

DYNAMICS OF OPERATIONS MANAGEMENT AT A LOGISTIC COMPANY

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Abstract:- Logistics is the support function of an organization and it means having the right object, at the right place, in the right time. Logistic management involves planning, organizing, leading, coordinating and controlling the logistic activities of an organization. In military science, maintaining one's supply lines while disrupting those of the enemy is a crucial element of military strategy, since an armed force without resources and transportation is defenceless. Logistics is the management of the flow of goods and services between the point of origin and the point of consumption in order to meet the requirements of customers. Logistics involves the integration of information, transportation, inventory, warehousing, material handling, and packaging, and occasionally security. Logistics is a channel of the supply chain which adds the value of time and place utility. Today the complexity of production logistics can be modelled, analyzed, visualized and optimized by plant simulation software. There has been consensus that logistics as well as supply chain management is a vital research field, yet with few literature reviews on this topic. This paper sets out to propose some hot issues in the current research, through a review of related literature from the perspective of operations management. In addition, we generate some insights and future research directions in this field.

1. INTRODUCTION

Logistics is generally the detailed organization and implementation of a complex operation. In a general business sense, logistics is the management of the flow of things between the point of origin and the point of consumption in order to meet requirements of customers or corporations. The resources managed in logistics can include physical items such as food, materials, animals, equipment, and liquids; as well as abstract items, such as time and information.

The logistics of physical items usually involves the integration of information flow, material handling, production, packaging, inventory, transportation, warehousing, and often security. In military science, logistics is concerned with maintaining army supply lines while disrupting those of the enemy, since an armed force without resources and transportation is defenseless. Military logistics was already practiced in the ancient world and as modern military have a significant need for logistics solutions, advanced implementations have been developed. In military logistics, logistics officers manage how and when to move resources to the places they are needed.

Logistics management is the part of supply chain management that plans, implements, and controls the efficient, effective forward, and reverse flow and storage of goods, services, and related information between the point of origin and the point of consumption in order to meet customer's requirements. The complexity of logistics can be modelled, analyzed, visualized, and optimized by dedicated simulation software. The minimization of the use of resources is a common motivation in all logistics fields. A professional working in the field of logistics management is called a logistician.

A motor carrier transports passengers or property for compensation. A broker is a person or an entity which arranges for the transportation of a property by a motor carrier for compensation. A broker does not transport the property and does not assume responsibility for the property. A freight forwarder is a person or entity which holds itself out to the general public to provide transportation of property for compensation and in the ordinary course of its business. It assembles and consolidates or provide for assembling and consolidating, shipments and performs break-bulk and distribution operations of the shipments.

It assumes responsibility for the transportation from the place or receipt to the place of destination. A company can take a brokerage if it is a mediocre company between two transport. The drivers are on contract bases in logistic companies and owner operates the drivers. The Aadhar ID and passport size photograph of drivers are mandatory and has to



be with the operator otherwise they are move to court. In companies drivers have a separate restrooms to take rest.

They are provided food and facilitations by a company itself. Drivers are asked to have relationships with the suppliers or brokers because they transport the shipment and take money from the other brokers. Relationships are maintained through mails, calls and messages etc. Regular mails of receipts are forwarded to different brokers where the shipments have to be dispatched. One receipt is given to the driver so the record of shipments is in his hands.

Timely payments are given after the shipment is dispatched by customers and money is brought by the drivers to the initial company or broker who send the shipment insurance of all motor vehicles are done who all are involved in shipments. Today the operations are done through app named boss where all toll taxes are paid online and insurance is done online. Fuel cards are presented and payment of that is done online. There are various cash backs which one receives on toll taxes and fuel cards.

GPS tracking system is also present in the app and in truck and are interconnected. Medical facilities to drivers are provided by the motor vehicle operator. Lubricants are also important and are timely given to motor vehicle so that they operate efficiently. Safety is in the hands of driver who operates the vehicle. The labourers are present in the company who ship the shipments from go down to trucks or any other motor vehicle and vice versa. Income tax is paid by this company every year. This company was started in 1971 by Manak Chand Jain and now the sole proprietor Shri Subhash Chand Jain.

His two sons Shri Subodh Kumar Jain and Shri Sukesh Kumar Jain also works in the same company and are proprietor there. Here 8-10 people as staff works and its branches are present in Udaipur and Bhilwara and in Udaipur operates as Kota Udaipur Transport Company and is owned by cousins Shri Nitin Jain and Shri Sanjay Jain and in Bhilwara operates as Kota Bhilwara Transport Company and is handled by staff there. There are 10-20 labourers working in Jain Goods Transport Company Kota. This company will complete its 50 years in 2021 and all proprietors are very hardworking in this company.

2. RESEARCH METHODOLOGY

1. **Primary Data** - collected from questionnaire, survey, from 100 respondents and a structured questionnaire was formed.
2. **Secondary data** - collected from magazines, web, annual reports, journals, books etc.

2.1 Hypothesis

- H0: There is no satisfaction between customers, labourers and workers
- H1: There is a satisfaction between customers, labourers and workers.

