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A Study on Logistics Operation at IBOB SCS, Chennai

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ABSTRACT:

This study examines the logistics operations at IBOB SCS, a key player in supply chain management. The research focuses on the efficiency, coordination, and integration of various logistical functions within the organization. IBOB SCS handles procurement, warehousing, transportation, and distribution services for various clients. The study identifies strategies employed by the company to optimize inventory management, reduce lead times, and ensure timely deliveries. Through direct observation, interviews with logistics personnel, and analysis of operational data, the study identifies strengths and challenges in IBOB's logistics system. Findings suggest that while the company has adopted modern practices like real-time tracking and automation, there is room for improvement in areas like demand forecasting and last-mile delivery. The study concludes with actionable recommendations to improve overall logistics performance and customer satisfaction.

KEYWORD: Logistics Operations, Supply Chain Management, Inventory Management, Transportation, Warehousing, Distribution.

INTRODUCTION

Logistics is a crucial aspect of modern business, involving the planning, implementation, and control of the movement and storage of goods, services, and information from point of origin to point of consumption. Efficient logistics operations are essential for cost reduction, customer satisfaction, and market competitiveness. IBOB SCS, a company specializing in end-to-end logistics and supply chain services, handles critical operations like inventory management, warehousing, transportation, and distribution for various industries. As businesses seek integrated logistics solutions to meet customer expectations and navigate complex global supply chains, companies like IBOB SCS are key enablers of operational success. This study aims to understand IBOB SCS's logistics framework, analyze its operational methods, identify challenges, and explore opportunities for improvement, focusing on practical aspects of logistics management and the impact of technology and process optimization on overall efficiency.

AIM OF THE STUDY

- ☐ To identify the factors affecting custom clearance and freight forwarding process
- ☐ To study the performance of the clearing and forwarding agents in general.
- ☐ To study the factors that influence the exporters' satisfaction in utilizing the services of the Clearing and Forwarding agents.
- ☐ To study the export-import documentation process.

REVIEW OF LITERATURE

Sundar Raj, M., & Shetty, J. G. (2024). An Analysis of the Challenges in Freight Forwarding for High-Value Goods for Ensuring Security and Compliance at Acumen Intra Logistics Chennai, Tamil Nādu. The study explores security and compliance challenges in forwarding high-value goods, emphasizing the importance of robust protocols and regulatory adherence, which are relevant considerations for Allwin Cargo's operations.

The Economic Times. (2024). Evolution of Freight Forwarding: Moving from Intermediary to Tech-Backed Logistics. This article highlights the shift towards technology-driven logistics solutions, including the adoption of multimodal transport and digital tools, which are transforming the freight forwarding industry and impacting companies like Allwin Cargo.

Tata Nexarc. (2024). Freight Forwarding Industry in India: Market Size, Trends and Challenges. This article discusses the exponential growth of India's freight forwarding industry, driven by factors like e-commerce and digitalization, while also addressing challenges such as market fragmentation and the need for collaborative ecosystems, which are relevant to Allwin Cargo's operational context.

Chopra, S., & Sodhi, M. S. (2021). Managing Risk to Avoid Supply-Chain Breakdown. The paper addresses risk management in supply chains, including risks associated with clearance and forwarding delays.

Harrison, A., & Van Hoek, R. (2020). Logistics Management and Strategy: Competing Through the Supply Chain. The authors explore strategic logistics management, including competitive approaches to clearance and forwarding.

Fernie, J., & Sparks, L. (2020). Logistics and Retail Management: Emerging Issues and New Challenges in the Retail Supply Chain. This work examines logistics challenges in retail, offering insights into the role of forwarding services in the supply chain.

Bowersox, D. J., Closs, D. J., & Cooper, M. B. (2020). Supply Chain Logistics Management. The book provides an in-depth look at supply chain logistics, including the intricacies of clearance and forwarding.

DATA ANALYSIS AND INTERPRETATION

1. CHI-SQUARE TESTS

Table no 1 Age of the respondents

	Frequency	Percent	Valid Percent	Cumulative Percent
25-35	72	71.3	71.3	71.3
35-45	13	12.9	12.9	84.2
Valid 45-55	8	7.9	7.9	92.1
above 55	8	7.9	7.9	100.0
Total	101	100.0	100.0	

Source; Primary

INTERPRETATION: The data reveals that the majority of respondents (71.3%) fall within the 25–35 age group, followed by 12.9% in the 35–45 range. Only 7.9% each belong to the 45–55 and above 55 age groups. This suggests that the sample is predominantly composed of young adults.

