

To study of transportation system design by Mahindra logistics Ltd. special references to Amazon seller ltd.

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ABSTRACT

Mahindra Logistics Limited is a well known Logistics company in and logistics services. Company The company provides logistics services to both internal & external customers it offers inbound & outbound logistics, supply chain & other services. For any company business depends upon the quality of services and assurances of goods to the customers. The purpose of this project was to implement & integrated management of supply chain, with the overall objective to increase service level to the customers and implement. Also, to study the logistics and Transport system which is design by Mahindra Logistics for Amazon Seller of supply chain system of the company. In this company I had learned about the transportation of goods, vehicle arrangements & technological support to the logistics through the Applications. The knowledge about supply Chain management, how it is carried out & working of processes got to me between my internship. The entries of vehicles, documentation regarding that assignments, reporting to the seniors, tracking of vehicles, monitoring of vehicles, communication between the drivers these works are carried out in my internship program. Also, Now I can run these both M360 ShipX & Wheels Eye Applications because of this internship.

Key words: -logistics system, transportation system.

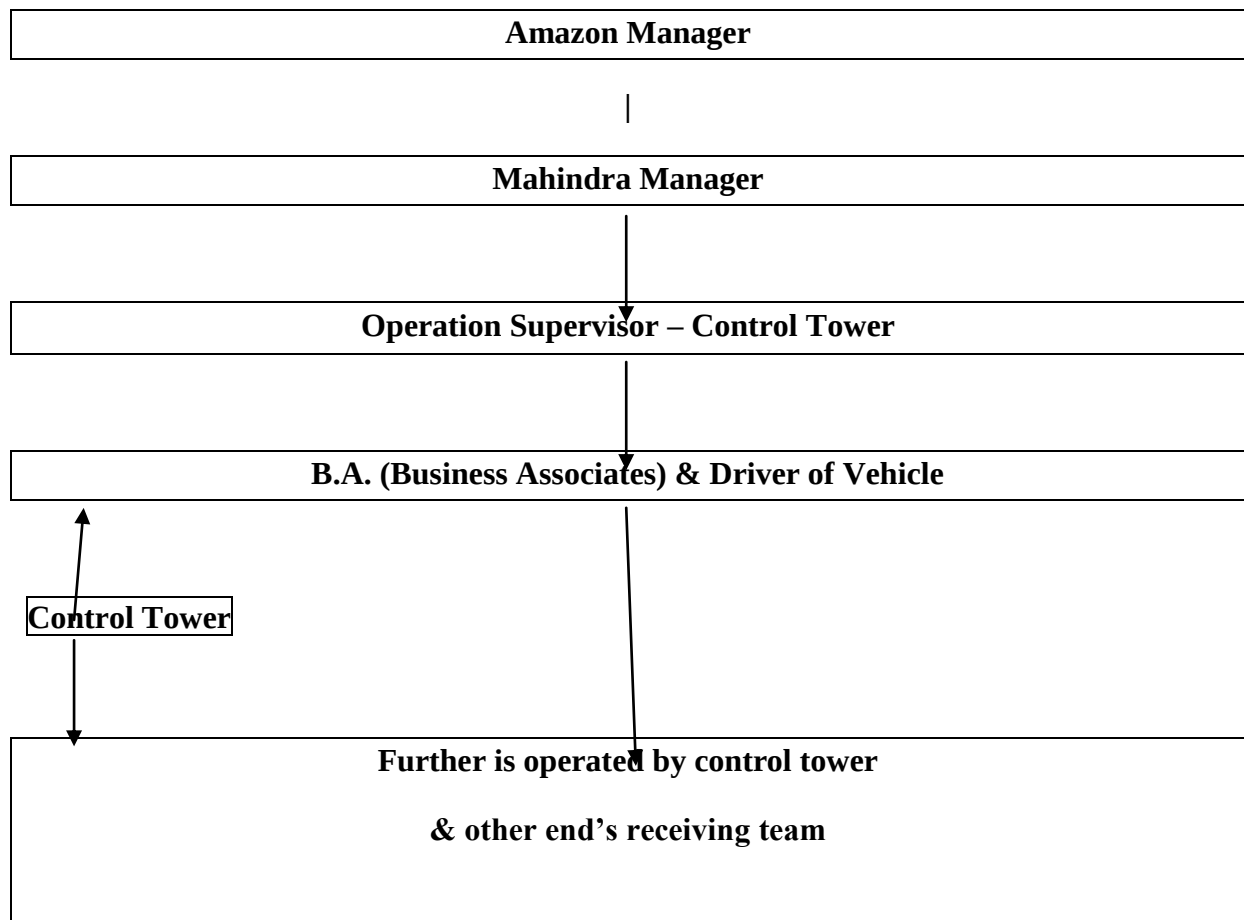
1.Introduction

Supply chain management is the management of the flow of goods and services and includes all processes that transform raw materials into final products. It involves the active streamlining of a business's supply-side activities to maximize customer value and gain a competitive advantage in the marketplace

Logistics is the management of transportation or information, from one place to another. Logistics involves many things like transportation, inventory, packaging, supplies and sometimes, security. There are many types of logistics.

Following Structure shows that how logistics department works in Mahindra Logistics Ltd. Company. The process which is designed carried out by Mahindra Logistics Limited with Amazon seller pvt. Ltd.

Mahindra – Amazon
(Officially at Management Level)



First of all at official level all discussion happens in between the managers of Mahindra & Amazon. Further all the schedule will be discussed by them.

Amazon Manager:-

Amazon Manager decides the order from Amazon itself, then he send his all needed requirements to the Mahindra manager.

