



Biju Patnaik Institute
of Information Technology & Management Studies



MBA

SUMMER INTERNSHIP REPORT

2020-2022

ON

Flipkart



STUDENT NAME

PRITAM KUMAR YADAV

REGISTRATION NO

2006258140

FACULTY GUIDE

ASST. PROF ANANTA PRASAD NANDA





Biju Patnaik Institute

of Information Technology & Management Studies

A
PROJECT REPORT
ON
A STUDY ON INVENTORY MANAGEMENT OF



BY
PRITAM KUMAR YADAV
Registration No-2006258140
UNDER THE GUIDANCE OF
ASST.PROF ANANTA PRASAD NANDA
SUBMITTED TO
BIJU PATNAIK INSTITUTE OF IT & MANAGEMENT



Estd. 1999

Biju Patnaik Institute

of Information Technology & Management Studies

PATIA, BHUBANESWAR – 751024, ODISHA
Phone:- 07438000111, 9040003344 Email:- info@biitm.ac.in, biitmbbsr@yahoo.com

DECLARATION

This is to certify that Research study entitled “**A study on Inventory Management.**” is prepared by **Mr.PRITAM KUMAR YADAV** under guidance and supervision of **ASST. PROF. ANANTA PRASAD NANDA** during Academic session of 2020-2022 as a partial fulfillment of M.B.A from **BIJU PATTNAIK UNIVERSITY OF TECHNOLOGY** Bhubaneswar, Odisha. This thesis has not formed before the basis for the award of any degree, diploma or any other similar titles.

Place: Bhubaneswar

Date:

PRITAM KUMAR YADAV



Estd. 1999

Biju Patnaik Institute

of Information Technology & Management Studies

PATIA, BHUBANESWAR – 751024, ODISHA

Phone:- 07438000111, 9040003344 Email:- info@biitm.ac.in, biitmbbsr@yahoo.com

CERTIFICATE

This is to certify that **Mr. PRITAM KUMAR YADAV**, pursuing MBA 2020 from BIITM, Bhubaneswar bearing Regd.No.2006258140 has successfully completed his dissertation report on “**A study on Inventory Management.**” under my guidance for partial fulfillment of his **Masters in Business Administration** for the session (2020-2022).

Place: Bhubaneswar

Date:

ASST. PROF. ANANTA PRASAD NANDA

INTERNAL GUIDE



Estd. 1999

Biju Patnaik Institute

of Information Technology & Management Studies

PATIA, BHUBANESWAR – 751024, ODISHA
Phone:- 07438000111, 9040003344 Email:- info@biitm.ac.in, biitmbbsr@yahoo.com

CERTIFICATE

This is to certify that the project report entitled “**A study on Inventory Management.**” was prepared by **Mr.PRITAM KUMAR YADAV** under the guidance and supervision of **Mr.ANANTA PRASAD NANDA, (Assistant Professor, Operation)**, BIITM, Bhubaneswar during the session of 2020-2022 for the partial fulfillment of Masters in Business Administration.

Place: Bhubaneswar

Prof Dr. Pratap Kumar Tripathy

Date:

Principal, BIITM



CERTIFICATE

of Internship Completion

This certificate is awarded to

Pritam Kumar Yadav

for successful completion of the 45 days Launchpad Internship Program
at Flipkart's Supply Chain Facility during **Sep - Oct** 2021.

Zoya Saif
Director, Arcos

Aasish Kumar Topno
Director-HRBP, FC/MH

Shahnawaz Khan
Director-L&D, eKart

Acknowledgement

I take this opportunity to express my sincere gratitude to the following personalities without whose help and guidance the successful completion of my project work would have been remained a dream.

I extend my heartfelt thanks to our Corporate Guide Mr. PRITAM KUMAR YADAV for the constant and valuable guidance by him throughout my course.

I would like to take the pleasure of this opportunity to express my heartfelt gratitude to my guide Mr. ANANTA PRASAD NANDA, (Assistant Professor, Operation), who took personal interest and gave valuable suggestions throughout my field work and completion of the project.

I thank all my faculty members of MBA department for their valuable suggestions throughout my course.

The importance of the moral support and good wishes of my parents and friends is external and I am very much indebted to them.

Finally I thank all my friends who directly or indirectly helped me a lot during my project.

Objectives of study

- To study the warehouse management system.
- To study the reverse logistic.
- To study the concept of Electronic Data Interchange.
- To study the Inward & Outward process.

Scope of study

- The scope of low inventory cost leads to low price.
- To know what is GTL (Goods Transfer List) Process
- To study of GRN (Goods Received Notes)

LITERATURE REVIEW

Sharma and mittal (2009) “prospects of e-commerce in India” India is showing tremendous growth in the e-commerce. The real estate costs are touching the sky. Today e-commerce has become an integral part of our daily life. There are websites providing any number of goods and services. The e-commerce portals provide goods and services in a variety of category. To name a few: apparel and accessories for men and women, health and beauty products, books and magazines, computers and peripherals, vehicles, software, consumer electronics, household appliances, jewelry, audio, video, entertainment, goods, gift articles, real estate and services. Ashish gupta, senior managing director of hellion venture partners and one of the first sponsor of Flipkart as an angel investor.

Miyazaki and Fernandez (2001) the prior experience was found to effect the intention and behavior significantly and in different ways. The result of this study implies that the technology acceptance model should be applied to e-commerce with caution. To develop successful and profitable e-commerce business, understand customer's needs. Be ensuring that product must be cheap in web shop as compare to offline store.

Arabzad (2015) To be specific, the place-list problem is to find the best place to set up a Distribution Center (DC) to distribute the products As per the plan provided with minimum transportation for the customers Plus the cost of stocking up.

D.k.gangeshwar. (2013),” e-commerce or internet marketing: A Business Review from the Indian Context”, International Journal of U-and-e-Services, Science and Technology. It concluded that the future of e-commerce in India is very bright, although security, privacy and reliance on technology remain some of the challenges. E-commerce has its drawbacks but still there is a bright future for e-commerce.

Handfield and Nichols (1999) According to him relationship is more important for effective supply chain management. Without effective supply chain relationship any of the effort in business is unsuccessful.

Ellram, (2004), According to him the process of supply chain management exist both service and manufacturing organization. Although there may be managerial complexity in the chain varies greatly from industries and different firms.

Chopra and Meindl (2003) According to him supply chain management is the way to understand operational decision. The importance of understanding the order of processes and flows in a supply chain is a strong prerequisite to clearly understand the operational requirement and meet customer needs.

Lambert and Cooper, (2000) Trust the identity of key chain members to link with, and the processes that need to be linked are part of the implementation of the supply chain management, whose goal is to create maximum value for the entire supply chain network.

Mentzer et al., (2001) According to him supply chain management is a managerial tool to manage the flow of inventory from supplier to customer easily. It also builds the customer to the time delivery of the product.

The internet retail industry in India

E-commerce has changed the way of doing business in India. The Indian e-commerce market is expected to grow from US\$ 38.5 billion by 2017 to US\$ 200 billion by 2026. Much of the growth for the industry has been triggered by increased access to the Internet and smartphones. By September 2020, driven by the 'Digital India' programme, the number of internet connections in India increased significantly to 776.45 million. Of the total internet connections, 61% were in urban areas, of which 97% were wireless.

The Indian online grocery market is projected to reach US\$ 18.2 billion in 2024 from US\$ 1.9 billion in 2019, growing at a CAGR of 57%. India's e-commerce order volume grew 36% in the last quarter of 2020, with the personal care, beauty and wellness (PCB&W) segment being the biggest gainer.

Driven by increasing smartphone penetration, 4G network launches and rising consumer wealth, the Indian e-commerce market is expected to grow from US\$ 38.5 billion in 2017 to US\$ 200 billion by 2026. Online retail sales in India are expected to grow by 31 percent. Reached USD 32.70 billion in 2018 led by Flipkart, Amazon India and Paytm Mall.

In India, smartphone shipments reached 150 million units and 5G smartphone shipments crossed 4 million in 2020, driven by higher consumer demand post-lockdown.

Most Internet retailers provide services, such as flexible payment methods, warranties for electronic goods and free home delivery. The prices of many players are very competitive with all the e-retailing players offering good deals on a variety of products to attract the customers. Players with a wide variety of products have managed to garner the highest value sales. Internet retailing in India is divided into various formats, including vertical shopping, whereby manufacturer retailer, also multi-product Internet retailer, such as Future bazaar, Shoppers Stop shopping and compare. International companies were not allowed in India till 2010: The government has banned FDI in multi-brand retailing. However, in 2011 there was a ban. Some of the major players including Amazon.com in the liberalized and forecast period are expected to enter the Indian e-retailing ecosystem.

AboutFlipkart.com

Flipkart is an Indian e-commerce company, the company focused on online book selling before expanding in to other product such as fashion, consumer electronic, groceries, home essentials, and lifestyle products. It has also owns PhonePe mobile payments service based on Unified Payments Interface. It was founded in October 2007 by two IIT Delhi graduates Sachin Bansal and Binny Bansal, flipkart.com today India's largest online shopping website. Ten years later the e-commerce had 54 million user and 100,000 plus seller and had sold 261 million units. Started by a team of 2, Flipkart today employs 30,000 people with 46 million registered users. With technology that enables 8 million shipments every month, 10 million daily page visits and 14 state of the art warehouses, they are ranked amongst top 5 websites in India based on Alexa ranking. Flipkart is the first billion dollar company in Indian e-commerce. Flipkart allow payment such as cash on delivery, credit or debit card transaction, net banking, e-gift voucher and also card swipe transaction on delivery.

EXCLUSIVE PRODUCTS

Motorola Mobility, formerly owned by Google, but then sold to Lenovo. In an exclusive tie-up with Flipkart and it launched its budget smartphone in India on 5 February 2014, over 20,000 units were sold on Flipkart within hours of its launch. After this flipkart has to continue its partnership for long term sell its devices in India, even as it's Chinese rival Xiaomi launch his smartphone Xiaomi mi3 in India The first batch was sold on 22 July 2014 in 39 minutes, the second on 29 July 2014 in 5 seconds. The sale had proceeded on pre-registration where over 150,000 buyers were registered for the 5 August sale. On September 2, 2014, Flipkart organized a flash sale of Xiaomi redmi 1s budget android the smartphone which was launched in India in July 2014. 40,000 units were priced at Rs 5999 sold out within seconds.

