

A STUDY ON LAST MILE DELIVERY WITH REFERENCE TO FRANCH EXPRESS

Submitted in partial fulfillment of the requirements for the award of

MASTER OF BUSINESS ADMINISTRATION

by

AKASH B

Register No.41410010



DEPARTMENT OF BUSINESS ADMINISTRATION

SCHOOL OF MANAGEMENT STUDIES

SATHYABAMA

INSTITUTE OF SCIENCE AND TECHNOLOGY

(DEEMED TO BE UNIVERSITY)

Accredited with Grade "A" by NAAC | 12B Status by UGC | Approved by AICTE

JEPPIAAR NAGAR, RAJIV GANDHI SALAI, CHENNAI - 600 119

MAY 2023



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BONAFIDE CERTIFICATE

This is to certify that this Project Report is the bonafide work of **AKASH B 41410010** who carried out the project entitled "**A STUDY ON LAST MILE DELIVERY WITH REFERENCE TO FRANCH EXPRESS**" under my supervision from January 2023 to March 2023.

Dr. Shetty Deepa Thangam Geeta.

M.Com.,B.Ed.,Ph.D.

Internal guide

External Guide

Dr. BHUVANESWARI .G, MBA., Ph.D.

SCHOOL OF MANAGEMENT STUDIES
SATHYABAMA
INSTITUTE OF SCIENCE AND TECHNOLOGY
(Deemed to be University)
Ippiaar Nagar, Rajiv Gandhi Sala,
Chennai-600 119

Dean – School of Management Studies

Submitted for Viva voce Examination held on 05/05/2023

Internal Examiner
External Examiner

DECLARATION

I **AKASH B (41410010)** hereby declare that the Project Report entitled “**A STUDY ON LAST MILE DELIVERY WITH REFERENCE TO FRANCH EXPRESS**” done by me under the guidance of **Dr. Shetty Deepa Thangam Geeta. M.Com.,B.Ed.,Ph.D.** is submitted in partial fulfillment of the requirements for the award of Master of Business Administration degree.

DATE: 05/05/2023

A handwritten signature in blue ink, appearing to read 'Akash B', is written over a faint, circular official stamp.

PLACE: Chennai

AKASH B

ACKNOWLEDGEMENT

I am pleased to acknowledge my sincere thanks to Board of Management of **SATHYABAMA** for their kind encouragement in doing this project and for completing it successfully. I am grateful to them.

I convey my sincere thanks to **Dr. G. Bhuvaneswari, MBA., Ph.D., Dean - School of Management Studies** and **Dr. A. Palani, M.Com., M.B.A., Ph.D., Head - School of Management Studies** for providing me necessary support and details at the right time during the progressive reviews.

I would like to express my sincere and deep sense of gratitude to my Project Guide **Dr. Shetty Deepa** for her valuable guidance, suggestions and constant encouragement paved way for the successful completion of my project work.

I wish to express my thanks to all Teaching and Non-teaching staff members of the **School of Management Studies** who were helpful in many ways for the completion of the project.

AKASH B



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Ref: SHD/2023/01/03/27

03 January, 2023

BONAFIDE CERTIFICATE

This is to certify that **Mr. AKASH B**, Register Number **41410010** is a Bonafide student of our Institution pursuing 2nd year **MASTER OF BUSINESS ADMINISTRATION** during the academic year **2022-2023**. He will be completing the course in the year **2023**.

This certificate is issued for the purpose of **Applying** **INTERNSHIP**.



DEAN (STUDENT AFFAIRS)

Dr.S.S.RAO, M.B.A., Ph.D.,
REGISTRAR

SATHYABAMA

INSTITUTE OF SCIENCE AND TECHNOLOGY
(DEEMED TO BE UNIVERSITY)

Jeppiaar Nagar, Rajiv Gandhi Salai,
Chennai - 600 119.



TO WHOMSOEVER IT MAY CONCERN

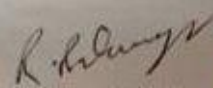
SUB: MBA Project Completion Letter

We wish to confirm that Mr.Akash B (Reg.No.41410010) who has completed final year MBA in Sathyabama Institute of Science And Technology, Chennai, has successfully completed the OPERATION project in our concern titled "A STUDY ON LAST MILE DELIVERY" WITH REFERENCE TO FRANCH EXPRESS COURIER PVT. LTD. from 07/02/2023 to 05/05/2023.

During this tenure with us, the student's conduct & behaviour was observed to be good.

We wish success in all the future endeavours.

For FRANCH EXPRESS COURIER PVT. LTD.,



R.BALAMURUGAN
MANAGER - HR & ADMIN



A STUDY ON LAST MILE DELIVERY WITH REFERENCE TO FRANCH EXPRESS

ABSTRACT

Last mile is a term used in supply chain management and transport planning to describe the movement of people and goods from a transport hub to a final destination in the area. The term Logistics Management or supply chain management is that 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.

A Freight forwarder is a person or company that organizes shipments for individuals or corporations to get large orders from the manufacturer or producer to market or final point of distribution. Forwarders will contract with a carrier to facilitate the movement of goods. A forwarder is not typically a carrier, but is an expert in supply chain management. In other words, a Freight forwarder is a "travel agent," for the cargo industry, or a third-party (non-asset-based) logistics provider. A forwarder will contract with asset-based carriers to move cargo ranging from raw agricultural products to manufactured goods.

The primary objective of this project is to conduct ‘A study on last mile delivery in **FRANCH EXPRESS**. It is important to analyse the last mile delivery from the carriers as well as companies and individual customers.

- Population size : > 300
- Sample Size : 121
- Sampling Technique : Convenience Sampling
- Statistical Tools : Chi Square, Correlation
- Graphical Tools : Bar Charts, Pie Charts

By studying and comparing the various problems in last mile delivery, we can identify the solutions ensure the smooth flow of freight deliveries to the end customers. This will help **FRANCH EXPRESS** to maintain a reasonable share in the market place.

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CHAPTER 1

INTRODUCTION

1.1 THEORETICAL BACKGROUND OF THE STUDY

1.1.1 MEANING

The word of logistics originates from the ancient Greek logos (λόγος), which means “ratio, word, calculation, reason, speech, and oration”. Logistics as a concept is considered to evolve from the military's need to supply them as they moved from their base to a forward position

. In ancient Greek, Roman and Byzantine empires, there were military officers with the title ‘Logistikas’ who were responsible for financial and supply distribution matters.

The Oxford English dictionary defines logistics as: “The branch of military science having to do with procuring, maintaining and transporting material, personnel and facilities. “Another dictionary definition is: "The time related positioning of resources." As such, logistics is commonly seen as a branch of engineering which creates "people systems" rather than "machine systems

The term logistics seems all pervasive. It appears on the sides of trucks, ships and aircraft, forming part of the name of many business enterprises, in classified job advertisements as well as newspaper articles and on television news broadcasts.

1.1.2 DEFINITION

Logistics is a process of planning, implementing and controlling efficient and cost-effective flow of materials and information from point of origin to point of consumption. Hence, Logistics is nothing but the process of strategically managing the movement and storage of materials, parts, and finished inventory from suppliers, between enterprise facilities and customers.

1.1.3 FREIGHT FORWARDER

A Freight forwarder, forwarder, or forwarding agent is a person or company that organizes shipments for individuals or other companies and may also act as a carrier. A forwarder is often not active as a carrier and acts only as an agent, in other words as a third-party logistics provider, they have the expertise that allows them to prepare and process the documentation and perform related activities pertaining to international shipments.

Some of the typical information reviewed by a Freight forwarder is the commercial invoice, shipper's export declaration, bill of lading and other documents required by the carrier or country of export, import, or transshipment. Much of this information is now processed in a paperless environment.

1.1.4 LOGISTICS MANAGEMENT

Logistics Management is that part of the supply chain which 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 customers' requirements.

1.1.5 BUSINESS LOGISTICS

Logistics as a business concept evolved only in the 1950s. This was mainly due to the increasing complexity of supplying one's business with materials and shipping out products in an increasingly globalized supply chain, calling for experts in the field who are called Supply Chain Logisticians. This can be defined as having the right item in the right quantity at the right time for the right price and is the science of process and incorporates all industry sectors. The goal of logistic work is to manage the fruition of project life cycles, supply chains and resultant efficiencies.

In business, logistics may have either internal focus (inbound logistics), or external focus (outbound logistics) covering the flow and storage of materials from point of origin to point of consumption (see supply chain management). The main functions of a logistics

manager include Inventory Management, purchasing, transport, warehousing, and the organizing and planning of these activities. Logistics managers combine a general knowledge of each of these functions so that there is a coordination of resources in an organization. There are two fundamentally different forms of logistics. One optimizes a steady flow of material through a network of transport links and storage nodes. The other coordinates a sequence of resources to carry out some project. Logistics as a concept is considered to evolve from the military's need to supply them as they moved from their base to a forward position. In ancient Greek, Roman and Byzantine empires, there were military officers with the title 'Logistikas' who were responsible for financial and supply distribution matters.

1.1.6 PRODUCTION LOGISTICS

The term is used for describing logistic processes within an industry. The purpose of production logistics is to ensure that each machine and workstation is being fed with the right product in the right quantity and quality at the right point in time. The issue is not the transportation itself, but to streamline and control the flow through the value adding processes and eliminates non-value adding ones.

Production logistics can be applied in existing as well as new plants. Manufacturing in an existing plant is a constantly changing process. Machines are exchanged and new ones added, which gives the opportunity to improve the production logistics system accordingly. Production logistics provides the means to achieve customer response and capital efficiency.

1.1.7 COMMERCIAL VEHICLE OPERATION

Commercial Vehicle Operations is an application of Intelligent Transportation Systems for trucks. A typical system would be purchased by the managers of a trucking company. It would have a satellite navigation system, a small computer and a digital radio in each truck. Every fifteen minutes the computer transmits where the truck has been. The digital radio service forwards the data to the central office of the trucking company. A computer system in the central office manages the fleet in real time under control of a team of dispatchers.

In this way, the central office knows where its trucks are. The company tracks individual loads by using barcoded containers and pallets to track loads combined into a larger container. To minimize handling-expense, damage and waste of vehicle capacity, optimal-sized pallets are often constructed at distribution points to go to particular destinations.

A good load-tracking system will help deliver more than 95% of its loads via truck, on planned schedules. If a truck gets off its route, or is delayed, the truck can be diverted to a better route, or urgent loads that are likely to be late can be diverted to air Freight. This allows a trucking company to deliver a true premium service at only slightly higher cost. The best proprietary systems, such as the one operated by FedEx, achieve better than 99.999% on-time delivery. Load-tracking systems use queuing theory, linear programming and minimum spanning tree logic to predict and improve arrival times. The exact means of combining these are usually secret recipes deeply hidden in the software.

The basic scheme is that hypothetical routes are constructed by combining road segments, and then poor ones are eliminated using linear programming. The controlled routes allow a truck to avoid heavy traffic caused by rush-hour, accidents or road-work. Increasingly, governments are providing digital notification when roadways are known to have reduced capacity.

