RESEARCH METHODOLOGY

An exploration methodology gives exploration legality and provides scientifically sound findings. It also provides a detailed plan that helps to keep experimenters on track, making the process smooth, effective and manageable. An experimenter's methodology allows the anthology to understand the approach and styles used to reach conclusions.

RESEARCH DESIGN

Exploration design serves as the abstract frame guiding the entire exploration process. It acts as a design for the collection, dimension, and analysis of data, enabling the experimenter to explore unknown areas in a structured and methodical manner. This study adopts a descriptive exploration design,

which is used to give a detailed explanation of the characteristics of the miracle under disquisition. The check system has been employed as the exploration approach to collect applicable data, allowing for an in- depth understanding of the situation being studied.

SOURCE OF DATA

Primary data refers to first-hand information collected directly from original sources for the specific purpose of the study. It is considered raw data and is generally gathered through styles similar as compliance, checks, particular or telephonic interviews, posted questionnaires, physical testing, case studies, and concentrate groups. In this study, primary data was collected using a structured questionnaire, aiming to assess the effectiveness of ERP in force chain operation at Broekman Logistics India Pvt Ltd, Chennai. The data collected reflects real-time responses from actors directly involved in the association.

Secondary data involves information that has been preliminarily collected and published. These sources frequently interpret, dissect, or epitomize primary data. Common examples include handbooks, journal papers, reports, and reference books. For this study, secondary data was used to support the analysis and give contextual background related to ERP systems and force chain operation.

DATA ANALYSIS AND INTERPRETATIONS

AGE OF THE RESPONDENTS

AGE	No. of Respondents	Percent	
Below 25	28	18.7	
25-30	41	27.3	
31-40	70	46.7	
Above 40	11	7.3	
Total	150	100.0	



CHI-SQUARE ANALYSIS

RELATIONSHIP BETWEEN SALARY OF THE RESPONDENTS AND HOUSE RENTAL ALLOWANCE

HYPOTHESIS TESTING

Null hypothesis (Ho):

There is no significant relationship between the gender of the respondents and reduces manual handling cost.

Alternative hypothesis (H1):

There is some significant relationship between the gender of the respondents and reduces manual handling cost.

GENDER OF THE RESPONDENTS * IT REDUCES MANUAL HANDLING COST Crosstabulation

Count									
		IT REDUCES MANUAL HANDLING COST					Total		
		Strongly agree	agree	Neither agree nor Dis agree	Disagree	Strongly disagree			
GENDER OF THE RESPONDENTS	Male	13	15	13	37	29	107		
	Female	7	15	4	15	2	43		
Total		20	30	17	52	31	150		

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	14.771ª	4	.005
Likelihood Ratio	16.394	4	.003
Linear-by-Linear Association	9.096	1	.003
N of Valid Cases	150	(

a. 1 cells (10.0%) have expected count less than 5. The minimum expected count is 4.87.

SUGGESTIONS

- > Associations should work on their ERP system by customizing it to fit the specific requirements and nature of their operations.
- Associations must completely use their coffers and optimize inter-departmental collaboration to enhance overall performance and effectiveness.
- > Developing strong connections with suppliers grounded in integration and cooperation is pivotal for associations.
- Associations not yet using an ERP system should prioritize its relinquishment to ameliorate force chain integration and streamline internal processes, eventually supporting their strategic objects.

CONCLUSIONS

This exploration highlights the impact of ERP systems on force chain processes. It was set up that ERP functions — Monitoring and Control, Delay Management, and Collaboration — significantly influence strategic supplier hookups. Also, ERP rudiments like Cost Minimization and Collaboration ameliorate client connections.

These receptivity companion decision-makers in creating an ERP frame to enhance force chain operation. While ERP systems presently play a modest part in integration, unborn advancements in communication and IT results are anticipated to ameliorate ERP interfaces, supporting better force chain operation.

Overall, ERP systems ameliorate decision trustability, task collaboration, and party satisfaction in the decision-making process.

REFERENCES

1. Ballou, R.H., Gilbert, S.M. and Mukherjee, A. (2000), "New Managerial Challenges from Supply Chain openings," Industrial Marketing Management, 29, 7 – 18.

2. Bell, S.J., Whitewall, G.J. and Lukas, B.A. (2002), "seminaries of Thought in Organizational Learning," Academy of Marketing Science, 30(1), 70 – 86.

3. Booz & Company (2007), Keeping force — and gains Off the reduction Rack wares Strategies to Ameliorate Apparel perimeters, Unpublished Report, San Francisco, CA: Booz Allen and Hamilton.

4. Bowersox, D.J. and Closs, D.J. (1996), Logistical Management the Integrated Supply Chain Process, New York, NY The McGraw-Hill Company, Inc.