SWOT ANALYSIS OF THE COMPANY

Strength

- India's largest e-commerce business
- Flipkart has its own logistic
- Flipkart has subsidiaries like PhonePe, 2GUD, and E-kart.
- Tie-ups with best brands like Xiaomi, Realme, Motorola, etc.

Weakness

- Only limited area access, many suburban and towns are not covered.
- Flipkart invests a lot of advertisements to improve and maintain its brand awareness, which is expensive.
- Website failures.
- Late

Opportunity

- Growth in retail industries
- Great opportunity to expand its business
- Indian customers are attracting toward online shopping.
- Mobile application

Threats

- Market competition with international players like Amazon & E-Bay
- Technology upgradation by competitor.

Warehouse Management System

The Warehouse Management System (WMS) is designed to improve every aspect of a company's warehouse operations, providing an organized approach to managing efficiency. Bar code data collection methods are more powerful for warehouse management system, it is the automatic identification system that connects the shop floor to the enterprise software. The warehouse management system controls product receipt, putaway and storage. When it comes time to pick up the item, the system directs warehouse workers to the appropriate locations using hand-held tools to take the most efficient route.

Key feature of (WMS)

Management of inventory

WMS should provide good inventory management features. It improves warehouse efficiency, organization and accurate planning for new orders. This approach replaces the traditional approach of allocating space permanently, as it often leads to less used space.

Fulfillment optimization

Customer orders must be analyzed to determine where the products are located, the best available pickup route. The system should also determine the best picking location and proper pickup method. The system must be able to maintain FIFO (First In, First Out) integrity.

Receiving intelligence

The WMS should determine the available locations for the products you receive and automatically specify the best locations. This eliminates the need for warehouse personnel to search for available spaces, improving efficiency and taking care of specialized storage considerations. WMS should also identify cross-docking opportunities.

Random slotting

Random slotting means that no item is permanently assigned to the bin. This allows for more efficient use of space and better flexibility to adapt to changes in commodities and demand.

Procedure

Flipkart team map their supply chain end they know perfectly how many hours and minute it takes to complete the order process. E.g. how much time they need to pick an item in FC, how much time it takes to pack and they can handover to logistic partner for transport. In logistic they know the exact time of transport, e.g. when vehicle in & out. They work with vendor to ensure that he should deliver their product day to day without offloading or failure. There are some of the airline partner which help to deliver goods on time.

Product and Technology Team

The product and technology team is the core strength of the company. The team manages the entire process right from listing of item to search engine optimization to maintenance of website.

Business Development Team

Business development team is responsible for all the activities related to sales including vendor management, pricing and discount strategy.

Operations Team

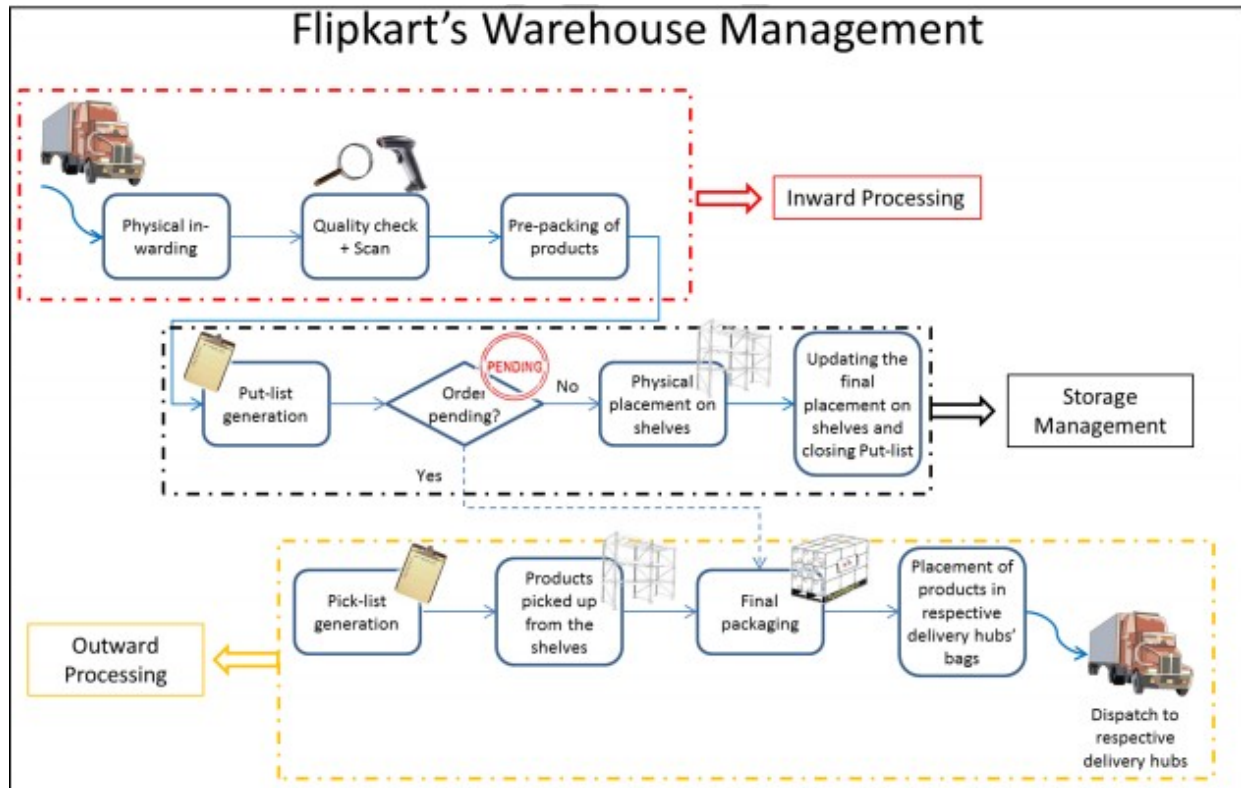
Operations team deals with all the supply chain aspects of the company right from procurement and warehouse management till customer support. The team supports the customers both online via telephone as well as offline via email.

Customer Support team

Flipkart has a strong focus on customer service with customer delight as the top most priority. And to fulfil it the company guarantees a 24/7 full customer support and to cater this facility it has a dedicated customer support team which offers both in-bound and out-bound support.

FIELDWORK

Process of flipkart warehouse management



A) Inward processing

Invoice Sanity Check

It is the first process in flipkart it is a part of quality control (QC) check. The sellers' vehicle which report to the Distribution Center (DC) dock as per its projection. Here as a part of the process we have to check the invoice vendor name, address with the help of "flo website", invoice date, PO number and date, invoice number, buyer name, FSN number, Vendor Code, Description, HSN code, Quantity, amount also check the amount should be written in word is exact match with number. Also check invoice with authorized signature with seller's seal. If any information is missing from the invoice then we have to reject the invoice. All this are important because on the basis of invoice we are going to receive the product in our warehouse and amount pay to seller.

IRN Creation

It is the second process after invoice check for this we have to login in “flo website” after that we will click on procurement, which means inward of goods then we will go to consignment tab in consignment tab click on consignment handover, after this you will get tab where you have to type PO number then click on search after click on search we get Create IRN page now fill all the detail in IRN creation page with the help of invoice, the details are like, Invoice number & date, delivery type in this we have to select vendor delivery, Invoice line items in this we have to fill total serial no., invoice amount, total invoice quantity, invoice boxes, Gst invoice, mode of delivery after this we have to type PO and search once we have checked the vendor name then click on supplier. After this all process we have to choose PO number which was given in invoice then click on Create IRN button, and then we get IRN ID like FIMD01912516.

IRN Receiving

This is the third process after IRN creation. For IRN receiving we have to select the warehouse which is Mumbai large, click on IRN tab because it is receiving part hence we will select Receive IRN, now fill all the detail IRN ID & FSN then click on search we will get the product description with their image. When material handler are getting product they have to check the attributes like brand, model no, color, & MRP it is known as quality check. If any of the issue in attributes or mismatch then we have to select the reason like specification mismatch / damage etc. if all the attribute match then click on No issue and proceed with quantity the result we got the print WID and stick on product it will help them to relocate the product or assign the product to the specific location mapped.

IRN Submission

In this step we have to check whether the physical quantity matches with the invoice quantity or not which was captured in the IRN process. In procurement tab click on IRN and then find IRN, now we have to select date and your warehouse after this click on search button we will get all the information what you type at the time of IRN creation here we have to click on IRN number then we get IRN detail. In this firstly we have to print IRN barcode and paste on Invoice and

upload the invoice. After upload invoice see if there are any discrepancies or not. If there are any discrepancies, mention that which product was not accepted and the number of products. After this, all click on save button and then submit.

Putlist Creation

This is the last process of inward. Here first select warehouse, then click on admin button in admin. Click on search inventory inward bulk area and select the date. Select a day before and a day after then click on view inventory status button. Here we get product FSN, SKU, Package Id, WID, Product, Storage Zone, Quantity in putlist, Quantity for Putway, Bulk area, Updated by, Updated at, all this help for Putlist creation. Now we have to copy the WID and click on the inventory button and select the create putlist screen, here we get putlist page. In this page we will select the device, there are two options i.e. mobile and manual. In this we use manual. Let's select because currently my process is on desktop. Then next we select bulk type which was inward bulk. After this select putlist type i.e. normal putlist. Finally we have to copy paste the WID in the WID section and click on Add Quantity then click on Create Putlist button. After successful creation of putlist we get putlist Id and now we will print the movement. We print we see the detail of products. Now print inventory will be given to the team, it is their responsibility to go and putway.