A good system lets the computer, dispatcher and driver collaborate on finding a good route, or a method to move the load. One special value is that the computer can automatically eliminate routes over roads that cannot take the weight of the truck, or that have overhead obstructions. Usually, the drivers log into the system. The system helps remind a driver to rest. Rested drivers operate the truck more skill fully and safely .When these systems were first introduced, some drivers resisted them, viewing them as a way for management to spy on the driver. A well-managed intelligent transportation system provides drivers with huge amounts of help. It gives them a view of their own load and the network of roadways.

1.1.8COMPONENTS OF CVO INCLUDE

Freight Administration

Electronic Clearance

Commercial Vehicle Administrative Processes

Crossing Clearance

Roadside CVO Safety

On-Board Safety Monitoring

1.1.9ROLE OF LOGISTICS MANAGEMENT

The primary objective of logistics management is to effectively and efficiently move the supply chain so as to extend the desired level of customer service at the least cost. Thus, logistics management starts with ascertaining customers' needs till their fulfilment through product supplies. However, there are some definite objectives to be achieved through a proper logistics system. These can be described as follows:

1.2.1IMPROVING CUSTOMER SERVICE

An important objective of all marketing efforts, including the physical distribution activities, is to improve the customer service. An efficient management of physical distribution can help in improving the level of customer service by developing an effective system of warehousing, quick and economic transportation, and maintaining optimum level of inventory.

RAPID RESPONSE

Rapid response is concerned with a firm's ability to satisfy customer service requirements in a timely manner. Information technology has increased the capability to postpone logistical operations to the latest possible time and then accomplish rapid delivery of required inventory.

REDUCE TOTAL DISTRIBUTION COSTS

The cost of physical distribution consists of various elements such as transportation, warehousing and inventory maintenance, and any reduction in the cost of one element may result in an increase in the cost of the other elements. Thus, the objective of the firm should be to reduce the total cost of distribution and not just the cost incurred on any one element.

GENERATING ADDITIONAL SALES

A firm can attract additional customers by offering better services at lowest prices. For example, by decentralizing its warehousing operations or by using economic and efficient modes of transportation, a firm can achieve larger market share. Also by avoiding the out-of-stock situation, the loss of loyal customers can be arrested.

CREATING TIME AND PLACE UTILITIES

The products are physically moved from the place of their origin to the place where they are required for consumption; they do not serve any purpose to the users. Similarly, the products have to be made available at the time they are needed for consumption.

PRICE STABILIZATION

It can be achieved by regulating the flow of the products to the market through a judicious use of available transport facilities and compatible warehouse operations. By stocking the raw material during the period of excess supply and made available during the periods of short supply, the prices can be stabilized.

QUALITY IMPROVEMENT

The long-term objective of the logistical system is to seek continuous quality improvement. Total quality management (TQM) has become a major commitment throughout all facets of industry. If a product becomes defective or if service promises are not kept, little, if any, value is added by the logistics. Logistical costs, once expended, cannot be reversed.

MOVEMENT CONSOLIDATION

Consolidation one of the most significant logistical costs is transportation. Transportation cost is directly related to the type of product, size of shipment, and distance. Many Logistical systems that feature premium service depend on high-speed, small shipment transportation. Premium transportation is typically high-cost. To reduce transportation cost. It is desirable to achieve movement consolidation.

3 PL & SUPPLY CHAIN MANAGEMENT

At Committed Group, the company define functional experience, expertise, speed, flexibility, and ingenuity to manage certain Freight efficiently every time.

As an experienced provider of 3PL (Third Party Logistics) 24 x 7, they provide a total supply chain solution for your logistics and Freight management needs. Our on-going goal is to simplify the shipping process for our clients by finding the best rates and then smoothly coordinating all aspects of the shipment from pick-up to ship to on time delivery

- It Provides solution and Supply Chain Management enables cost savings and better route planning
- Ability to connect customers and their supply chain partners through a real-time information hub
- 10-15% reduction in transportation costs
- Real-time monitoring of inventory, orders and events
- Intelligent order sourcing across multiple stocking locations

FUNCTION OF FREIGHT FORWARDERS

INTERNATIONAL FREIGHT FORWARDERS

International Freight forwarders handle both direct and consolidated shipments. A direct shipment is sent on its own without being co-loaded with other goods. This could be an entire container, truckload or airFreight shipment. Consolidated shipments are those where goods from two or more parties are shipped together, adding weight and security to the shipment, and usually lowering the cost of Freight.

SERVICES OF AN INTERNATIONAL FREIGHT FORWARDER

Freight forwarders facilitate shipments by air, vessel or other common carrier. Their services may include, but are not limited to:

- Ordering cargo to the port of export
- Preparing export declarations
- Booking, arranging for and confirming cargo space
- Preparing delivery orders or dock receipts
- Preparing ocean bills of lading
- Preparing consular documents or arranging for their certification
- Preparing and processing letters of credit
- Arranging for warehouse storage
- Clearing shipments in accordance with U.S. government export regulations
- Preparing and sending advance notifications of shipments or other documents to banks, shippers, consignees or agents as needed
- Handling Freight or other monies advanced by shippers

ORGANIZATIONAL STRUCTURE OF FORWARDERS

Twenty years ago, companies specialized in direct air shipments, ocean shipments, air consolidations, ocean consolidations or other distinct services based on product, market and industry. Today, many international Freight forwarders provide a complete logistical solution for exporters, from door to door. There are still exceptions, which require a brief review of how forwarding services are organized.

THE INTERNATIONAL AIR FREIGHT IATA AGENT

International Air Transport Association, or IATA, is a governing body that allows forwarders to collect a modest commission from the airline based on the Freight rate applied to the cargo. IATA certification is based on the forwarder meeting specific financial and credit requirements, having a presence of physical facilities and possessing professional qualifications and ethical business practices. In turn, they are permitted to issue airline air waybills and represent the shipper to the airline and vice versa.

IATA agents may provide additional services to their customers. They often focus on crating, packing, labeling and logistics and turn the cargo over to the airline or an air

cargo consolidator. In the food business, an exporter might find an IATA agent that specializes in certain perishable items, such as produce or seafood. IATA agents do not publish their own rates or issue their own waybills, so they do not provide consolidation services directly, although they could assist in making those arrangements on behalf of an exporter.

THE INTERNATIONAL AIR FREIGHT FORWARDER

These companies are IATA agents as well, meaning they can handle direct shipments and prepare the airline air waybill. In addition, they issue their own air waybills, known as “House” air waybills and publish their own rates. With the issuance of house air waybills, they are transporting merchandise under their own name, with what is known as a “Master” airway bill. In a consolidated shipment there can be multiple house air waybills associated to a master air waybill.

International Air Freight forwarders provide consolidations of air cargo shipments to destinations around the world, and in providing the airline with volume shipments, are able to collect the IATA commission in addition to commission based on performance. They usually have a network of their own offices or agents in major cities around the world and now in developing countries as well. The overseas offices can provide valuable information about regulations, duties, taxes and prices for services provided at the destination. Taking advantage of air consolidation Freight rates makes your landed cost more attractive to the buyer and should be considered if the mode of transport is airFreight.

INTERNATIONAL OCEAN FREIGHT FORWARDER

These companies need to be licensed by the Federal Maritime Commission (FMC). Like IATA agents, they do not publish their own rates or issue their own bills of lading, as they don’t provide consolidation services. Their services to the exporter include: coordination of cargo, booking with the steamship line, crating, packing and document preparation.

THE INTERNATIONAL OCEAN FREIGHT CONSOLIDATOR

This type of company is referred to as an NVOCC, Non-Vessel Operating Common Carrier, or an NVO. NVOs provide services that are very similar to the International Air Freight forwarder. They are licensed by the FMC and can also provide the services of an Ocean Freight forwarder. They are licensed to publish their own rates and issue their own ocean bills of lading, transporting goods under their own name. This is a very similar process as the master and house air waybills used with air Freight consolidations.

If an exporter has a shipment that needs to move by sea Freight and does not have enough volume to warrant the purchase of an entire container, the NVOCC is a logical choice, as they can load the shipment into a container with other cargo and provide a competitive rate for their services. Many international Freight forwarders provide both export services for ocean and air Freight, directly and consolidated.

1.1.1 INDUSTRY PROFILE

The scope and influence of logistics has evolved in the late 1940s. In the 1950s, and 60s, military was the only organization which used logistics. The scope of logistics has been extended beyond the army, as it has been recognized as one of the important tools for developing competitiveness. Competitive advantage means the company has the ability to differentiate itself, in the customer's eyes, and also is operating at a lower cost and greater profit.

Logistics facilitates in getting products and services as and when they are needed and desired to the customer. It also helps in economic transactions, serving as a major enabler of growth of trade and commerce in an economy.

Logistics has come to be recognized as a distinct function with the rise of mass production systems. Production and distribution were earlier viewed as a sequential chain of extremely specialized activities. The role of logistics is to ensure availability of all the required materials before every step in this chain. Obviously inventory of raw materials, semi-finished and finished goods is a must across this chain to ensure its smooth functioning.

The concept of logistics has its base upon the systems approach. There is a single chain, with flow of materials starting from the supplier, then to the plant and finally to the end customer, and also these activities are done sequentially in order to achieve customer satisfaction at low cost. For this to be successful there has to be co-ordination in the activities of the department.

With reference to an organization, an organization gets a concrete shape due to its structure. In the earlier times, the suppliers in distribution activities were spread across the entire structure, thus resulting in an overlapping of activities and finally in unaccountable authority and responsibility. In today's process driven organization,

where the focus has shifted from functions to process, logistics has become an essential part of the process.

Definitions of logistics:

The American Council of Logistics Management defines logistics as “the process of planning, implementing and controlling the efficient, cost effective flow and storage of raw materials, in-process inventory, finished goods and related information from point of origin to point of consumption for the purpose of conforming to customers’ requirements”.

Philip Kotler defines logistics as “planning, implementing, and controlling the physical flows of materials and finished goods from point of origin to point of use to meet the customer’s need at a profit”.

Objectives of logistics:

Logistics has the following objectives:

Reduction of inventory: Inventory is one of the key factors, which can affect the profit of an enterprise to a great extent. In the traditional system, firms had to carry lot of inventory for satisfying the customer and to ensure excellent customer service. But, when funds are blocked in inventory, they cannot be used for other productive purposes. These costs will drain the enterprise’s profit. Logistics helps in maintaining inventory at the lowest level, and thus achieving the customer goal. This is done through small, but frequent supplies.

Economy of freight: Freight is a major source of cost in logistics. This can be reduced by following measures like selecting the proper mode of transport, consolidation of freight, route planning, long distance shipments etc.

Reliability and consistency in delivery performance: Material required by the customer must be delivered on time, not ahead of the schedule or behind the schedule. Proper planning of the transportation modes, with availability of inventory will ensure this.