Mahindra manager:-

All needed Requirements studied by him, according to that further actions are going to take by Logistics department. Also, he plans the whole work out & schedule according to them.

Operation Supervisor:-

All requirements, plan & schedule taken by operation supervisor from his manager i.e. Mahindra Manager. According to that he carried out all his work related to that. Also, he schedule with business associates and regular drivers.

All functions & operations carried out by him as per plan & schedule.

Control Tower

It is Head Office that controls & maintains all the records of operations. This also, reports to the customers regarding the activities which are performed.

In this office all types of official work is carried out. In which Tracking the vehicle, orders, plans, schedules, pay process & other vehicle details.

These all information also shared to client by this tower

Business Associates:-

The vehicle which are needed for the operations has been provided by these associates. Also, sometimes directly regular drivers are also has been registered or assigned for the regular routines. As Mahindra not owns any vehicle for other clients or projects, so these associates helps to work for this. Communication System Set by Mahindra

qualifications and personal attributes are illuminated and used in the decision-making process leading to employment.

2.Purpose of study

- To study Supply Chain management practices in Mahindra Logistics Ltd.
- To know problems faced by transporter during transportation.
- To know problems faced during transportation .
- To suggest Mahindra Logistics for better Supply Chain Management Services.
- To study of security systems during package transportation

3.RESEARCH METHODOLOGY

A research methodology or involves specific/scientific techniques that are accepted in research process to collect, properly assemble and evaluate the data. It also, defines those tools that are used to gather related information in a specific research study. Surveys, questionnaires, observation, inspection and interviews are the common tools for research.

Analytical Research

The Analytical Method is a general process of combining the power of the Scientific Method with the use of formal process to solve any type of problem.

Descriptive Research

The research design which was used for this research was a descriptive research design.

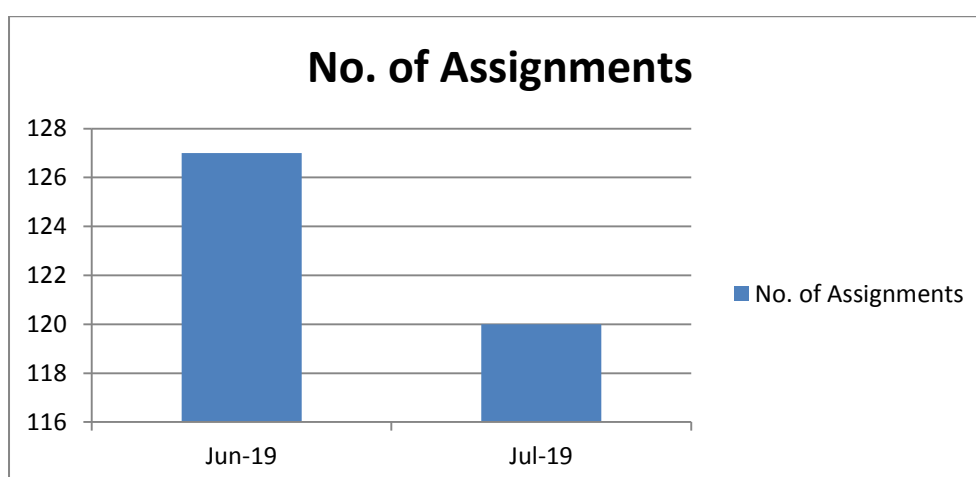
Information has to be gathered through discussion with Managers, Seniors Supervisors, Business associates & Drivers.