2.2 Sampling

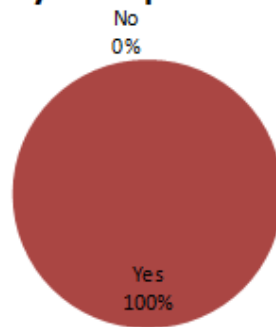
I took interview from 100 people at Jain Goods Transport Company, in it 80 were customers, 10 were labourers and 10 were workers. **Learning from JGTC logistic company (Jain Goods Transport Company)**

3. QUESTIONNAIRE FOR CUSTOMERS

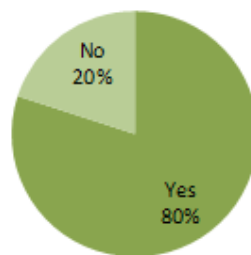
- Q1. Are you satisfied with the transport Bilty charges charged by transport?
- Q2. Are you satisfied with the labour charges charged by transport?
- Q3. Are you satisfied with the freight charges charged by transport?
- Q4. Are you satisfied with the time of delivery of your goods at transport?
- Q5. Are you satisfied with the quality that transport gives to you?



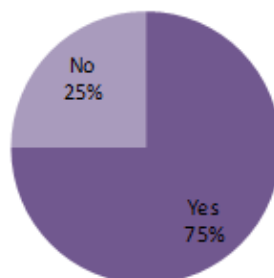
Satisfied by transport bilty charges



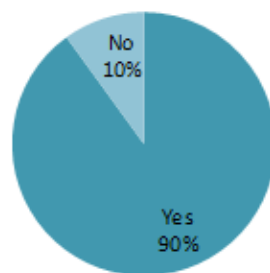
Satisfied by the labor charges



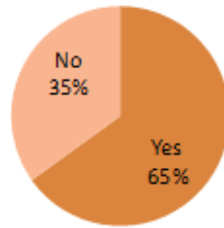
Satisfied by frieght charges



Satisfied by Time of delivery of goods



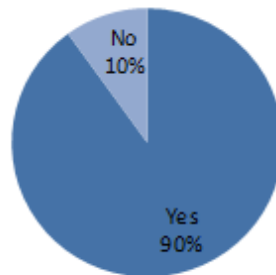
Satisfied by quality that transport gives



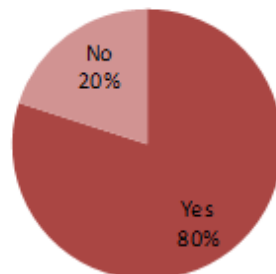
3.1 For Labour

- Q1. Are you satisfied with the wages that the transporter is giving to you?
- Q2. Are you satisfied with the way transporter treats you?
- Q3. Are you satisfied with the rest room and other condition that transporter provides to you?
- Q4. Are you satisfied with the time that you have to work at transport?
- Q5. Are you satisfied with the other colleagues at the transport?

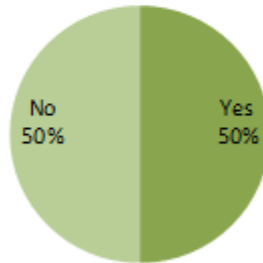
Satisfied by the wages



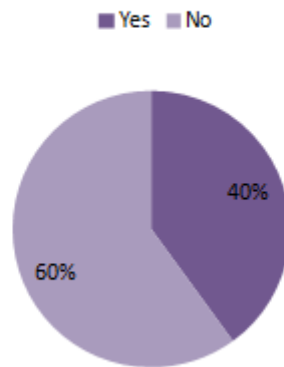
Satisfied by the way transporter treats you



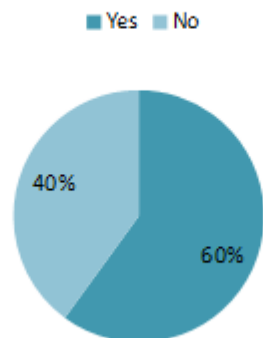
Satisfied by rest room and other condition transporter gives you



Satisfied by time of work



Satisfied by other colleagues

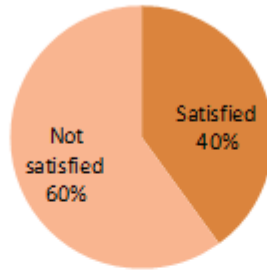


3.2 For Workers

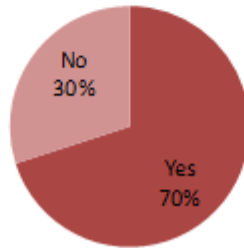
- Q1. Are you satisfied by the working conditions provided to you by transport?
- Q2. Are you satisfied by the salary provided to you by transporter?
- sQ3. Are you satisfied with the resting conditions and refreshment provided to you by transporter?



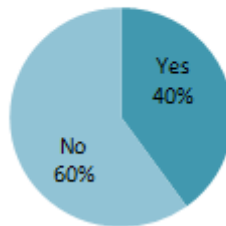
working conditions



Satisfied by salary that transporter gives



Satisfied by resting conditions and refreshment provided



4. RECOMMENDATIONS AND SUGGESTIONS

1. Service is poor. It should be improved.
2. Delivery time is high. It should be less.
3. Increases wages provided to labour.
4. Working hours of labours should be made less.
5. Measures for Life safety of workers should be taken.
6. Salary should be increased of workers.
7. Working Hours of workers should be made less.

5. CONCLUSION

1. It is a business of service sector business, have an expected growth of 10% per year, have wide scope and opportunities of employment.



2. Since this government has implemented one nation – one tax concept called GST hence there is wide scope in the business of logistics and goods transported by road.
3. There is a significant level of satisfaction working in Jain Goods Transport Company.