Minimum damage to products: Sometimes products may be damaged due to improper packing, frequent handling of consignment, and other reasons. This damage adds to the

logistics cost. The use of proper logistical packaging, mechanized material handling equipment, etc will reduce this damage.

Quicker and faster response: A firm must have the capability to extend service to the customer in the shortest time frame. By utilizing the latest technologies in processing information and communication will improve the decision making, and thus enable the enterprise to be flexible enough so that the firm can fulfill customer requirements, in the shortest possible time frame.

The various functions of logistics are as follows:

1. **Order Processing:** Processing the orders received from the customers is an activity, which is very important by itself and also consumes a lot of time and paperwork. It involves steps like checking the order for any deviations in the agreed or negotiated terms, price, payment and delivery terms, checking if the materials is available in stock, producing and scheduling the material for shortages, and also giving acknowledgement to the owner, by indicating any deviations.
2. **Inventory Planning and management:** Planning the inventory can help an organization in maintaining an optimal level of inventory which will also help in satisfying the customer. Activities like inventory forecasting, engineering the order quantity, optimization the level of service, proper deployment of inventory etc. are involved in this.
3. **Warehousing:** This serves as the place where the finished goods are stored before they are sold to the customers finally. This is a major cost center and improper warehouse management will create a host of problems.
4. **Transportation:** Helps in physical movement of the goods to the customers place. This is done through various modes like rail, road, air, sea etc.

5. **Packaging:** A critical element in the physical distribution of the product, which also influences the efficiency of the logistical system.

Logistics delivers value to the customer through three main phases:

- a. Inbound logistics: These are the operations, which precede manufacturing. These include the movement of raw materials, and components for processing from suppliers.
- b. Process logistics: These are the operations, which are directly related to processing. These include activities like storage and movement of raw materials, components within the manufacturing premises.
- c. Outbound logistics: These are the operations, which follow the production process. These include activities like warehousing, transportation, and inventory management of finished goods.

Logistics Solution:

Generally, the in-house logistics departments in manufacturing organizations take care of all aspects of logistics. But this is not an area of core competency of manufacturing or trading organizations. Today, a lot of successful business corporations across the world are outsourcing logistics to the third party logistics providers, who are having the necessary infrastructure and expertise to do the job in a better manner. Complete logistics solutions to manufacturers and traders is provided by the third party logistics providers, and they help in integrating various logistics operations, thus ensuring speedy and uniform movement of materials across the supply chain.

Logistics is nowadays widely used in virtually every area. The success of a logistics service providing company depends on how they conceptualize and implement the logistics solution, and also tune to the requirements of the customer.

Future of Logistics

Nowadays corporations look only for sustainable competitive advantage, not only for growth, but also to survive. There is so much killing competition that corporations are compelled to review their business process while they deliver the products and services to customers, who are looking for more and more value for the money that they are spending. The focus of competition has shifted from the product to the supply chain.

Today, logistics management is based on the system concept and cost approach. Transportation, warehousing, handling of material, inventory management and order processing are the major logistics activities, which impact the customer cost and operation. Integrated logistics helps in taking the cost out of the supply chain and also enhance the customer service level.

When looking at the macro level, a growth of a country's economy depends on the availability of excellent logistics infrastructure. The speed of the movement of goods depends to a great extent on the various modes of transportation like rail, road, air, and sea.

Logistics has a bright future, especially in India, but certain pressing issues like abolition of octroi levy, rationalization of customs formalities, improvement in road and rail infrastructure, creation of modern warehouse facilities etc, have to be taken care of. The geographical position of India also is well positioned to emerge as an excellent hub for a variety of products.

Logistics is regarded as the backbone of the economy, providing efficient and cost effective flow of goods on which other commercial sectors depend. Logistic industry in India is evolving rapidly, it is the interplay of infrastructure, technology and new types of service providers, which defines whether the logistic industry is able to help its customers reduce their costs in logistic sector and provide effective services.

Despite of the weak economic sentiments, the logistics industry continues to witness growth due to the growth in retail, e-commerce and manufacturing sectors. The Global Logistics sector was expected to grow 10-15% in the period 2013-14. Logistics industry is expected to reach over USD 2 billion by 2019. Rise of e-commerce logistics and increased domestic consumption will lead the way for the industry in the coming years. With a promise of growth and improvements, the service oriented logistics industry is ready to expand beyond the horizons in the latter half of this decade.

Recent scenario

The recent Indian logistics sector comprises of inbound and outbound segments of the manufacturing and service supply chains. Of late, the logistics infrastructure has gained a lot of attention both from business industry as well as policy makers. The role of managing this infrastructure, to effectively compete has been slightly under-emphasized. Inadequate logistics infrastructure has an effect of creating bottlenecks in the growth of an economy. The logistics management regimen has the capability of overcoming the disadvantages of the infrastructure in the short run while providing cutting edge competitiveness in the long term. There exist several challenges and opportunities for logistics sector in the Indian economy.

Challenges faced by the recent logistics industry in India

The most essential challenge faced by the industry today is insufficient integration of transport networks, information technology and warehousing & distribution facilities. Regulations exist at a number of different tiers, is imposed by national, regional and local authorities. However, the regulations differ from city to city, hindering the creation of national networks.

Trained Manpower is essential both for the third party logistics sector as well as the manufacturing and retailing sectors, which is very weak at a practical level, i.e., IT, driving and warehouse as well as at a higher strategic level. The disorganized nature of the logistics sector in India, its perception as a manpower-heavy industry and lack of adequate training institutions has led to a shortfall in skilled management and client service personnel. There is a lack of IT standard, equipment and poor systems integration.

Popular Read: I have data. I need insights. Where do I start?

Poor facilities and management are the reason for high levels of loss, damage and deterioration of stock, mainly in the perishables sector. Part of the problem is insufficient specialist equipment, i.e. proper refrigerated storage and containers, but it is also partly down to lack of training. The practitioners and the academicians are now aware of the importance of logistics and supply chain; however the field is still under penetrated as far as research is concerned. It is essential to prioritize research and development so that the weaknesses in the industry can be taken care of and improved.

Solutions to some of the challenges

Infrastructure is the backbone of every country's growth and prosperity and for the logistics industry to flourish special emphasis has to be on building world-class road networks, integrated rail corridors, modern cargo facilities at airports and creation of logistics parks which need to be given a status equivalent to Special Economic Zones.

It is necessary to realize that the benefits which can bestly be practiced in logistics industry can be brought about by the companies by establishing training intuitions, so that there is improvement in the overall service quality of the sector. Good storage and Warehousing facilities are important for the growth of the logistics industry. With the increase in the transportation of perishable products, the logistics agencies needs to give a lot of importance to enhancing the Warehousing facilities.

Warehousing is required to go to the next level taking into account the changing dynamics of JIT manufacturing, global procurement and new models of sales and distribution.

Emphasis on research and development is potent mainly because it encourages the use of indigenous technology which can make the industry cost competitive and can also bring about improvement in services thereby using better, effective and efficient services. Particular focus has to be on research in process excellence which can help to eliminate inefficiencies and bring Indian logistics on par with global practices.

Popular Read: Factors Influencing the Paradigm Shift in the Logistics Sector in India

Future prospects

The logistics firms are moving from a traditional setup to the integration of IT and technology to their operations to reduce the costs incurred as well as to meet the service demands. The growth of the Indian logistics sector depends upon its soft infrastructure like education, training and policy framework as much as the hard infrastructure.

To support India's fast paced economy growth of logistics industry is very essential. It is estimated that the Indian logistics industry will continue to show robust growth of 10-15% annually, leading the pace of growth of the economy at large.

The global economic outlook, indeed that of India is expected to significantly improve as India Inc begins to tackle the economic downturn. With a new government many policies are expected to be implemented which will give a fresh impetus to India's growth engine particularly in the corporate and SME sector which in turn will expand demand for the logistics sector.

With the implementation of GST, the logistics companies, which are currently forced to set up many small warehouses across multiple cities can set up just a few, big warehouses region wise and can follow the hub-and-spoke model for freight movement from the warehouses to the different manufacturing plants, wholesale outlets, retail outlets and the various POS. This growth is backed by the boom in the e-commerce sector and expansionary policies of the FMCG firms.

This has increased the service geography of the logistics firms but they also have to meet the demands of quick delivery and tight service level agreements. The industry has moved from being just a service provider to the position which provides end to end supply chain

solutions to their customers. Thus, all this has paved the way for further growth of Logistics and Warehousing industry in the coming years.

COMPANY PROFILE

1.1.3 STATEMENT OF THE PROBLEM:

Logistics play a vital role in international business. A Freight forwarder can help to improve the delivery of products and increase customer service. FRANCH EXPRESS faces problems in documentation, transport, Custom clearance, Freight forwarder and this affect the exports and integral part of global supply chain so to overcome all these problem study is conducted.

1.1.4 NEED FOR THE STUDY:

FRANCH EXPRESS is committed to providing excellent customer experience. A caring employee, and a community builder, we are proud of our unique business model that provides jobs and entrepreneurial opportunities for thousands, including the first-time businessmen and the underprivileged. A business with a heart, we integrate passion and social awareness into the fabric of our business. Through this study, FRANCH EXPRESS want to analyse the last mile delivery problems from the perception of freight staffs. It helps to understand the bottlenecks in the freight delivery process and resolve it to fasten the freight delivery to the customers.

1.1.5 OBJECTIVE OF THE STUDY

PRIMARY OBJECTIVE:

To study the last mile delivery with special reference to FRANCH EXPRESS in Chennai

SECONDARY OBJECTIVES:

- To analyse the causes for the overall last mile delivery problems
- To analyse the causes for the dispatch level last mile delivery problems
- To analyse the last mile delivery from the companies and individual customers.
- To know the satisfaction level of customers on various modes of freight service
- To understand the reasons for the delay in the shifting time of freights
- To suggest solutions to reduce the problems in the last mile delivery

1.1.6 SCOPE OF THE STUDY

. A forwarder is often not active as a carrier and acts only as an agent, in other words as a third-party logistics provider, they have the expertise that allows them to prepare and process the documentation and perform related activities pertaining to international shipments.

- It helps the company to identify the bottleneck/s within the last mile delivery related problems
- It helps the company to identify the better way for the freight staffs to accomplish their tasks
- This study focus on understanding the problems at every level of last mile delivery

CHAPTER 2

2.1 REVIEW OF LITERATURE

Berrada A. Chakir&Ciro Aida (2009), a study on “Bottlenecks in the Freight Forwarding sector in West-coast Africa”. The objective of the study about a to identify the bottleneck/s within the Freight-forwarding industry in west coast Africa. The Study revealed that the series of interesting findings First, the activity of a Freight forwarder depends on a series of factors that do not depend on the Freight forwarder per se. And second, Freight forwarders in order to accomplish their tasks have access to services that are shared by all providers, and that are beyond their control. To conclude the study identifies infrastructure as a major bottleneck in the Freight Forwarding sector.