B) OutwardProcessing

Picklistgeneration

To generate the picklist we need to log in to the Flow system and then select our warehouse. Now we will click on inventory button and select create store picklist, here we get to know how much order we have to process and this are the cutoff time within which the product has to be picked and SBS has to be done. Now create the picklist and write the picker id on the picklist and give them print to select the product and complete the process till dispatch.

InScan

After dispatch we have to scan the product this should be done by DEO. For in-scan we have to select the warehouse and station then click on submit button. After this click on shipment in that select receive shipment. Now scan the product tracking Id and click on In-Scan button. This process helps to know the product status and the location. If the shipment type show “Forward” then we have to process it means product not cancel, if shipment type show “RTO” it means orders should be cancel so, that product give to return department.

GateIn

Get in process is done when loading or unloading of products we have to. So for gate in we have to select facility and vehicle no. then click on submit button. Now, we get the vehicle's Gate In checklist. Here select the condition to be acceptable or unacceptable. After accepting all the condition Gate-In successfully done.

Gate In Checklist		
VEHICLE NUMBER	MH04JU0145	
	Acceptable	UnAcceptable
Seal Condition	<input type="radio"/>	<input type="radio"/>
Vehicle Insurance Validity	<input type="radio"/>	<input type="radio"/>
Driver License Validity	<input type="radio"/>	<input type="radio"/>
Vehicle Ceiling Condition	<input type="radio"/>	<input type="radio"/>
Vehicle Floor Condition	<input type="radio"/>	<input type="radio"/>
Vehicle Left Wall Condition	<input type="radio"/>	<input type="radio"/>
Vehicle Right Wall Condition	<input type="radio"/>	<input type="radio"/>
Vehicle Door Condition	<input type="radio"/>	<input type="radio"/>
Vehicle Lock Condition	<input type="radio"/>	<input type="radio"/>

GateOut

Now we will see Gate-Out process, this process is done after the loading or Gate-In process. The Gate-Out processes same as Gate-In process. Firstly we have to select facility (Warehouse Code) then type vehicle number, Seal number, odometer and click on submit button. After submit we get seven digit consignment number, copy that consignment number and paste in consignment id and then on clicking search we get print pdf file in which one copy for driver and other for us as proof generally occurs. The PDF contains all the information of the product mentioning their quantity, brand, load type, weight etc. here we done with Gate Out successfully.

C) ReturnProcess

ReverseLogistic

Flipkart has 30 days return policy. The objective of this policy is to build customer trust. Flipkart returns the product to the supplier and takes the replacement provided to the customer. Now we will see complete process of reverse logistic. Unloading is the first process of return. This vehicle comes from the last mile hub. When the vehicle has arrived at the dock in the Returns Department driver give the two papers i.e. Gate pass & Manifest to the Security Or Deo the Deo will check the manifest & Gate pass and then unloading start.

GateIn

So for gate in we have to select facility i.e. (Warehouse Code) and vehicle no. then click on submit button. Here Gate in successfully done.

Returnreceived

The first is Gate-In & Unloading, now we will continue with second process i.e. receiving. Firstly we have to choose warehouse and then we will click on shipping on shipping tab click on receive return shipment and fill the tracking id or shipment id after that click on receive button. Here we successfully received the product.

DetailedProductVerification

This is the third process of reverse logistics. In this we verify the product because it comes from last mile hub. For this we click on return center tab and select PV for Received Shipment and fill that product tracking id and click on search then we get product description. This will help us to know if product label match with this description or not. After this type product WID and click on print WSN and then click on submit button. If any of the issue was there then mention that and proceed.

PutlistCreation

This process is done to bring the product back to the inventory. For this process select our warehouse and then click on inventory button and the create putlist screen. At time of detail PV the return product transfer to External liquidation Non Damage Bulk so in select in bulk type External liquidation Non Damage Bulk then type product WSN and click on create putlist button and give the print to inventory department to keep that product at their location.

PutlistConformation

After successfully creation of putlist we will do putlist creation. When we create putlist we get a putlist id copy that id and paste in putlist id and click on find then give the location of the product where inventory department keep that product. Here we did complete process of return.

Inventory Management

The inventory stock is replenished whenever it goes below the reorder point. Company Employees use FIFO (First In First Out) method for its inventory management, whereby for any Shipment requests for a particular warehouse are the oldest inventory items shipped first. This makes a lot of sense especially for electronics items as technology becomes obsolete very early. With regard to determining what items to store in a warehouse and what items are to be procured from sellers, Flipkart uses the concept of long tail, which is nothing more than selling in large numbers. Unique items in relatively small quantities. Flipkart orders such items on an ad hoc basis and generally do not keep inventory of such items as the demand for such items is very less and thus reducing overall distribution and inventory costs.

Stocktake

Stocktake is done to match the physical quantity with the system quantity. In case of any mismatch we can know where it goes wrong, and which product is short or excess. So now we will see how this process is done in system and in physical way. Stocktake can be done in three ways

i.e. location wise, product wise otherwise location and product wise. First we have to select warehouse then by clicking on admin tab on that tab we will select search inventory in store. After click on search list store click type "+" sign in shelf number and click on view inventory status we get all product details which we have in warehouse to download this detail in excel click on CSV. We are doing stock take location wise so we copy shelf_label (location) from downloaded excel and click on create stock take tab and paste that location in create stock take box then click on create button. Now stock take is created now give the print of stock take and give them material handler to check the each product WID, FSN, Description, and total quantity. After completion of physical count DEO will give that printed paper to on-roll person to check if system quantity matches with physical quantity or not.

Electronic Data Interchange (EDI)

EDI is a software which is used to exchange the business data between two organizations. It has a very standard format which is used to send electronic documents from one computer to another computer. This electronic data is treated as a paper-based order, after data transfer, the party gets confirmation of trading. There are various benefits of EDI.

- It should increase speed and reduce time.
- If any mistake in shipping bill, we can easily find and do correction.
- Trading partner or seller can expand their business easily.
- This should be a fast transfer, less error and more time saving.

EDI uses in supply chain management

EDI stands for Electronic Data Interchange. In today's world, it is more important. There are a large number of systems; every company uses their own system to manage their business. In supply chain management, buyer and seller communicate continuously because they want to know which is the customer's need and which raw material has to be ordered and when he gets finished goods. This is all a never-ending process. For e.g., when a supplier receives an order from a customer, they should accept it and the customer receives confirmation. Here, the receiving order, confirmation sent to the customer is done in a few minutes with the help of EDI. The process of EDI is,

- First step is data conversion: the data which we want to transfer is converted into EDI format.
- Second step is transmission: here the broadcast EDI message is transmitted to other parties.
- Third step is receiving: here the message is received in a particular system.

Issues and Recommendations

1. A lot of manual labor is used for put-listing and pick-listing in warehouses. This can be addressed through high level RFID use.
2. Warehouse layout needs attention so that there can be increased SKU complexity handled well.
3. They need to improve their IT system because at time of inward and outward there is lot of issue face.
4. Incorporating seasonality into the forecasting process will help meet customer expectations manage inventory costs better during peak and shorter periods.
5. There was a disparity between the picker or loader and supervisor, the managers should fix such behavior, give equal respect to everyone - just like everyone gets equal respect in Amazon, be it manager or loader.

Conclusion

In conclusion, through internship, interview and through survey questionnaire, it was evident that flipkart is a learning organization. Their work process like loading, unloading quality check, inward and outward process are good. The employees are given their 100% to their work. They use multiple system to process the customer's order on time. The management of time is very well.

During survey I also targeted some of customer they have some issue regarding delivery flipkart pvt ltd are fail to deliver their product to their customer on time.

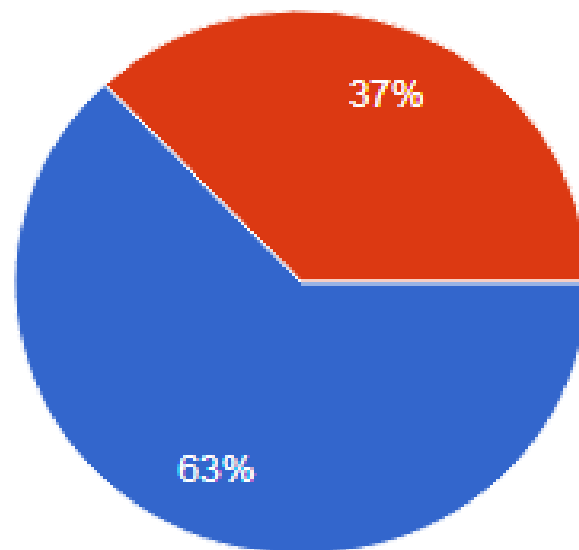
At time of internship I have noticed that the failure of IT system would be delay in work. Everytime there was an issue on website or disconnection of internet, this is the biggest reason of delay in delivery of order.

Questionnairedesigning

- Type of information needed
- Content of individual question
- Question structure
- Method of interview

Q1.What is your gender?