Also, for data collection questionnaire made and that were discussed and response taken by the Managers, Seniors Supervisors, Business associates & Drivers which can help to know about the system and to get on certain conclusion. Mainly questions discussed that are closed ended questions.

4.DATA ANALYSIS

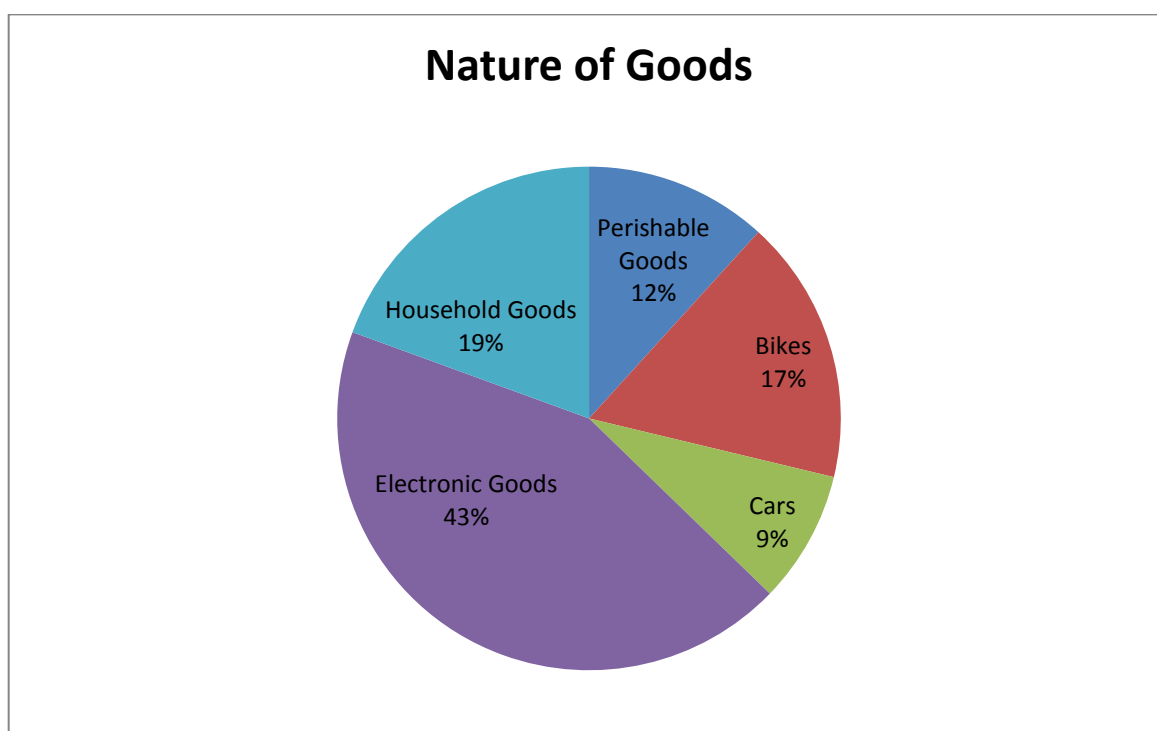
In my internship number of assignment that are vehicle trips are carried out during 01 June 2019 to 31 July 2019 are as follows;

Month	June	July	Total Number of Assignments
Number of Assignments	127	120	247



As there are total 247 assignments carried out, further it can be classified as follows:

Nature of Goods	Perishable	Bikes	Car	Electronic Goods	Household Goods	Total
No. of Assignments	29	42	21	107	48	247