Mohitayalamanchi (2009), a study on “Logistics and Customer Value”, the objective of the study is about the customer value that companies have created through logistics management, in their quest for new ways to establish a competitive edge. A number of new tools and approaches have emerged as proactive elements of the logistics response to the task of creative value for the customer viz. emphasis on logistical customer service, management of the supply chain, the development of strategic alliances. It gives an explanation of various steps taken by different firms for identifying and implementing quality improvement processes in the logistics areas

Sebastian (2008) A Study on “Problems of Logistics Industry “. The objective of the study about the problem that faced logistics industry. He concluded that India’s logistics industry is low in their planning and current professionals in the industry should sharpen their skills on a broad base of key elements of transportation and logistics. Finally he said that, there should be very balanced between solid knowledge and real world application.

Benjamin Ertel and Mike Jones (2007) A study on “Performance Based Logistics Perspective”. The objective of the study is about the critical concepts for successful PBL incorporation and common PBL misconceptions in logistics. It also describes keys to successful PBL implementation Viz. Alignment of supplier incentives with requirements, competitive advantage and empowerment of support provider. It gives the PBL value proposition as improved integration and gives the necessary steps for implementation of performance based logistics.

M. Dhanabakyam and K. Parimala (2006) A study on “Role of Freight forwarders and Customs House Agents In Logistics-A Perceptual Study. The study concerned with the Freight forwarding is a vital part of logistics in international trade activity. The objective of the study was to identify the study appraise the role played by Freight forwarders in logistics was conducted. Thus the study showcased that, as the world has become a global village, the service providers like Freight. Forwarders should be prepared to face the challenges of tomorrow, by extending their network in every corner of the world and providing more accuracy in their commitments.

Davis, Beth R (2006), a study on” Logistics service driven loyalty: an exploratory study”. The Journal shows that supply chain relationships can be a stable source of competitive advantage to firms in the supply chain because of their ability to create barriers to existing competition and conclude that improving logistics customer service is an ongoing focus for firms. Suppliers are trying to become more proactive with their customers and anticipate customer expectations.

CHAPTER III

3.1 RESEARCH METHODOLOGY

3.1.1 TYPE OF RESEARCH:

The type of research design undertaken is **Descriptive Research**. Descriptive research includes surveys and fact-finding enquiries of different kinds. The major purpose of descriptive research is description of state of affairs, as it exists at present.

Claire seltizetal defines Research Design as “Research design is a catalogue of the phases and facts relating to the formulation of a research effort. It is the arrangement of collection and analysis of data in a manner that aims to combine relevant to the research purpose with economy in procedure”.

Three important about research design are

1. The design of investigation should stem from the problem
2. Whether the designs are productive in a given problem setting depends on how imaginatively they are applied. An understanding of the basic design is needed so that they can be modified to suit specific purpose
3. The three basic design are as follows
 - i. Exploratory Research design
 - ii. Descriptive Research design
 - iii. Casual Research design

The Research design used in the study is descriptive research design

3.1.2 DATA SOURCES

DATA COLLECTION METHOD:

The main sources through which data is collected are:

Primary data:

The Primary data was collected through a structured questionnaire from the employees of FRANCH EXPRESS in Chennai

Secondary data:

Secondary data was collected from magazines, journals, books and websites.

3.1.3 SAMPLE DESIGN:

Sample Design is method of selecting the samples. The convenient method of sampling was applied to select the sample respondents. A sample of 121 employees of FRANCH EXPRESS in Chennai is taken for this study.

3.1.4 TOOLS FOR ANALYSIS

The Data collected was analyzed using Frequency analysis, Chi Square, and Anova.

ANALYTICAL TOOLS

ANALYSIS USING KARL PEARSON'S CORRELATION:

Correlation analysis is the statistical tool used to measure the degree to which two variables are linearly related to each other. Correlation measures the degree of association between two variables. The Pearson product-moment correlation coefficient is a measure of the strength and direction of association that exists between two variables measured on at least an interval scale. It is denoted by the symbol r .

$$r = \frac{N\sum XY - \sum X \sum Y}{\sqrt{N\sum X^2 - (\sum X)^2} \sqrt{N\sum Y^2 - (\sum Y)^2}}$$

CHI- SQUARE TEST I – (χ^2)

A chi-squared test, also referred to as chi-square test or χ^2 test, is any statistical hypothesis test in which the sampling distribution of the test statistic is a chi-squared distribution when the null hypothesis is true, or any in which this is asymptotically true, meaning that the sampling distribution (if the null hypothesis is true) can be made to approximate a chi-squared distribution as closely as desired by making the sample size large enough.

The χ^2 test was first used by Karl Pearson in the year 1900. The quantity χ^2 describes the magnitude of the discrepancy between theory and observation.

It is calculated using:

$$\chi^2 = \sum [(O_i - E_i)^2 / E_i] \text{ with } (n - 1) \text{ degrees of freedom.}$$
 Where, O_i refers to the observed frequency & E_i to the expected frequencies. χ^2 was used as a test of independence and goodness of fit.

PERCENTAGES

Percentages refer to a special kind of ratio. Percentages are used in making comparison between two or more series of data. Percentages are used to describe relationships, it is expressed as.

Percentage = (no of employees/total no of employees) 100

CHARTS:

Charts are graphic displays of data for easy understanding of relative positions that is not always possible with descriptive words or numbers. Types of charts commonly used in business data presentation are: Bar and pie.

BAR CHARTS:

The bar chart is commonly used for presentation of qualitative data. The data can be continuous or discrete data, which are plotted against discrete data intervals. The vertical bar diagram, also called bar chart where the length or height of bars represent the numerical value of the event or measurement. Width or gap between the bars is of no significance to the bar chart data, but they are uniform in a diagram.

3.1.5 LIMITATIONS

- Time constraint is a major limiting factor for this study
- Sample size is limited as it is difficult to access all the employees of FRANCH EXPRESS
- Opinion of employees may be biased at time.
- Respondents would have hidden some facts due to the fear of management.
- The study is based on the data collected from respondents and a journal hence the reliability of the data is not probed into. Utmost care has to be taken while extending the results to the other areas.
- The study is applicable only to FRANCH EXPRESS and not to any other freight service providers

CHAPTER IV

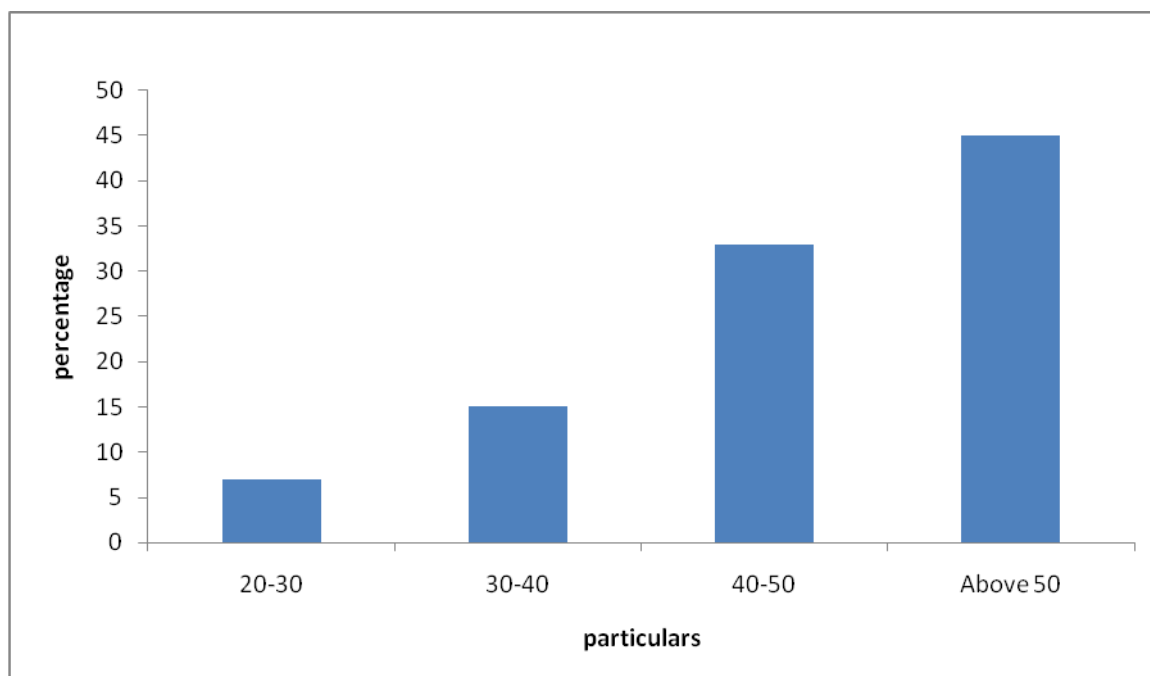
4.1 DATA INTERPRETATION AND STATISTICAL ANALYSIS