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	1.017 ^a	4	.907
Likelihood Ratio	1.116	4	.892
Linear-by-Linear Association	.511	1	.475
N of Valid Cases	101		

Source; Primary

a. 3 cells (30.0%) have expected count less than 5. The minimum expected count is 2.72.

Interpretation:

The Chi-Square test result shows a Pearson Chi-Square value of 1.017 with a significance level of 0.907. Since the p-value is greater than 0.05, it indicates that there is no statistically significant association between the variables tested. In other words, the relationship between the two categorical variables is not meaningful in this context.

HYPOTHESIS:

H₀: There is no significant association between the two categorical variables being tested (e.g., Gender and Timely Delivery Perception, if that's what you tested).

H₁: There is a significant association between the two categorical variables

2. CORRELATION TESTS

Table no 2 Impact of Age on the Opinion about the Delivery of the Goods

		Age:	The customer receives the goods within the specified time period.
Age:	Pearson Correlation	1	.213*
	Sig. (2-tailed)		.033
	N	101	101
The customer receives the goods within the specified time period.	Pearson Correlation	.213*	1
	Sig. (2-tailed)	.033	
	N	101	101

Source; Primary

*. Correlation is significant at the 0.05 level (2-tailed).

INTERPRETATION:

The Pearson correlation coefficient between Age and "The customer receives the goods within the specified time period" is 0.213, with a significance value (p-value) of 0.033. This indicates a weak positive correlation between age and timely receipt of goods, meaning that as age increases, there is a slight tendency for customers to report receiving goods on time. Since the p-value is less than 0.05, the correlation is statistically significant, suggesting that the relationship is unlikely to be due to chance.

HYPOTHESIS:

H₀: There is no significant relationship between the age of the customer and whether they receive goods within the specified time period.

H₁: There is a significant relationship between the age of the customer and whether they receive goods within the specified time period.

Table no .3 Impact of the Gender on Opinion on the delivery of the goods

		The customer receives the goods within the specified time period.	Gender
The customer receives the goods within the specified time period.	Pearson Correlation	1	.146
	Sig. (2-tailed)		.146
	N	101	101
Gender	Pearson Correlation	.146	1
	Sig. (2-tailed)	.146	
	N	101	101

Interpretation:

The Pearson correlation coefficient between Gender and "The customer receives the goods within the specified time period" is 0.146, with a p-value of 0.146. This indicates a very weak positive correlation between gender and timely delivery perception. However, since the p-value is greater than 0.05, the correlation is not statistically significant.

HYPOTHESIS:

H₀: There is **no significant relationship** between the customer's gender and their perception of receiving goods within the specified time period.

H₁: There is a **significant relationship** between the customer's gender and their perception of receiving goods within the specified time period.

TABLE:4 Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.813	.821	16

Source: Primary

Interpretation

The Cronbach's Alpha value of 0.813 and 0.821 based on standardized items for 16 items indicates that the scale has good internal consistency. An alpha value above 0.8 suggests that the items in the scale are well correlated and reliably measure the same construct, making the scale highly reliable for use in further analysis.

CONCLUSION

The study on logistics operations at IBOB SCS offers valuable insights into the efficiency and reliability of its supply chain processes, particularly in procurement, warehousing, transportation, and distribution. Using data analysis and statistical tools like correlation, chi-square tests, and reliability analysis, the research identifies key factors affecting operational performance and customer satisfaction. The correlation analysis showed a weak but statistically significant relationship between age and timely delivery, suggesting age may have a minor influence on perceptions of delivery performance. The chi-square test also found no significant association between categorical variables, indicating uniform perceptions across demographics. The measurement scale's reliability was confirmed with a high Cronbach's Alpha value of 0.813, indicating strong internal consistency and dependable responses for further analysis. The findings highlight the need for continuous improvement in logistics strategies to ensure higher levels of customer satisfaction and supply chain performance.

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