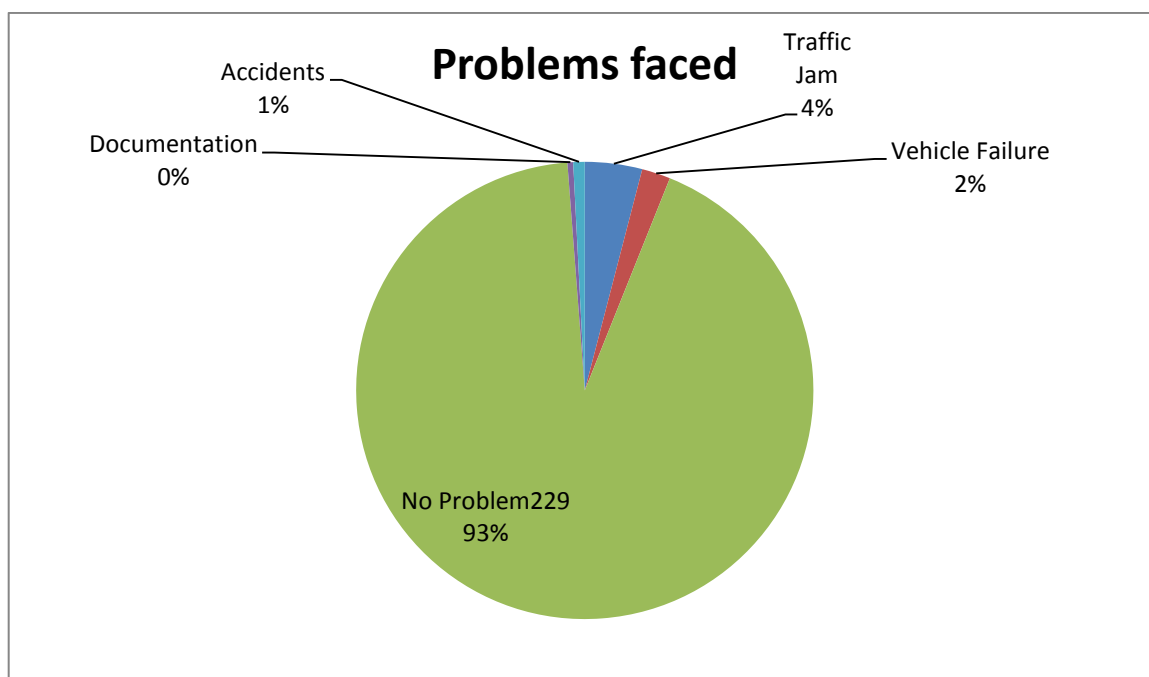
Interpretation:

From above Pie chart, 43% of electronic goods assignments are delivered which is comparatively high, while 09% of Cars assignments are delivered which is quietly low. 17% of Bikes assignments & 19 % of Household goods assignments are delivered. 12% of perishable goods assignments are delivered, where most of them are local transportation.

What are prominent problem faced during transportation

Nature of Problem	Traffic Jam	Vehicle Failure	Accidents	Documentation	No Problem
No. of	10	5	2	1	229

assignments					
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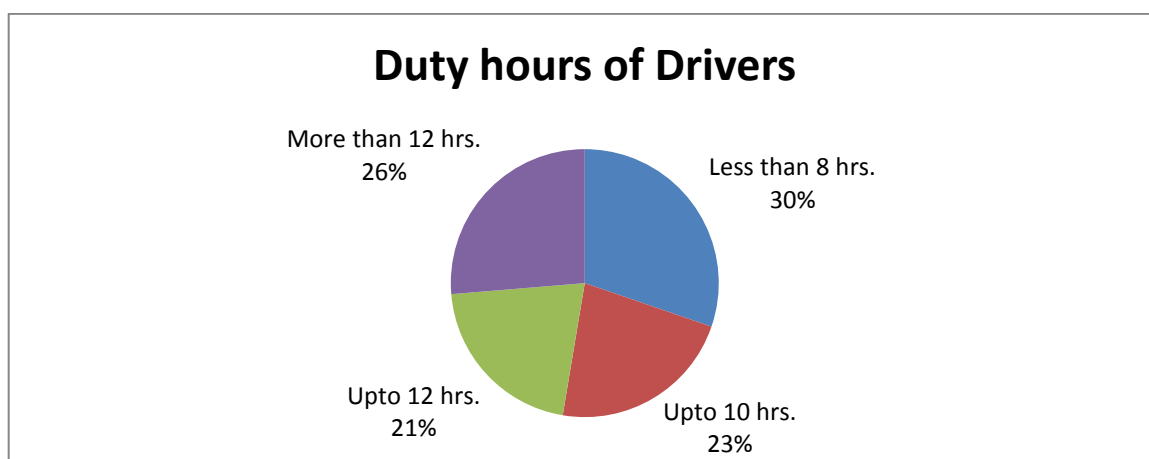


Interpretation:

From above pie chart, 93% assignments are delivered without facing any problem which is comparatively high, while 01% assignments are delivered having accidents & documentation problem which is less. Also, around 04% of assignments faced Traffic Jam problem & 02% of assignments faced vehicle failure.