4.1.1 AGE

S.NO	PARTICULARS	NO OF RESPONDENTS	PERCENTAGE
1	20-30	8	7
2	30-40	18	15
2	40-50	40	33
4	Above 50	55	45
	TOTAL	121	100

SOURCE :PRIMARY DATA

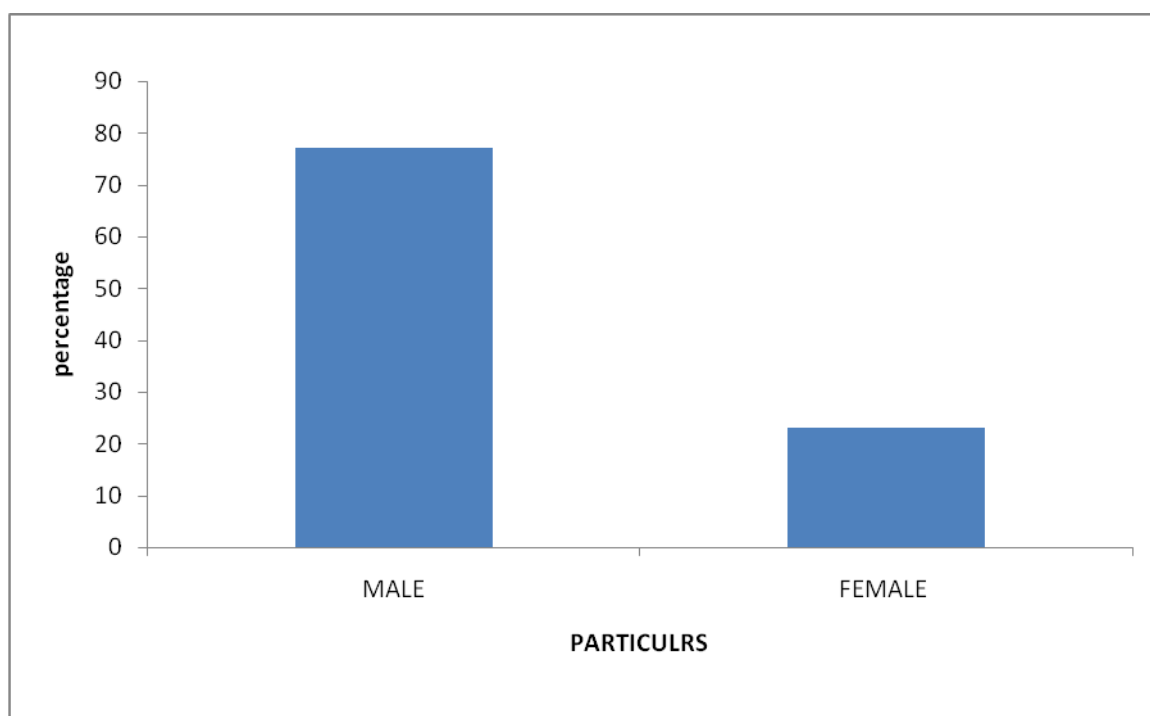
AGE



4.1.2 GENDER

S.NO	PARTICULARS	NO OF RESPONDENTS	PERCENTAGE
1	MALE	93	77
2	FEMALE	28	23
	TOTAL	121	100

SOURCE :PRIMARY DATA

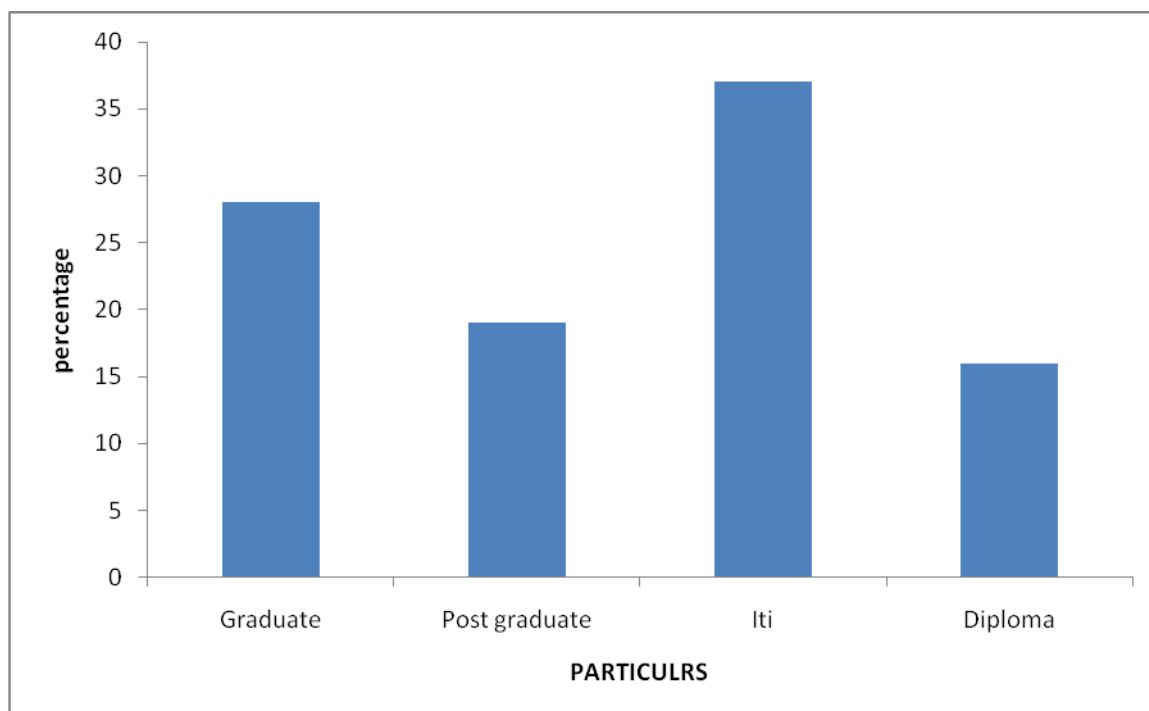


From the above table it can be interpreted that 77% of the respondents are male.

4.1.3 EDUCATIONAL QUALIFICATION

S.NO	PARTICULARS	NO OF RESPONDENTS	PERCENTAGE
1	Graduate	34	28
2	Post graduate	23	19
3	Iti	45	37
4	Diploma	19	16
	TOTAL	121	100

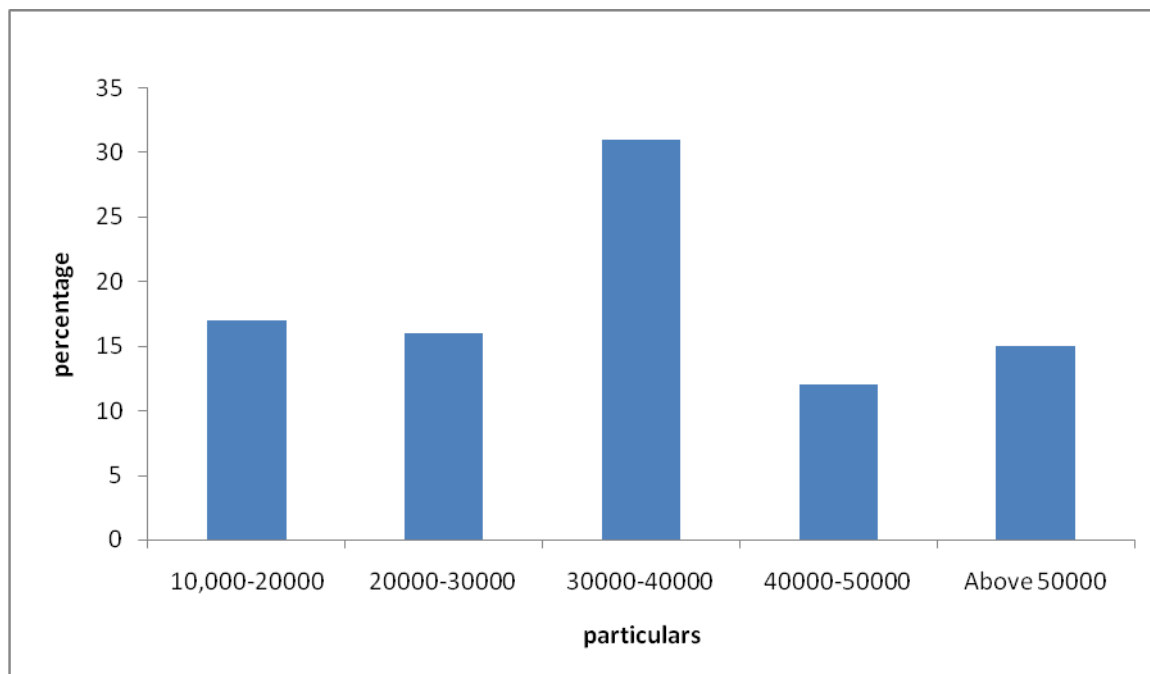
SOURCE :PRIMARY DATA



From the above table it can be interpreted that 37% of the respondents are completed ITI.

4.1.4 INCOME

	PARTICULARS	NO OF RESPONDENTS	PERCENTAGE
1	10,000-20000	21	17
2	20000-30000	20	16
3	30000-40000	37	31
4	40000-50000	15	12
5	Above 50000	18	15
	TOTAL	121	100

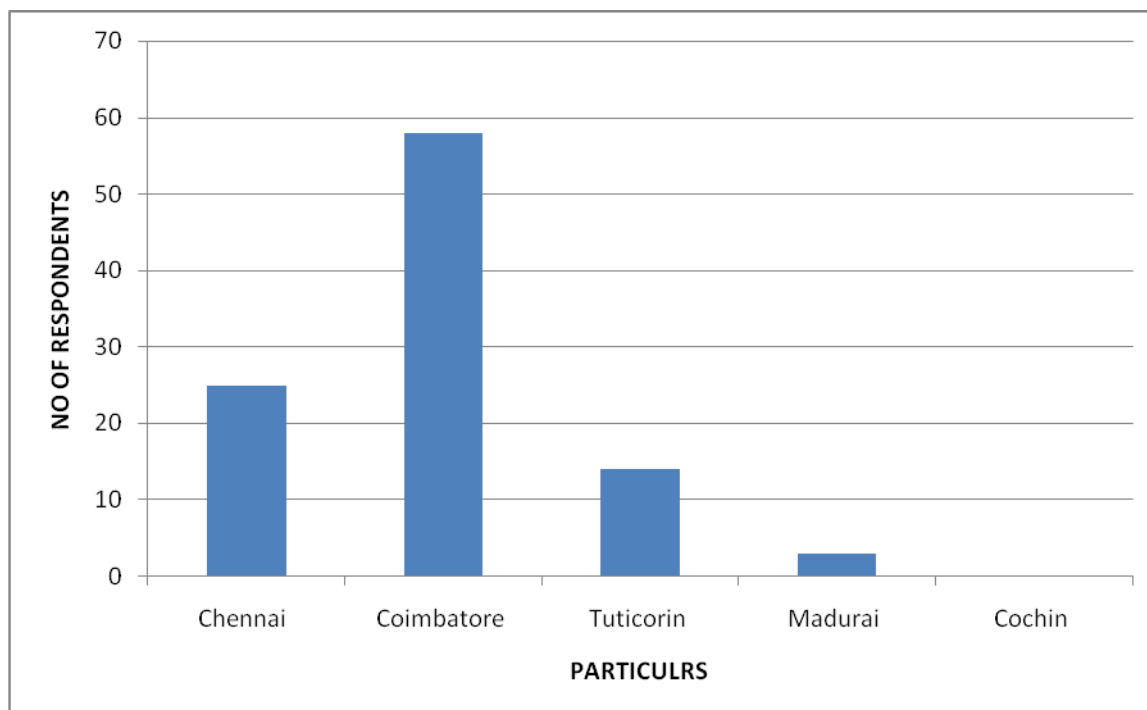


INTERPRETATION:

From the above table it can be interpreted that 31% of the respondents got the income level of 30000 – 40000.

4.1.5 OPERATIONAL AREA

S.NO	PARTICULARS	NO OF RESPONDENTS	PERCENTAGE
1	Chennai	69	58
2	Coimbatore	30	25
3	Tuticorin	17	14
4	Madurai	5	3
5	Cochin	0	0
	TOTAL	121	100

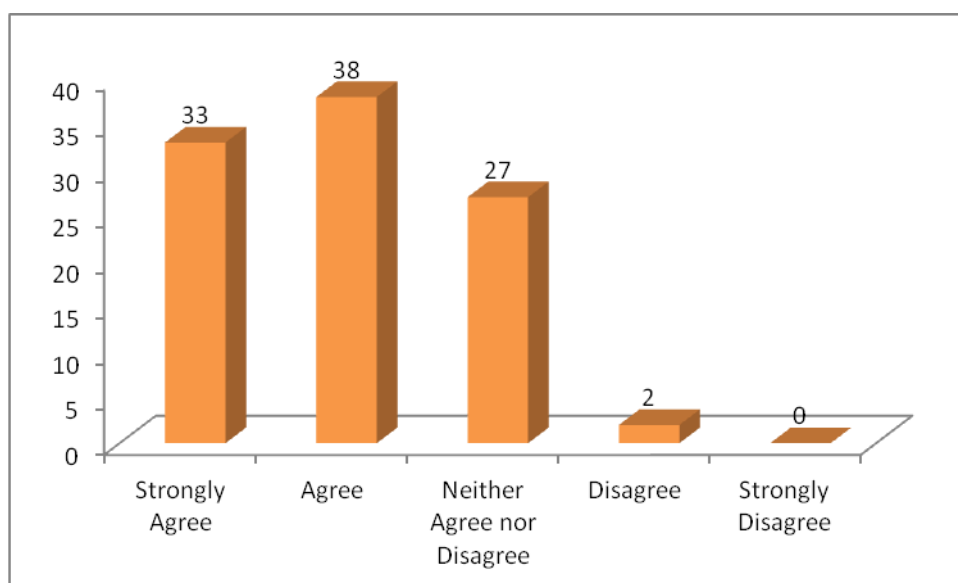


INTERPRETATION:

From the above table it is interpreted that 58% of the respondents have functional area in Chennai, 24% of the respondents are functioning in Coimbatore.