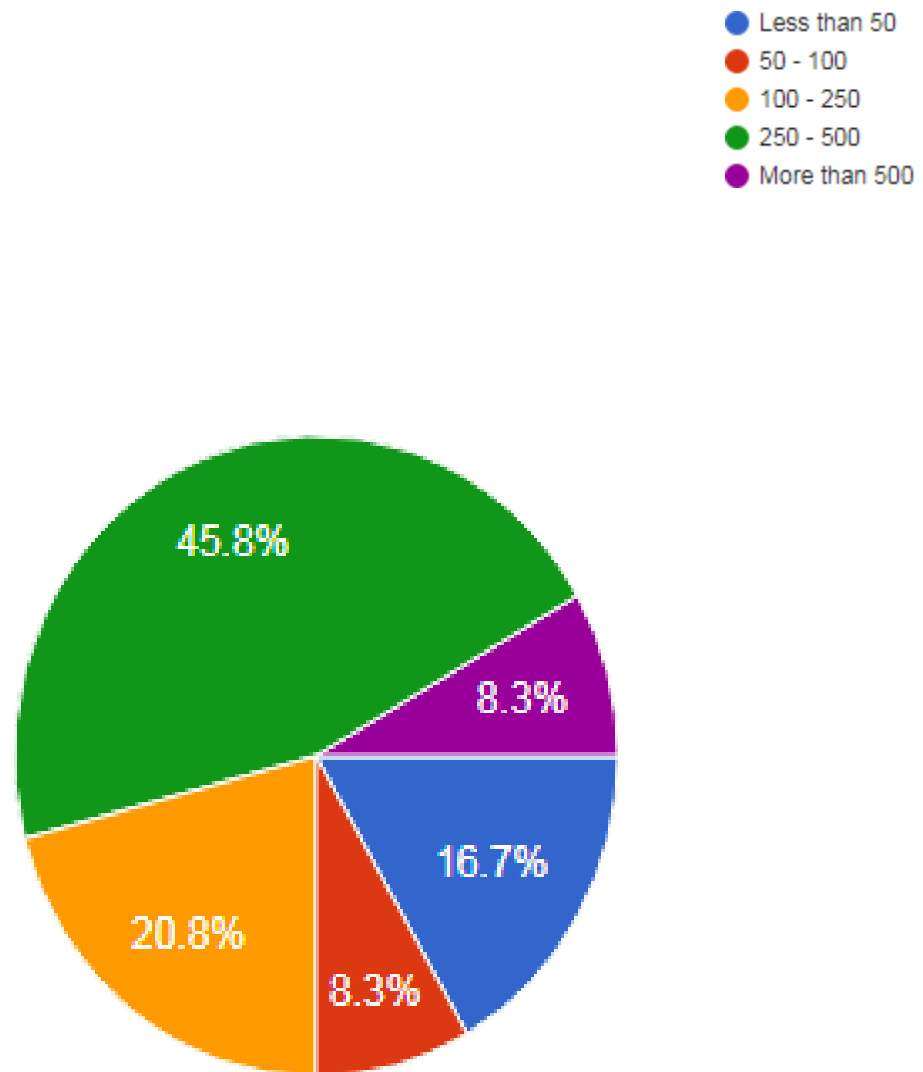
● Female
● Male



INTERPRETATION:-

According to survey 63% male employee and 37% Female employee are working in supply chain management system.

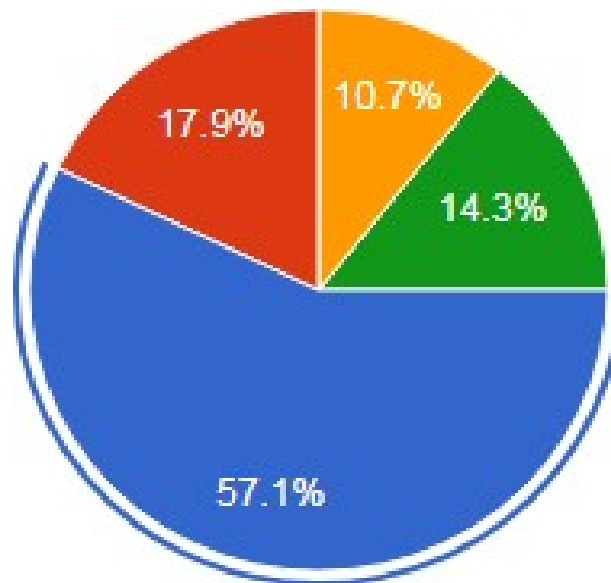
Q2. Numbers of Employees?



INTERPRETATION:-

As per the survey 45.8% of the respondents said that 250-500 employees worked in their warehouse, 20.8% said that 100-250 workers, 16.7% said that the SCM had less than 50 employees and 8.3% of the respondents said that 500 and more employees and other 8.3% of the respondents said that 50-100 workers work in SCM.

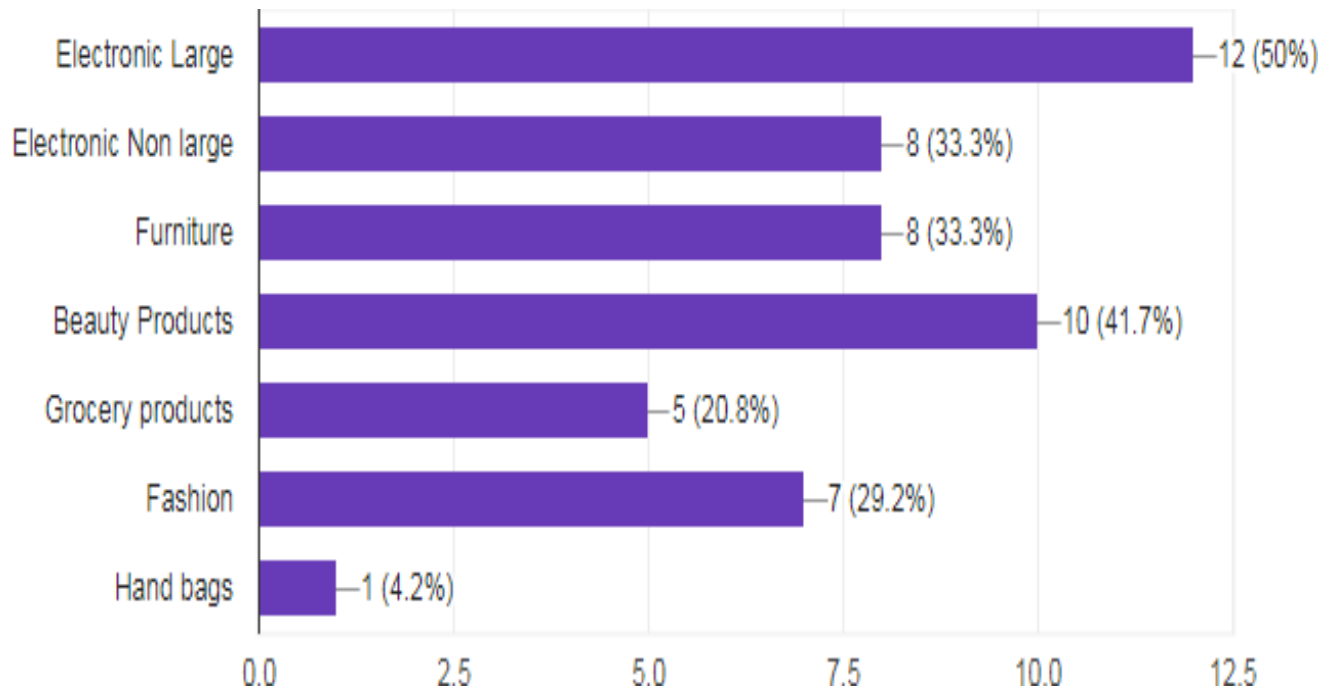
Q3.Please provide ideal location of warehouse?



INTERPRETATION:-

According to survey there is large number of warehouse in bhiwandi i.e. 57.1% and 17.9% warehouses located in vasai, 14.3% in kalyan and last 10.7% warehouse located in virar.

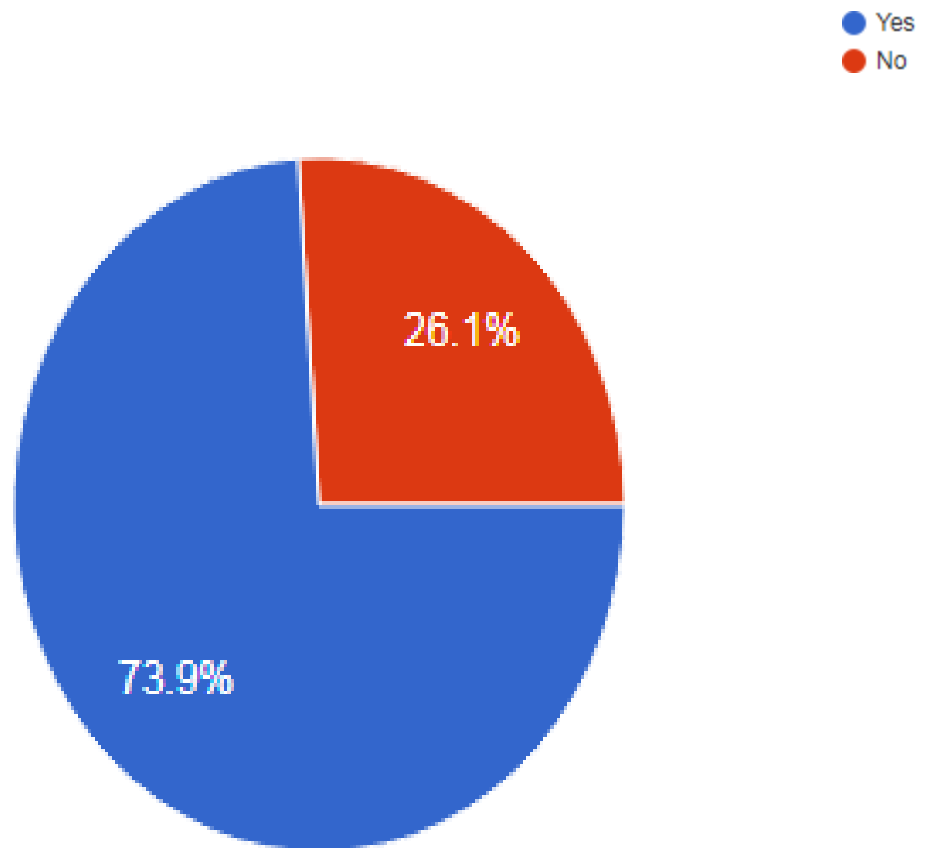
Q4. Whattype(s)ofcommoditiesarestoredinthewarehouses?



INTERPRETATION:-

According to the survey 50% said that they are working in large electronic goods Flipkart warehouse, 41.7% said that they are working in beauty product, 33.3% in furniture & 33.3% in non-large electronic goods, also the 29.2% in fashion products and 20.8% said that they are working in grocery products warehouse.