What are duty hours to drivers ?

No. of Hours.	Less than 8 hrs.	Upto 10 hrs.	Upto 12 hrs.	More than 12 hrs.
No. of drivers	23	17	16	20

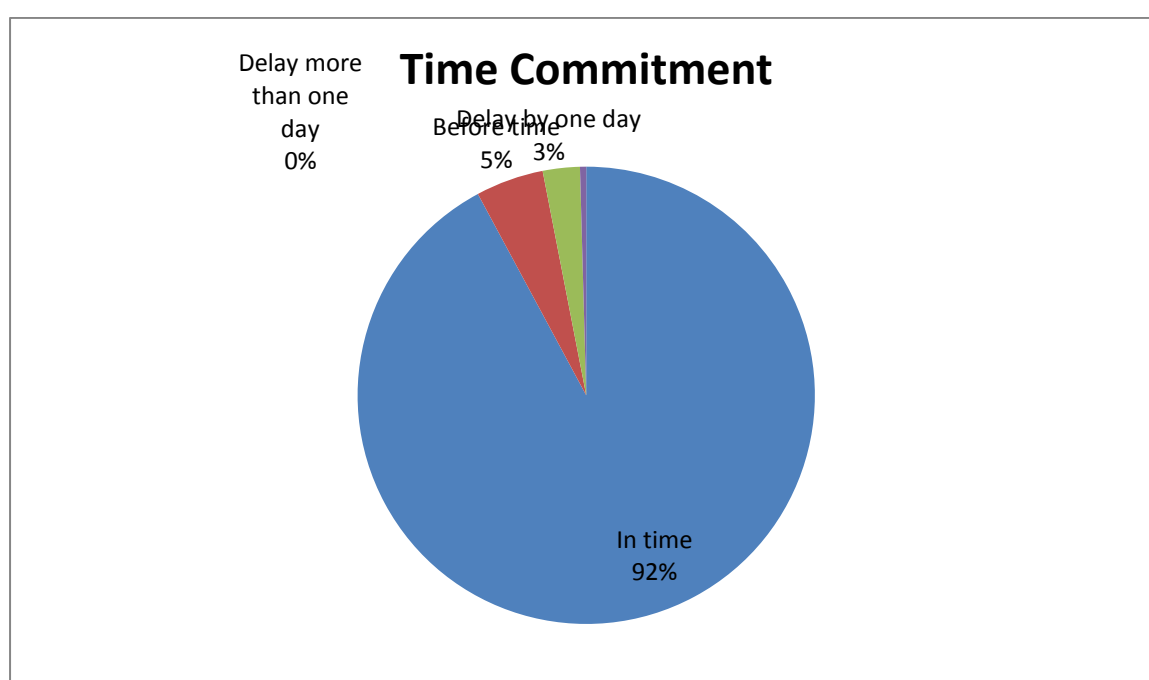


Interpretation:

From above pie chart, 30% drivers doing less than 08 hrs. duty which is high, where 21% drivers doing up to 12 hrs. duty. Also, 26% drivers doing more than 12 hrs. duty.