4.1.6 DELAY IN SHIFT TIME

S.NO	PARTICULARS	NO OF RESPONDENTS	PERCENTAGE
1	Strongly Agree	40	33
2	Agree	45	38
3	Neither Agree nor Disagree	32	27
4	Disagree	4	2
5	Strongly Disagree	0	0
	TOTAL	121	100

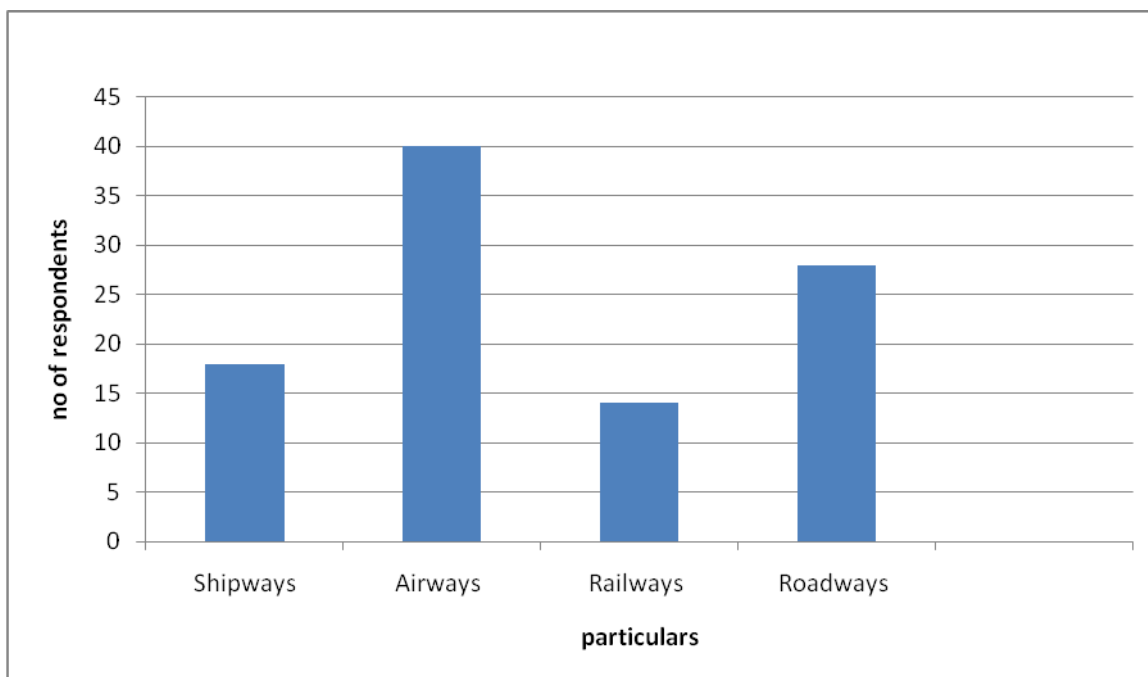


INTERPRETATION:

From the above table it can be interpreted that 38% of the respondents agree that delay in shift time of freights has been a major problem in last mile delivery and 33% of the respondents strongly agree that delay in shift time of freights has been a major problem in last mile delivery

4.1.7 MODE OF TRANSPORT

S.NO	PARTICULARS	NO OF RESPONDENTS	PERCENTAGE
1	Shipways	22	18
2	Airways	47	40
3	Railways	17	14
4	Roadways	35	28
	TOTAL	121	100

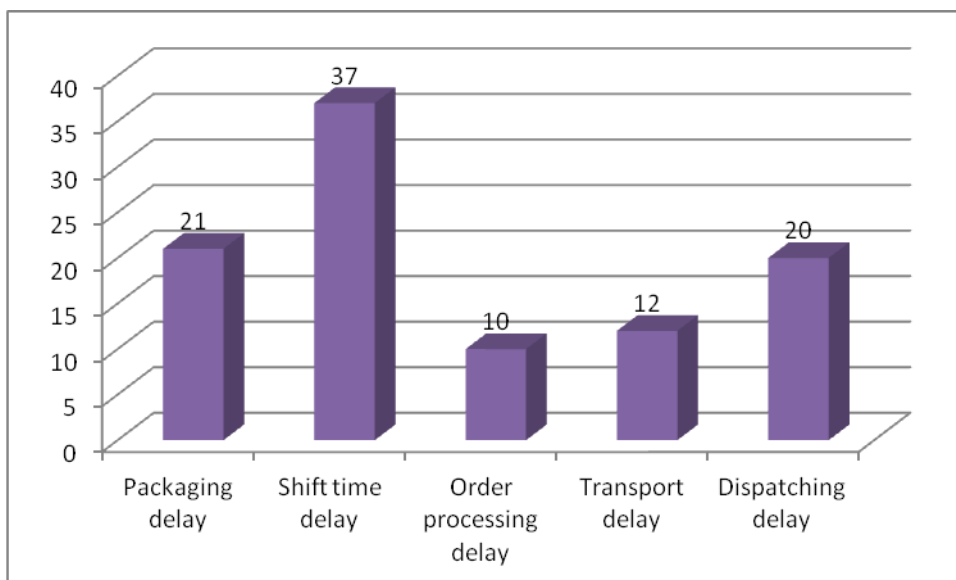


INTERPRETATION:

From the above table it can be interpreted that 18% of the respondents prefer shipways, 40% of the respondents prefer airways as their mode of transport.

4.1.8 CAUSE FOR THE OVERALL DELAY IN LAST MILE DELIVERY

S.NO	PARTICULARS	NO OF RESPONDENTS	PERCENTAGE
1	Packaging delay	26	21
2	Shift time delay	45	37
3	Order processing delay	12	10
4	Transport delay	14	12
5	Dispatching delay	24	20
	TOTAL	121	100

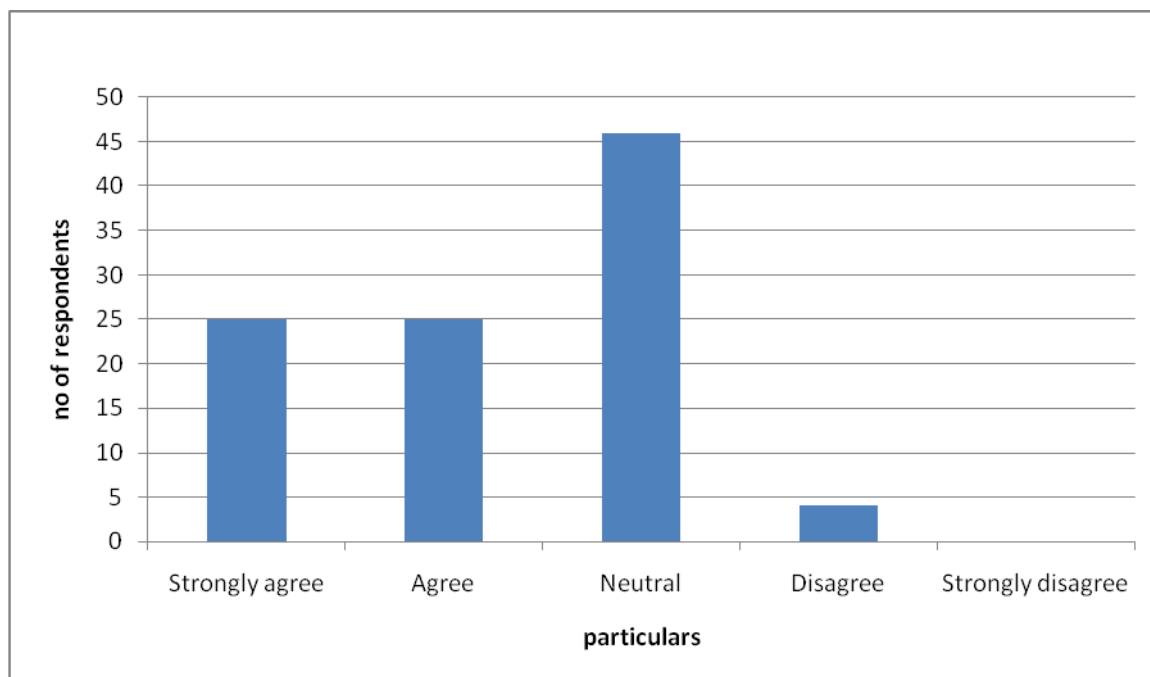


INTERPRETATION:

From the above table it can be interpreted that 37% of the respondents feel that shift time as the major cause for the overall delay in last mile delivery and 21% of the respondents feel that packaging delay as the major cause for the overall delay in last mile delivery

4.1.9 THEFT AND DAMAGE OF THE GOODS

S.NO	PARTICULARS	NO OF RESPONDENTS	PERCENTAGE
1	Strongly Agree	29	25
2	Agree	29	25
3	Neither Agree Nor Disagree	57	46
4	Disagree	6	4
5	Strongly Disagree	0	0
	TOTAL	121	100