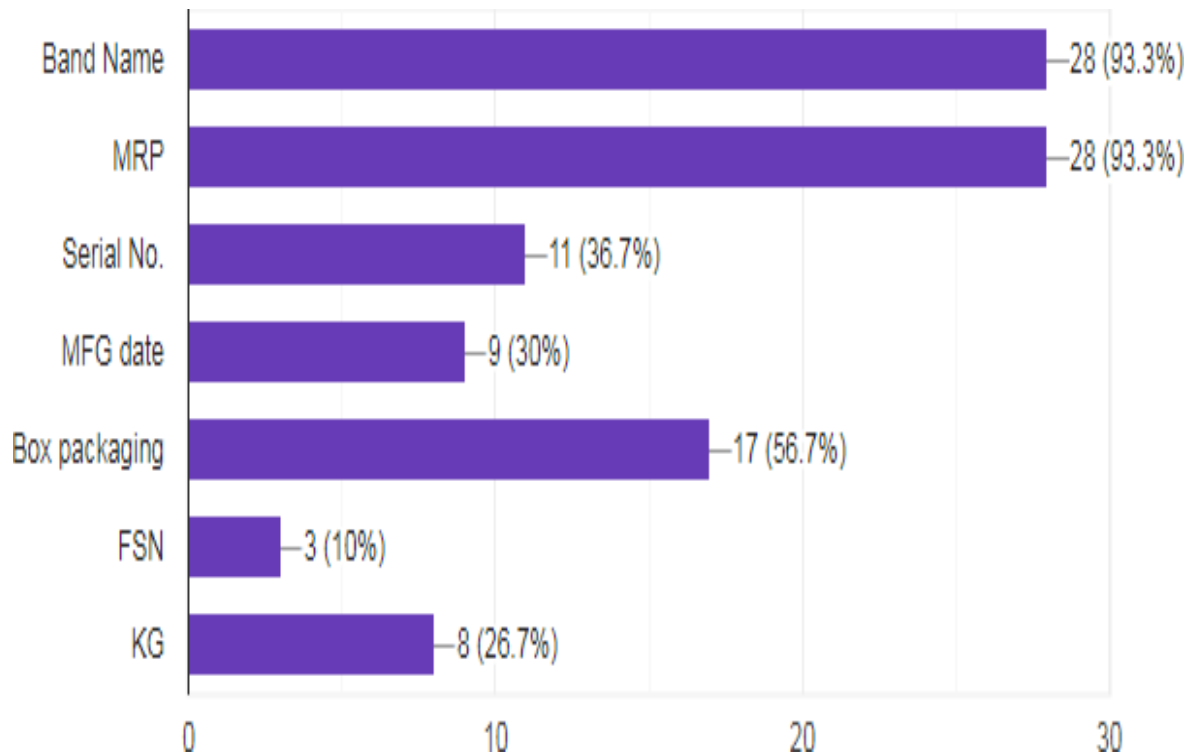
Q5. Is an outside auditor or independent counting service involved in the inventory process?



INTERPRETATION:-

According to survey 73.9% respondents said that an outside auditor involve in inventory process and 26.1% respondents said that there was not any outside auditor involve in inventory process.

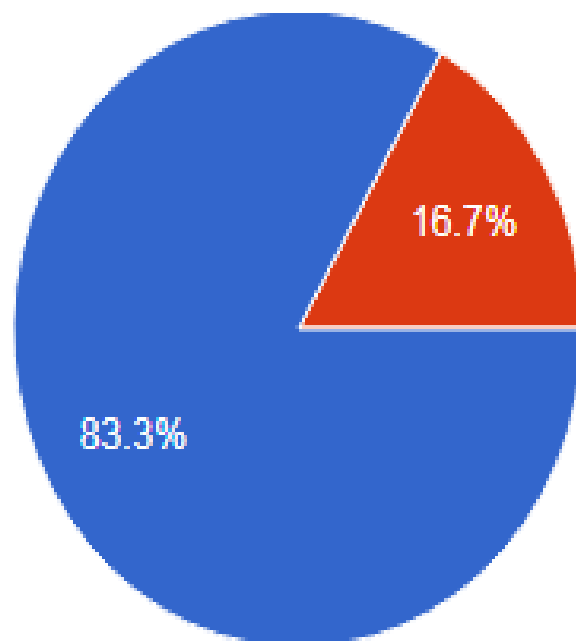
Q6What do you check at the time of unloading the products to verify whether the correct product is received?



INTERPRETATION:-

According to survey at time of quality check brand name & MRP check compulsory check also checking box packaging, serial no., and MFG date but there was an only few of checking FSN on product.

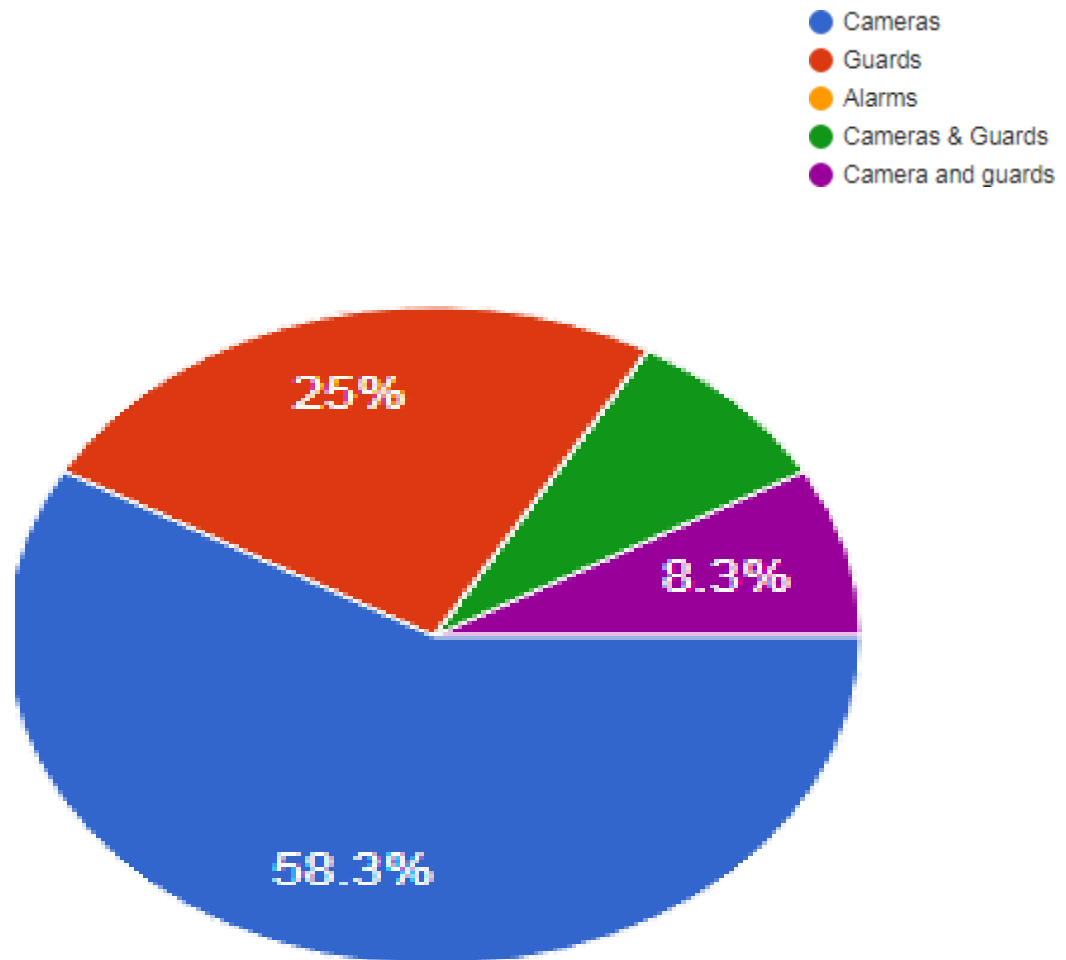
Q7.Isanoutsideauditororindependentcountingserviceinvolvedintheinventoryprocess?



INTERPRETATION:-

According to survey 83.3% employee said that the inventory auditor involve in inventory process and 16.7 said no outside auditor involve in inventory process.

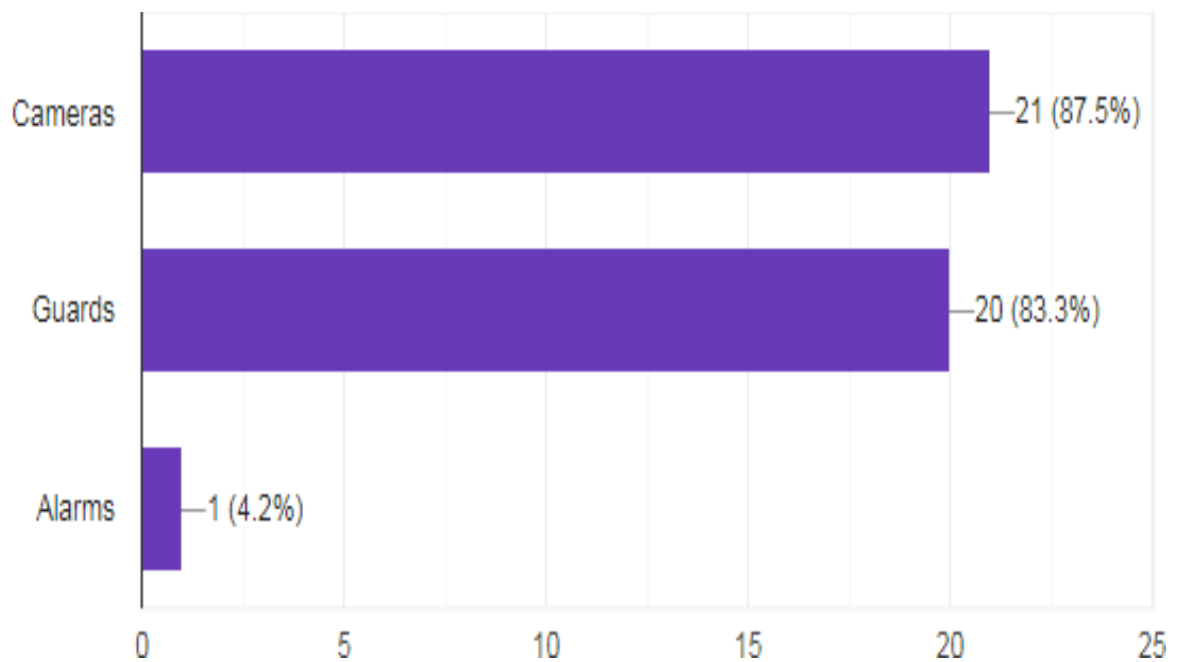
Q8. Please indicate the physical controls in place to prevent a loss?