According to customer feedback what is time commitment for delivering the goods on location

Time Commitment	In time	Before time	Delay by one day	Delay more than one day
Number of	211	11	6	1

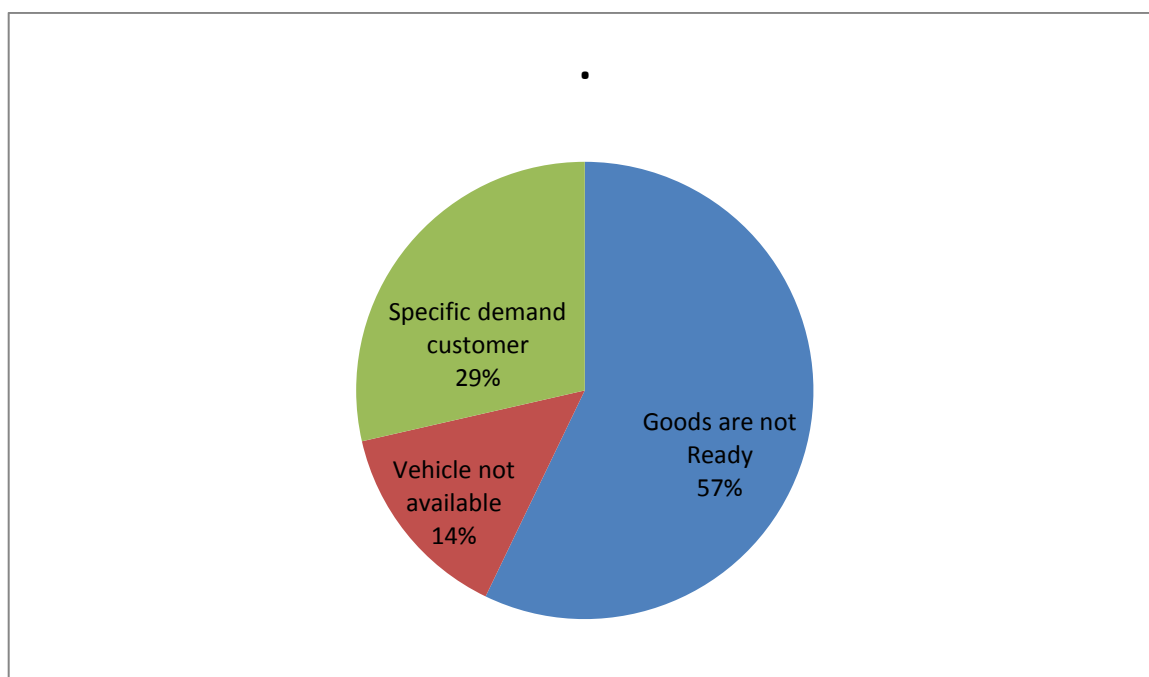
**Interpretation:**

From above Pie Chart, 92% assignments of goods are delivered in time which is comparatively high, while 3% assignments of goods are delivered not in time. In that 6 assignments are delayed by one day & 1 assignment is delay by more than one day.

Out of 7 assignments, the causes of delay in delivery are.

Nature of cause	Goods are not Ready	Vehicle not available	Specific demand customer
No. of	4	1	2

assignments			
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Interpretation:

From above pie chart, 57% assignments are delayed due to goods are not ready, while 14% assignments are delayed due to vehicle not available, which is quite less. 29% assignments are delayed because of customers specific demand.

5. FINDINGS: -

- It has been found that top management support is necessary for the initiative and budgeting for the SCM project.
- It's very essential that Digitalization in supply chain management which helps to improve the system.
- Supply Chain Management considered as an maximum profit generating process in an organization.
- Keeping a track of each transaction providing smooth & accurate supply chain of vehicle & services.
- Some of the drivers are not properly trained.
- Wheels Eye & M360ShipX Application is good no changes required in this app.
- Vehicle failures are main issue in transportation, but in this company the percentage is very less which is good for the company.

6. SUGGESTIONS:

- Communication between drivers and business associates has to be maintained properly.
- Every Driver should have proper knowledge about the systems.
- Search for new business associates for back up in peak period
- Keep the driver in back up for long route assignments i.e. assign the extra drivers.
- Customer has to make goods ready before loading as, 57% assignments are delayed due to that.
- As, transportation techniques are rarely using, make it frequently for betterment of the transportation system.

7. CONCLUSION:-

As we know the logistics is the way of transportation of goods and products of companies, so it is the important part of supply chain and service industry. The Design of Mahindra Logistics for the Amazon Seller Limited is very essential and useful for everyone. This Design is easy to understand for the both side employees, so it helps work to carried out easily. Also, there is a technological support in this system in the form of App and GPS system. GPS helps to track the vehicle, also the security of the material as well as the vehicle is highly secured. in the era of globalization transport system played important role through advance technology application in every system in logistic support & transportation.

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