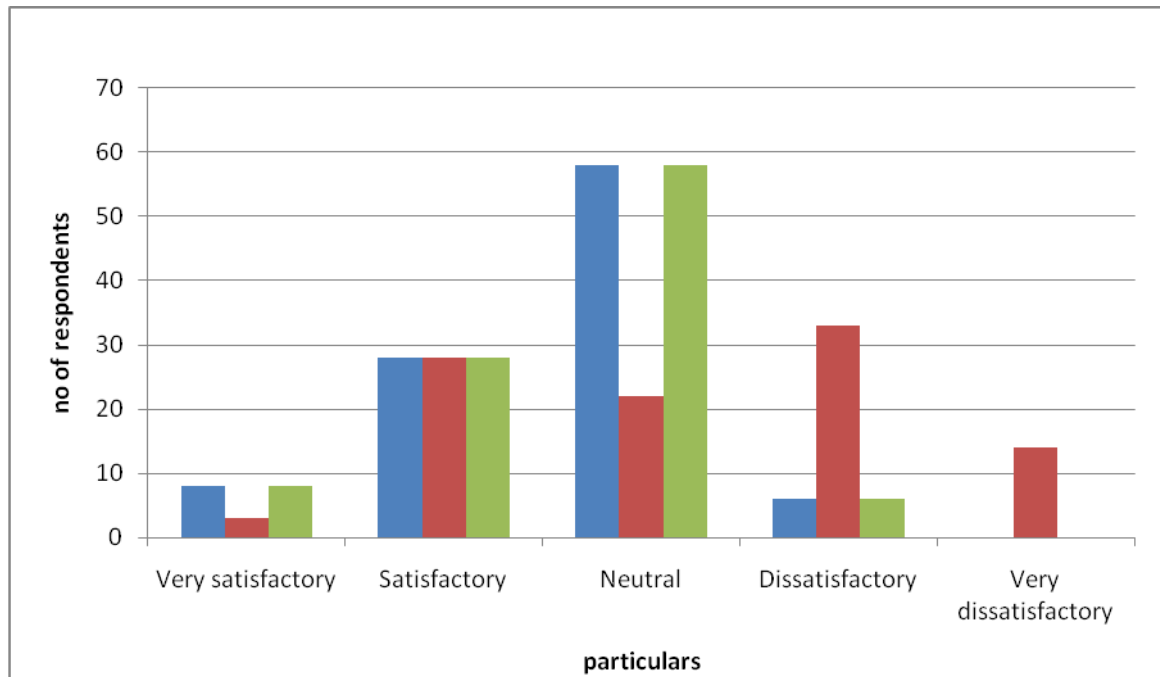


INTERPRETATION:

From the above table it can be interpreted that 25% of the respondents strongly agreed that their organization takes responsibilities for the theft and damage, 25% of the respondents agree, 46% of the respondents disagree, 4% of the respondents have strongly disagreed that their organization takes responsibilities for the theft and damage.

4.1.10 SATISFACTION FACTOR FOR MODES OF FREIGHT SERVICE OFFERED BY FRANCH EXPRESS

	Chennai port		Tuticorin		Cochin	
Very satisfactory	9	8	4	3	9	8
Satisfactory	34	28	34	28	35	28
Neutral	69	58	27	22	69	58
Dissatisfactory	9	6	39	33	8	6
Very dissatisfactory	0	0	17	14	0	0

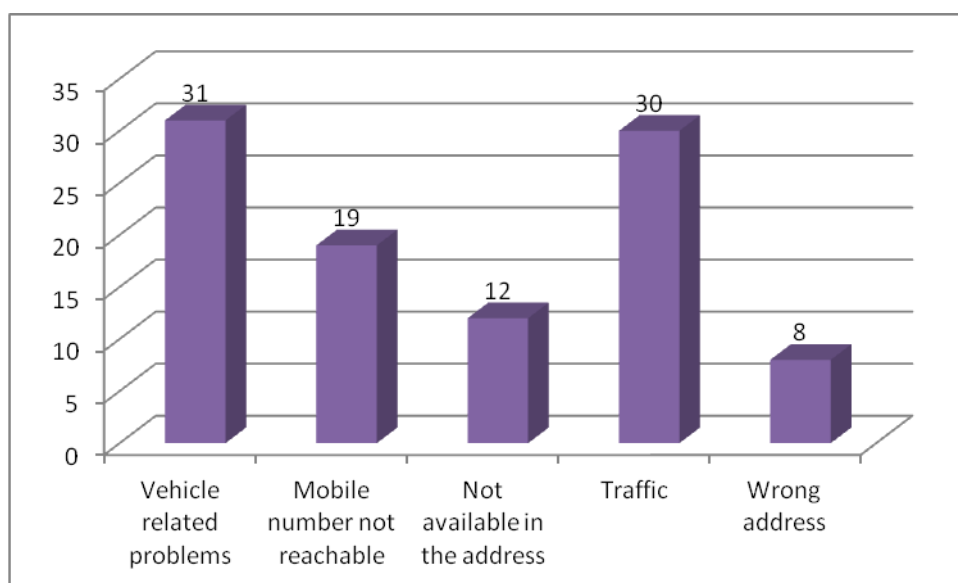


INTERPRETATION:

From the above table it can be interpreted that 28% of the respondents satisfied with the all modes of freight service offered by FRANCH EXPRESS, 58% of the respondents stays neutral about modes of freight service offered by FRANCH EXPRESS

4.1.11 MAJOR DISPATCHING PROBLEM IN THE LAST MILE DELIVERY

Particulars	Respondents	Percentage
Vehicle related problems	38	31
Mobile number not reachable	23	19
Not available in the address	14	12
Traffic	36	30
Wrong address	10	8
Total	121	100

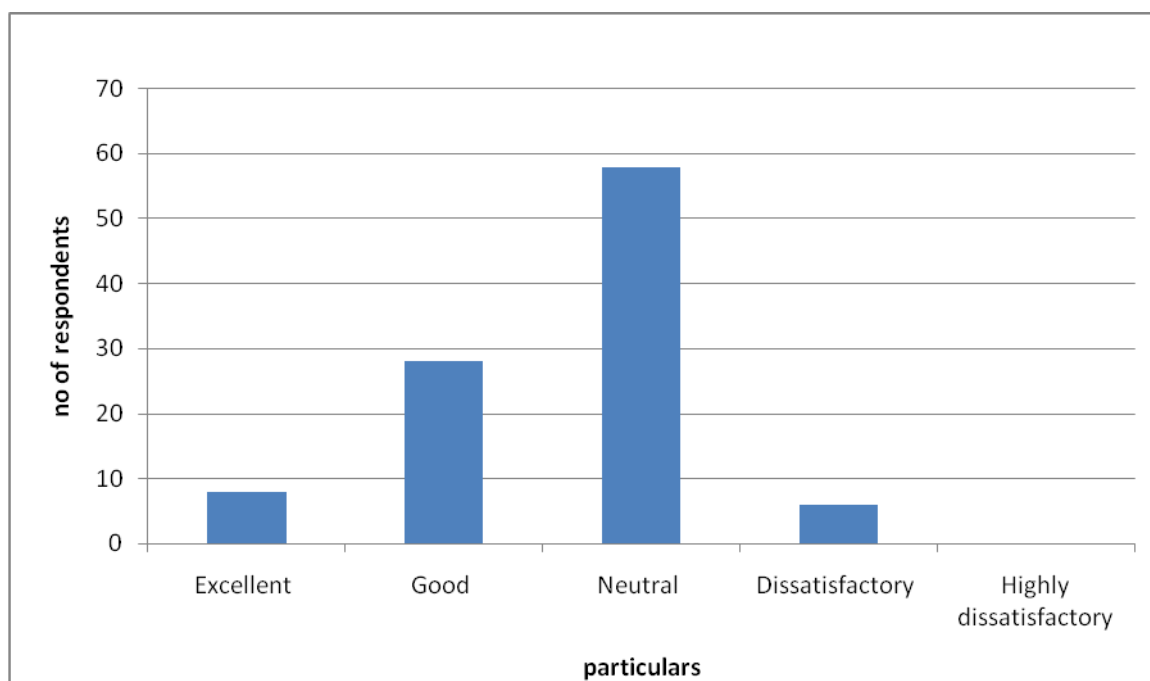


INFERENCE

From the above table, it can be inferred that 31% of the respondents say that vehicle related problems cause the dispatching issues and 30% of the respondents say that traffic problems cause the dispatching issues

4.1.12 PROMPTNESS OF SERVICE

S.NO	PARTICULARS	NO OF RESPONDENTS	PERCENTAGE
1	Excellent	9	8
2	Good	34	28
3	Neutral	69	58
4	Dissatisfactory	9	6
5	Highly dissatisfactory	0	0
	TOTAL	121	100

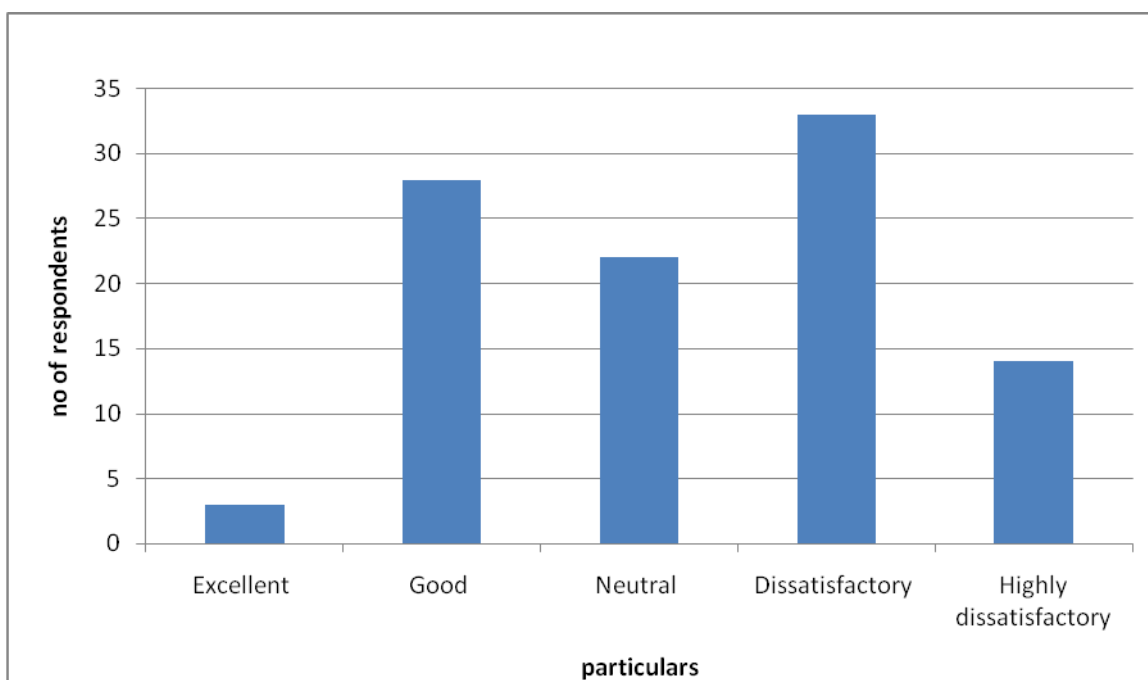


INTERPRETATION:

From the above table it can be interpreted that 8% of the respondents says that the promptness of service is excellent, 28% of the respondents says good, 58% of the respondents says neutral about their promptness of service.