INTERPRETATION:-

According to this chart 58.3% employee said we can control prevent of loss with the help of camera, 25% said the guard and 16.3 said that camera & security guard help to protect from theft and any other kind of loss.

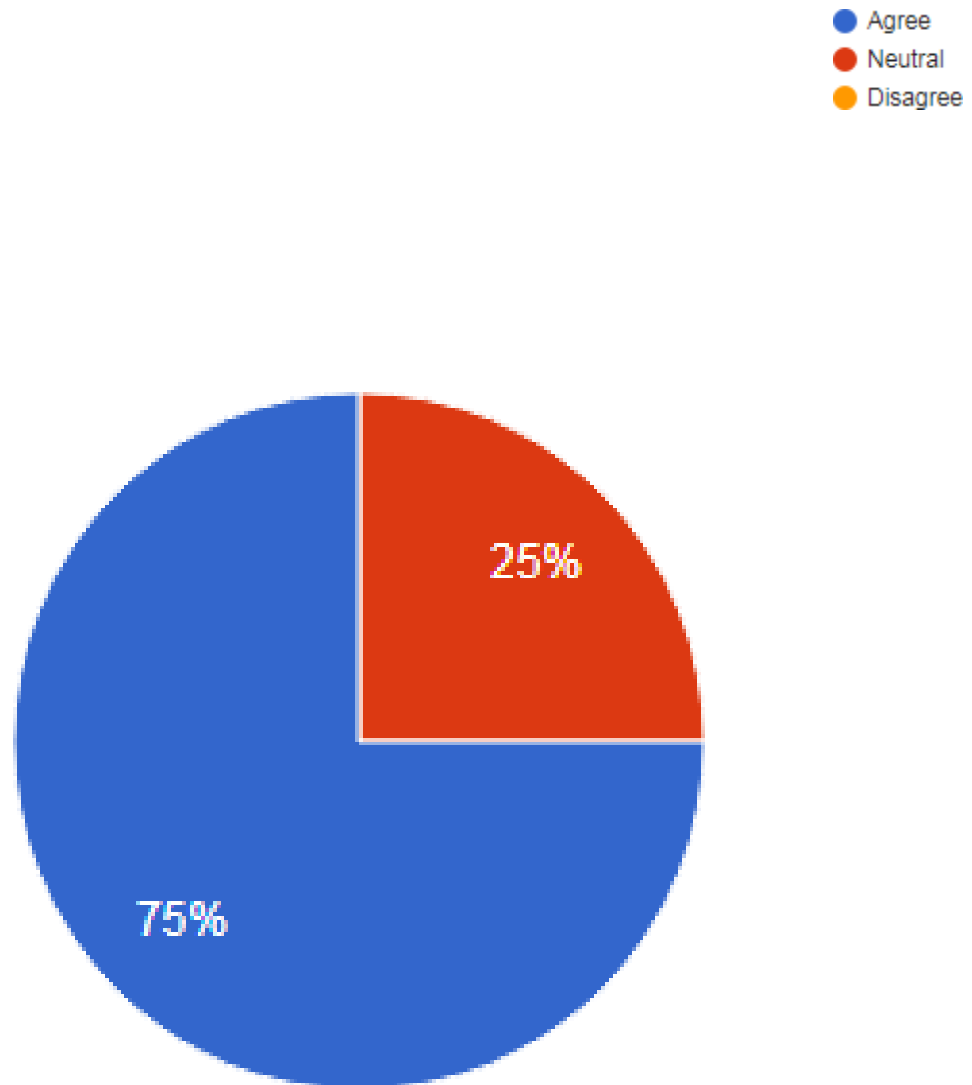
Q9. Please indicate the physical controls in place to prevent a loss?



INTERPRETATION:-

According to survey there was an 21 respondent said that the product protected in warehouse from theft with the help of camera and 20 respondents said that the product protected in warehouse from theft with the help of guard and one respondent said that the alarms are used for protection.

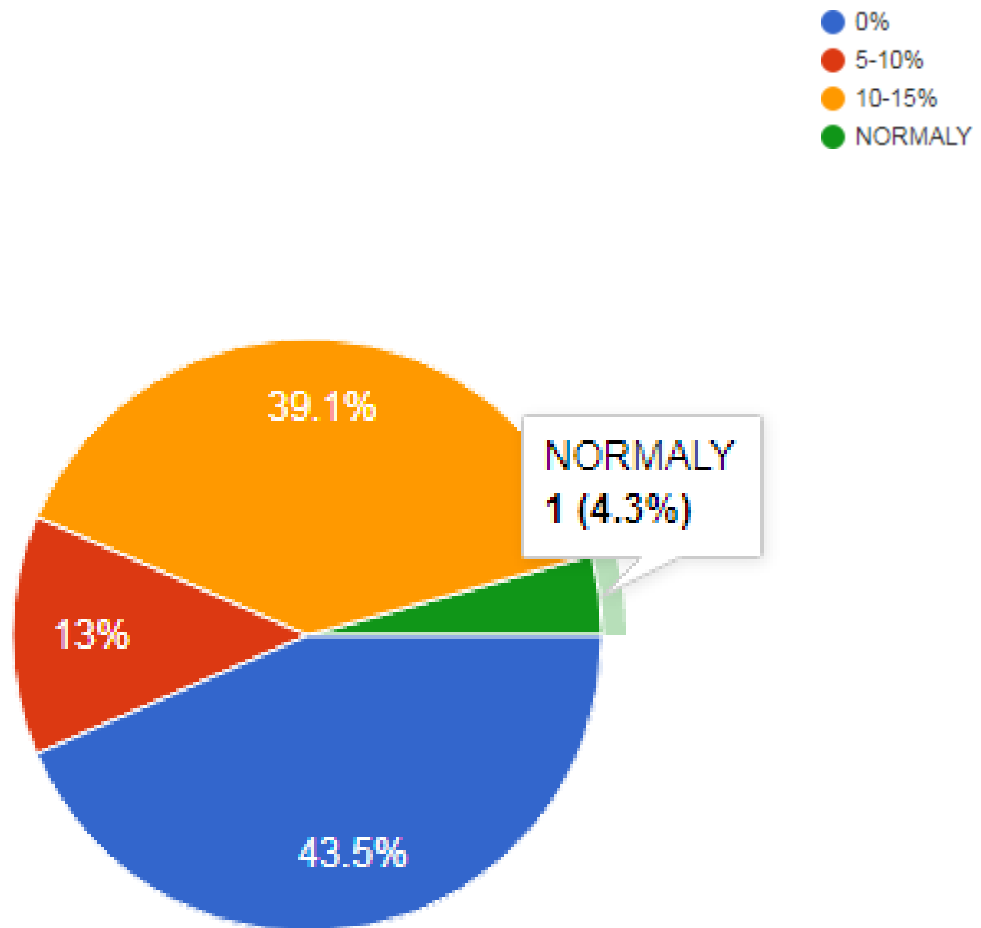
**Q10 supplychain membersareactively involvedin
standardizingsupplychainpracticesandoperations?**



INTERPRETATION:-

According to survey 75% respondents said that everyone actively has involve in supply chain & 25% respondents said that not everyone actively has involve in supply chain process.

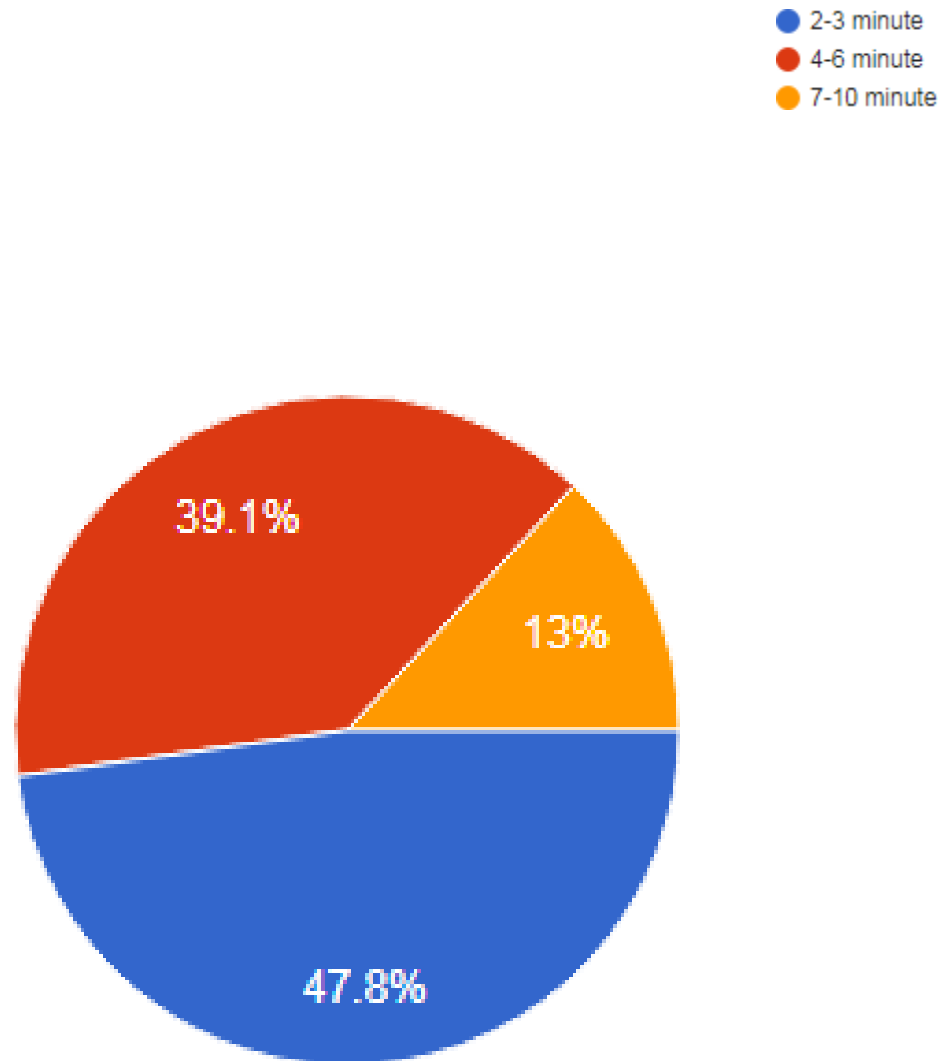
Q11. What is the percentage of damage to the product at the time of unloading?



INTERPRETATION:-

According to survey there was a 43.5% respondents said that ZERO% damage at time of unloading, 39.1% said that 10-15% product damage at time of unloading and 13% respondents said that there was 5-10% product damage at time of unloading only 4.3% respondent said that there was an normal damage which should be acceptable.

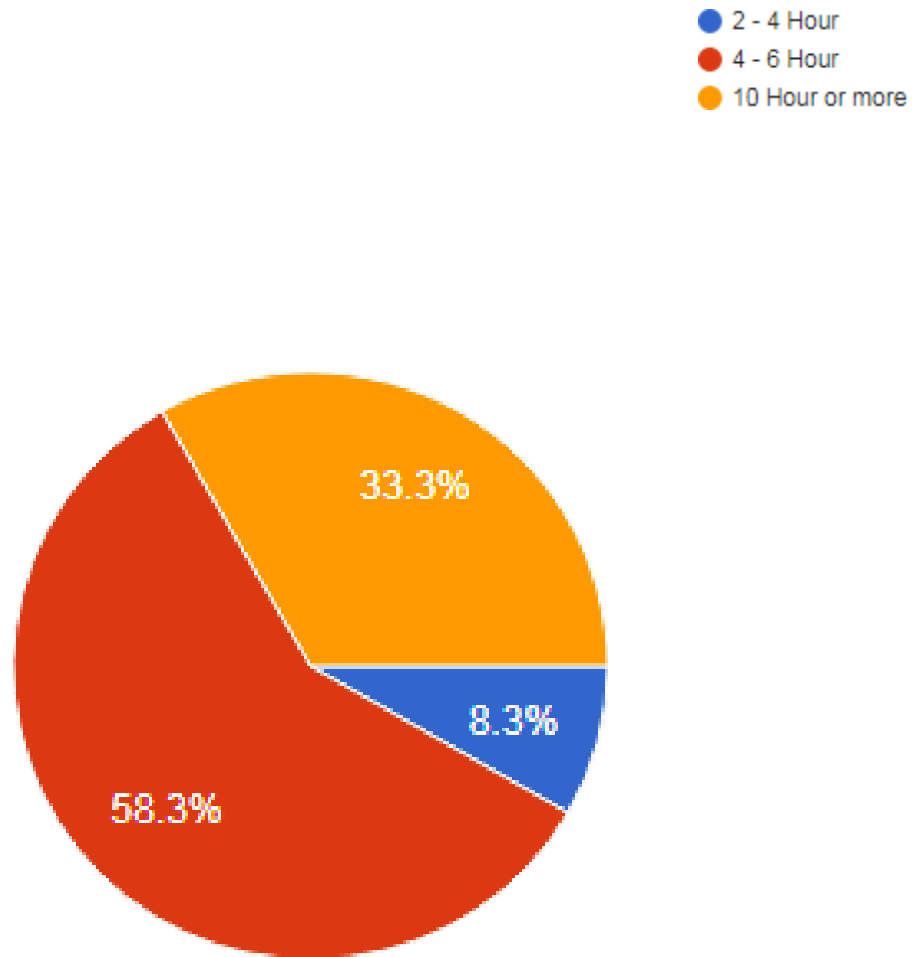
Q12.Howmuchtimepickingdepartmenttaketopickthesingleproductand completedispatch?



INTERPRETATION:-

According to survey 47.8% respondent said that he will take 2-3 minute to pick and dispatch single product, 39.1% respondent said that he will take 4-6 minute and 13% of respondent said that he will take 7-10 minute to pick and dispatch single product.

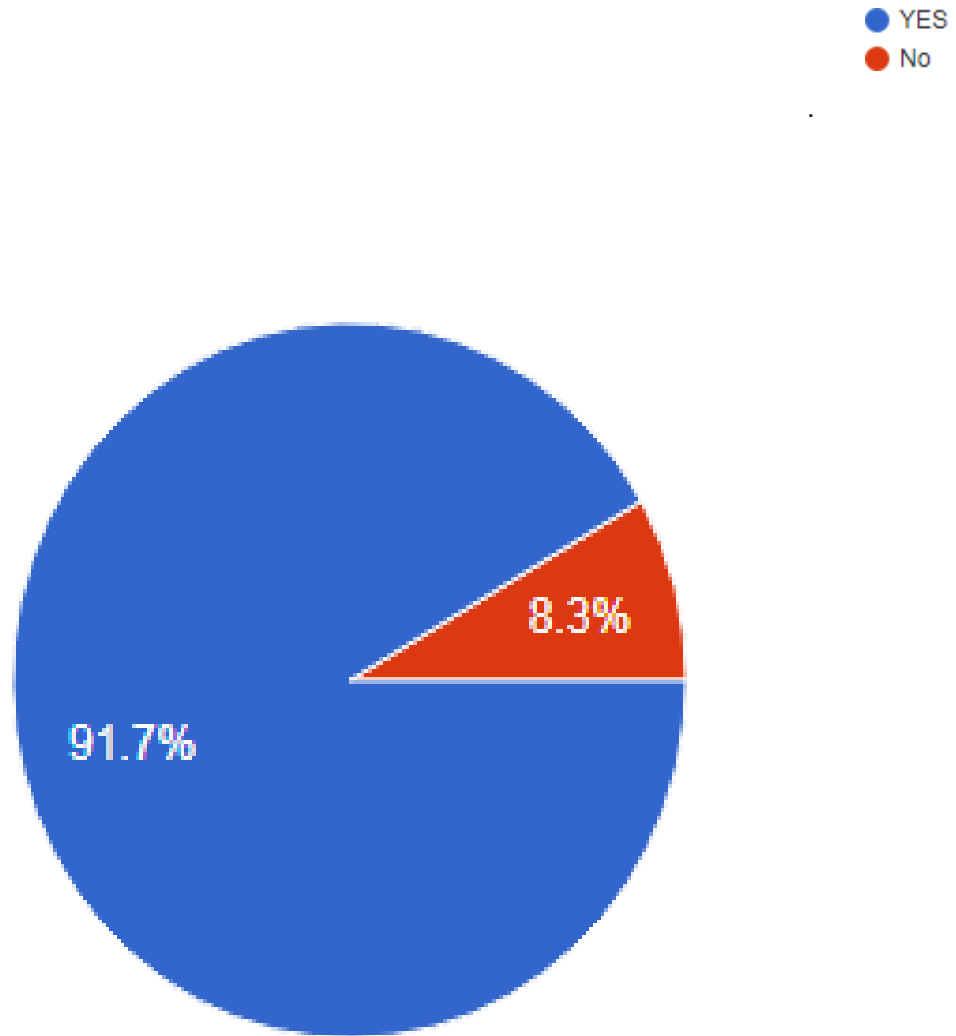
Q13. At time of outward what is the total time you get to process the total orders shown on the system?



INTERPRETATION:-

According to survey 58.3% respondent said that they got total 4-6 hour to complete all order picking and dispatch process, 33.33% respondent said that they got total 10 hour and more and 8.3% said that they take 2-4 hour to complete all order picking and dispatch process.

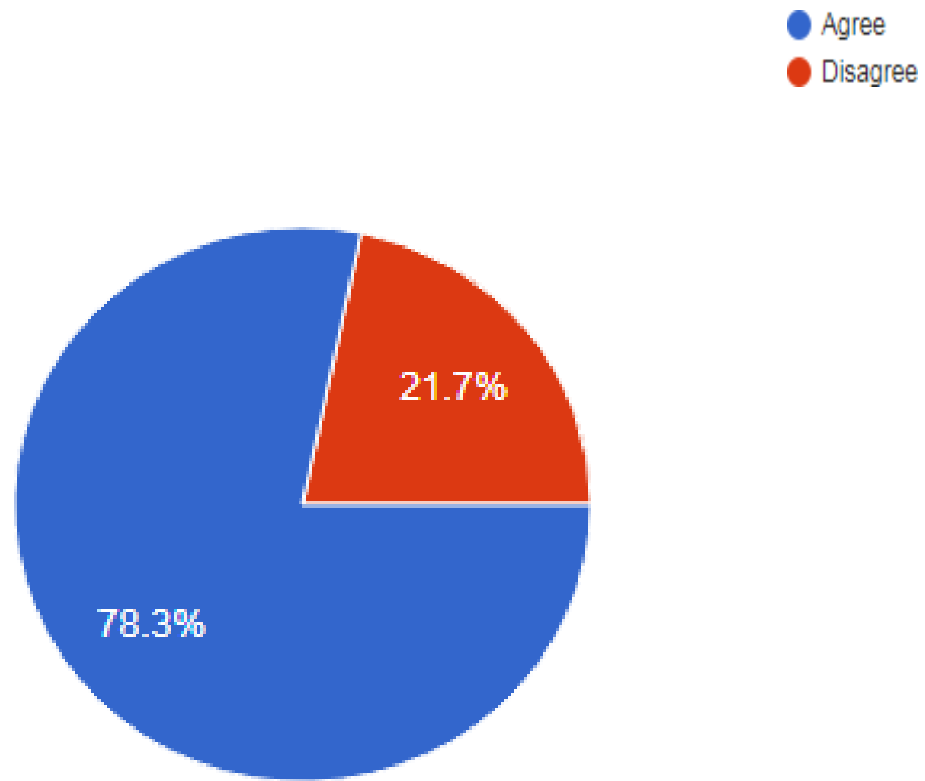
Q14.ThecompanyhasanITteamthatsupportsITchangesandupdates?



INTERPRETATION:-

According to survey 91.7% respondents said they have IT support team for changes and update in software and 8.3% respondents said they do not have any IT support for changes and update.

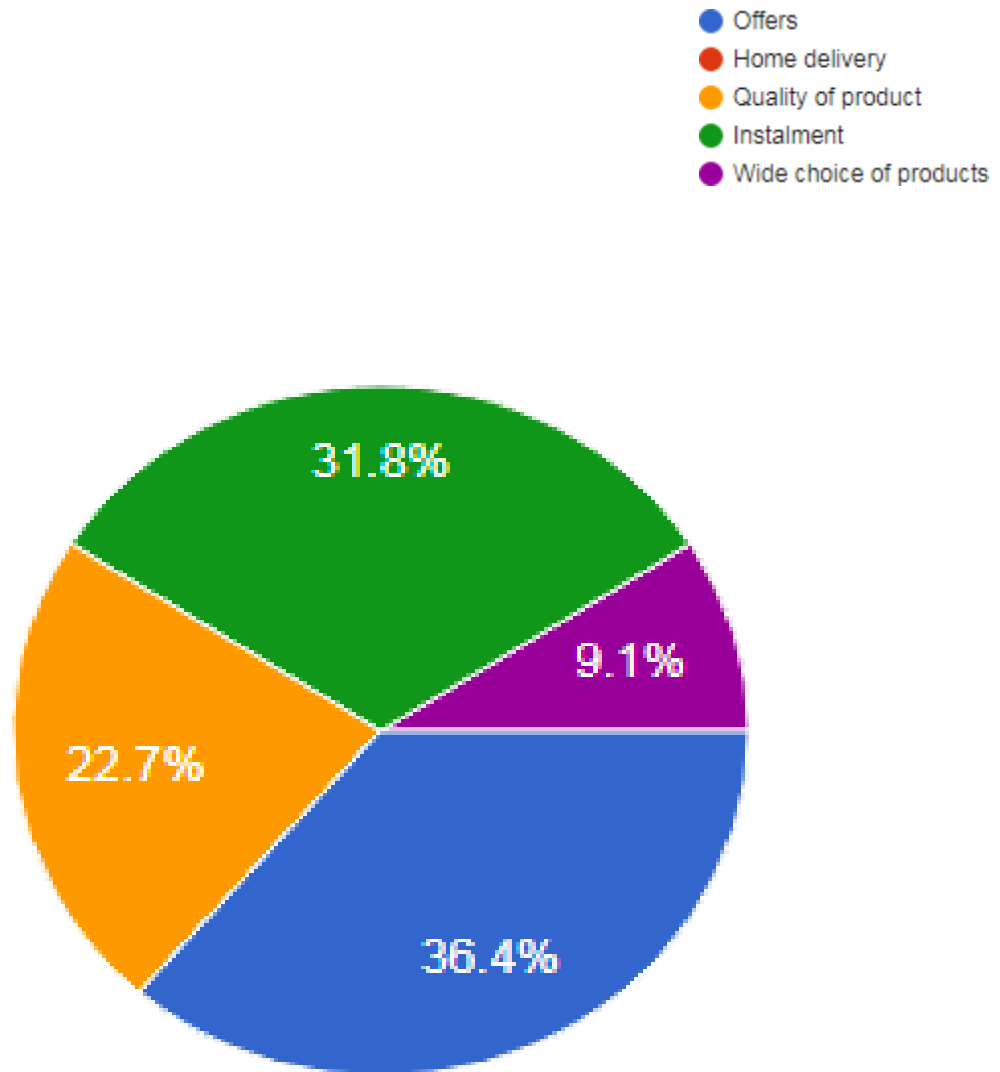
Q15. The managers show a high commitment and support for the activities of the SC?



INTERPRETATION:-

According to survey 78.3% respondent said that their manager show a high commitment and support and 21.7% said that their manager does not show a high commitment and support in activity of supply chain management.

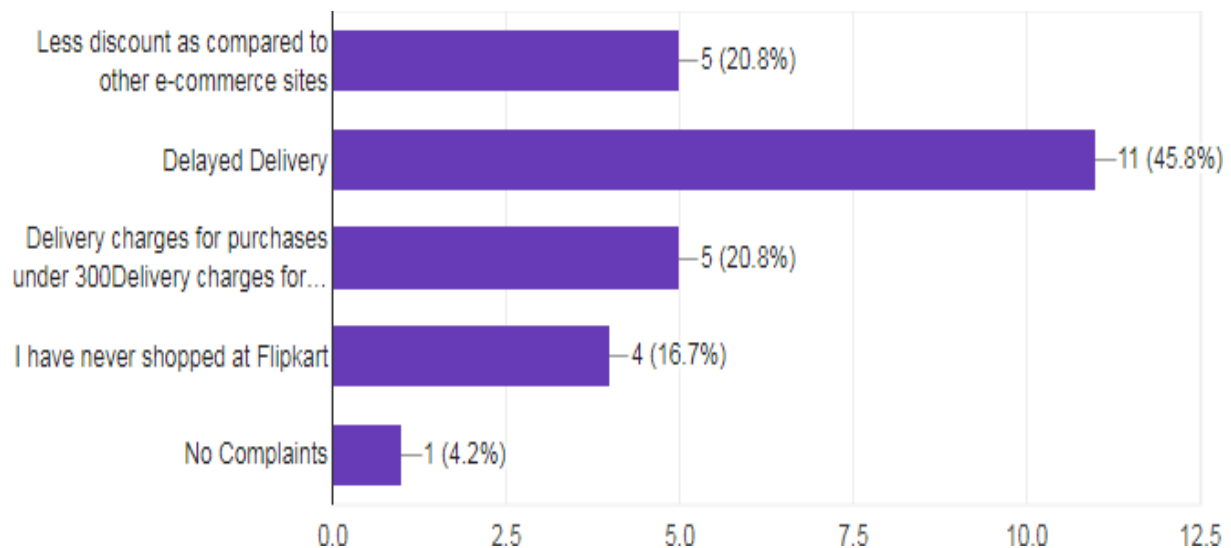
Q16.WhatisthereasonforshoppinginFlipkart?



INTERPRETATION:-

As per the survey 36.4% of respondents shop on Flipkart because of offers. 31.8% of respondents shop on Flipkart because of instalment, 22.7% of respondents shop on Flipkart because of quality of product. And 9.1% of respondents shop on Flipkart because of wide choice of product.

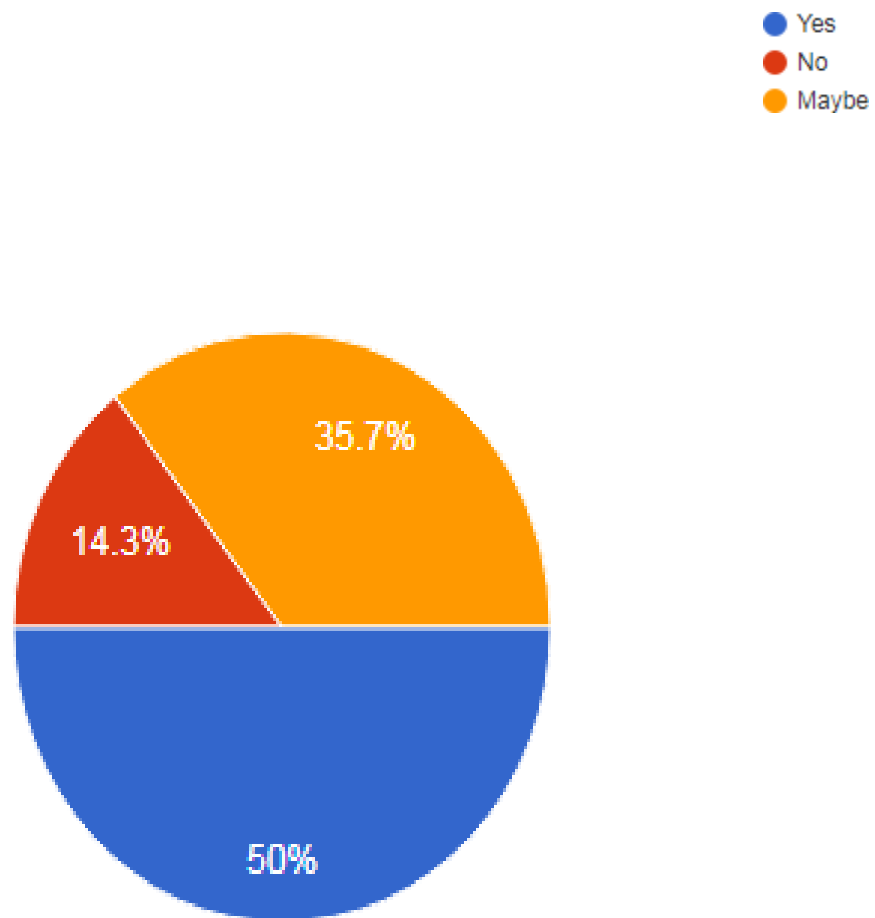
Q17.Which of the following features you do NOT like about Flipkart?



INTERPRETATION:-

As per the survey the features does not like by the customer i.e. delayed in delivery. There was 45.8% of respondent said that they got late delivery order from flipkart. 20.8% said fewer discounts as compare to other e-commerce site & delivery charges under purchase of 300 rs. 16.7% never shop on flipkart and 4.2% has no complaint.

Q18.Doyoufeel safeinshoppingthroughFlipkart?



INTERPRETATION:-

As per survey 50% respondent feel safe on flipkart website for purchase, 14.3% respondent doesnot feel safe on flipkart website for purchase and remaining 35.7% of respondent are not sureeitheritissafeornot.