4.1.13 SAFETY OF GOODS

S.NO	PARTICULARS	NO OF RESPONDENTS	PERCENTAGE
1	Excellent	4	3
2	Good	34	28
3	Neutral	26	22
4	Dissatisfactory	39	33
5	Highly dissatisfactory	18	14
	TOTAL	121	100

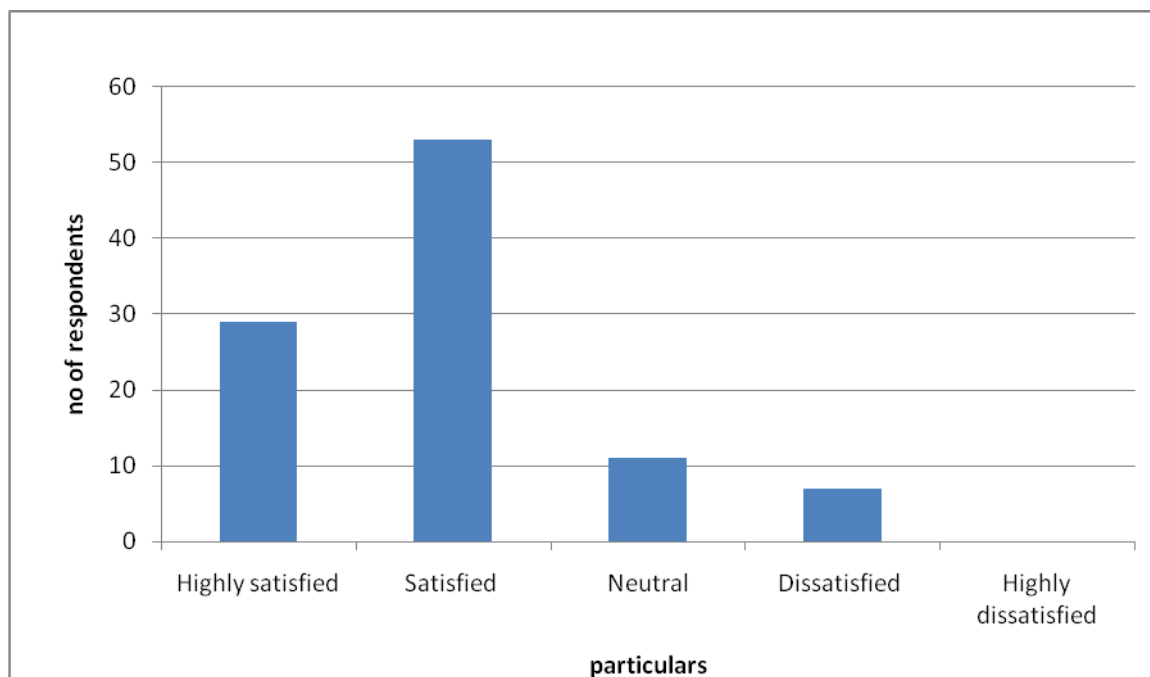


INTERPRETATION:

From the above table it can be interpreted that 3% of the respondents says that safety of goods in Freight forwarding is excellent, 28% of the respondents says good, 22% of the respondents says neutral on safety of goods in Freight forwarding.

4.1.14 TERMS AND CONDITIONS

S.NO	PARTICULARS	NO OF RESPONDENTS	PERCENTAGE
1	Highly satisfied	35	29
2	Satisfied	64	53
3	Neutral	13	11
4	Dissatisfied	9	7
5	Highly dissatisfied	0	0
	TOTAL	121	100

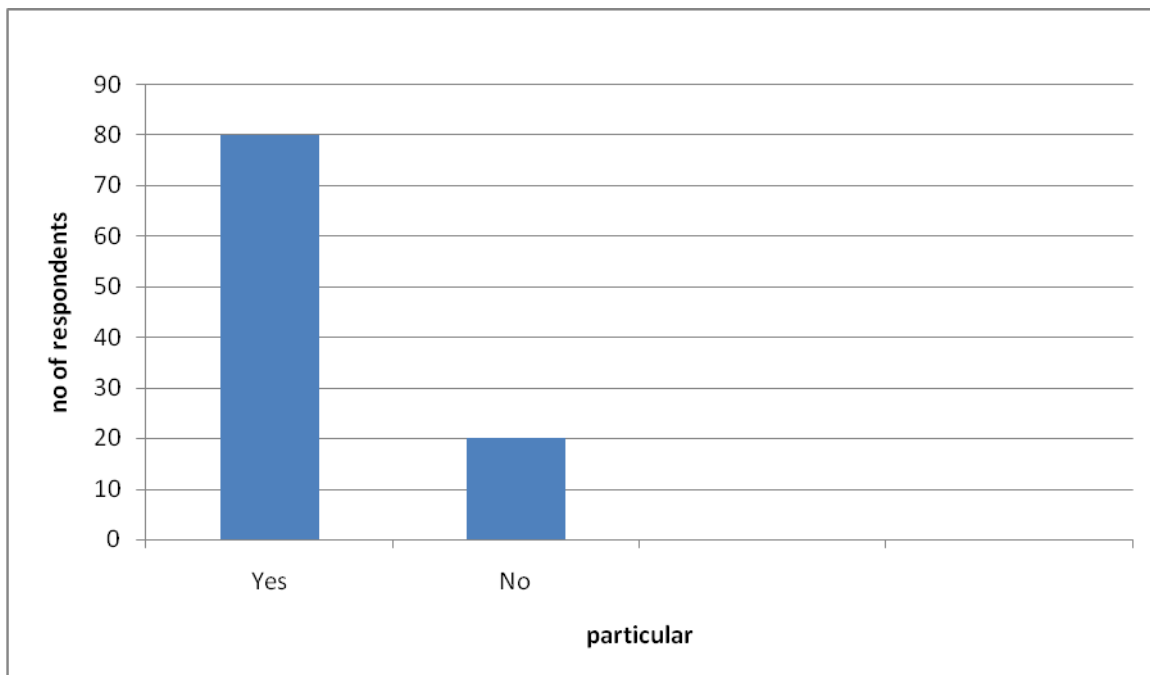


INTERPRETATION:

From the above table it can be interpreted that 53% of the respondents says that they have satisfied with the terms and conditions of Freight forwarding, 7% of the respondents have not satisfies with the terms and conditions.

4.1.15 DOCUMENTATION FOR TRANSACTION PROCESS

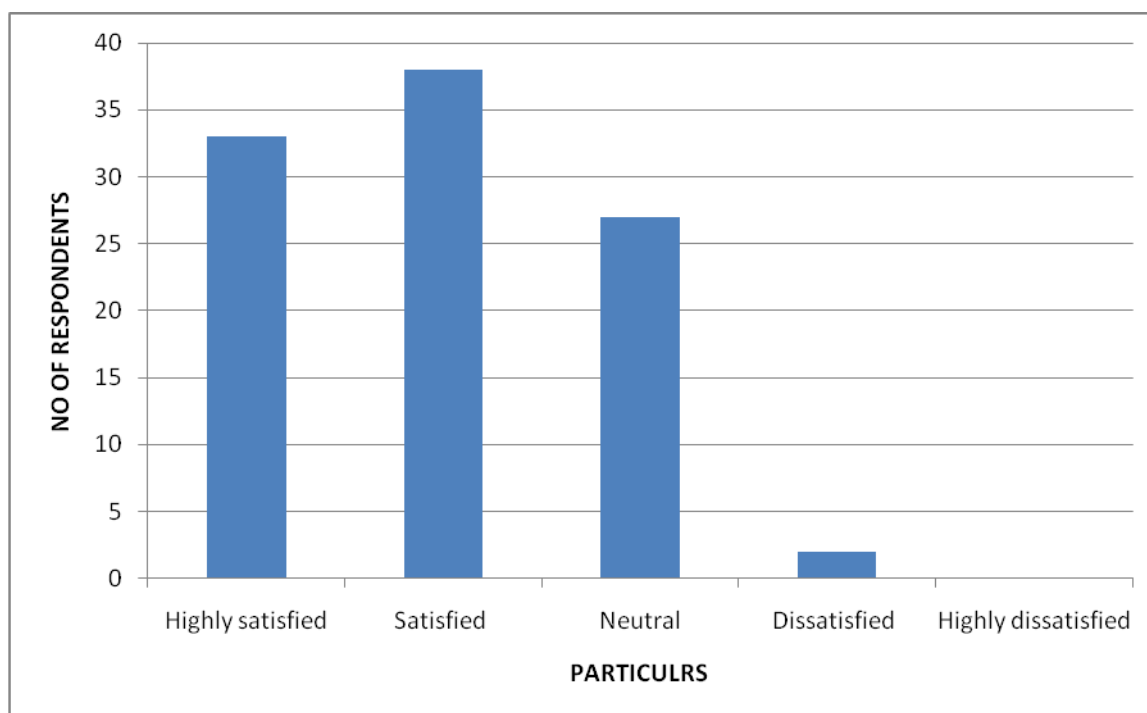
S.NO	PARTICULARS	NO OF RESPONDENTS	PERCENTAGE
1	YES	96	80
2	NO	25	20
	TOTAL	121	100

**INTERPRETATION:**

From the above table it can be interpreted that 80% of the respondents said that they have done documentation for transaction process, 20% of the respondents have said that they have not done documentation for transaction process.

4.1.16 CUSTOM CLEARANCE

S.NO	PARTICULARS	NO OF RESPONDENTS	PERCENTAGE
1	Highly satisfied	40	33
2	Satisfied	45	38
3	Neutral	32	27
4	Dissatisfied	3	2
5	Highly dissatisfied	0	0
	TOTAL	120	100



INTERPRETATION:

From the above table it can be interpreted that 33% of the respondents highly satisfied with the custom clearance, 38% of the respondents are satisfied, 27% of the respondents stays neutral with the custom clearance.

STATISTICAL ANALYSIS

ANALYSIS USING KARL PEARSON'S CORRELATION

Correlation analysis is the statistical tool used to measure the degree to which two variables are linearly related to each other. Correlation measures the degree of association between two variables.

Null hypothesis (Ho):

There is positive relationship between mode of transport and satisfaction on Freight rates.

Alternate hypothesis (H1):

There is negative relationship between mode of transport and satisfaction on Freight rates.

Correlations

		mode of transport	Freight rates
mode of transport	Pearson Correlation	1	.146
	Sig. (2-tailed)		.111
	N	121	121
Freight rates	Pearson Correlation	.146	1
	Sig. (2-tailed)	.111	
	N	121	121

$$r = \frac{N\sum XY - \sum X \sum Y}{\sqrt{N\sum X^2 - (\sum X)^2} \sqrt{N\sum Y^2 - (\sum Y)^2}}$$

$$r = 0.146$$

INFERENCE:

Since r is positive, there is positive relationship between mode of transport and satisfaction on Freight rates.

CHI- SQUARE TEST I – (ψ^2)

Chi-square is the sum of the squared difference between observed (o) and the expected (e) data (or the deviation, d), divided by the expected data in all possible categories.

Null hypothesis (Ho):

There is no significant difference between gender and problem faced with shipping.

Alternate hypothesis (H1):

There is significant difference between gender and problem faced with shipping.

Expected frequency = Row Total * Column Total

Grand Total

Case Processing Summary

	Cases					
	Valid		Missing		Total	
	N	Percent	N	Percent	N	Percent
gender * problem faced with shipping	121	100.0%	0	.0%	121	100.0%

gender * problem faced with shipping Cross tabulation

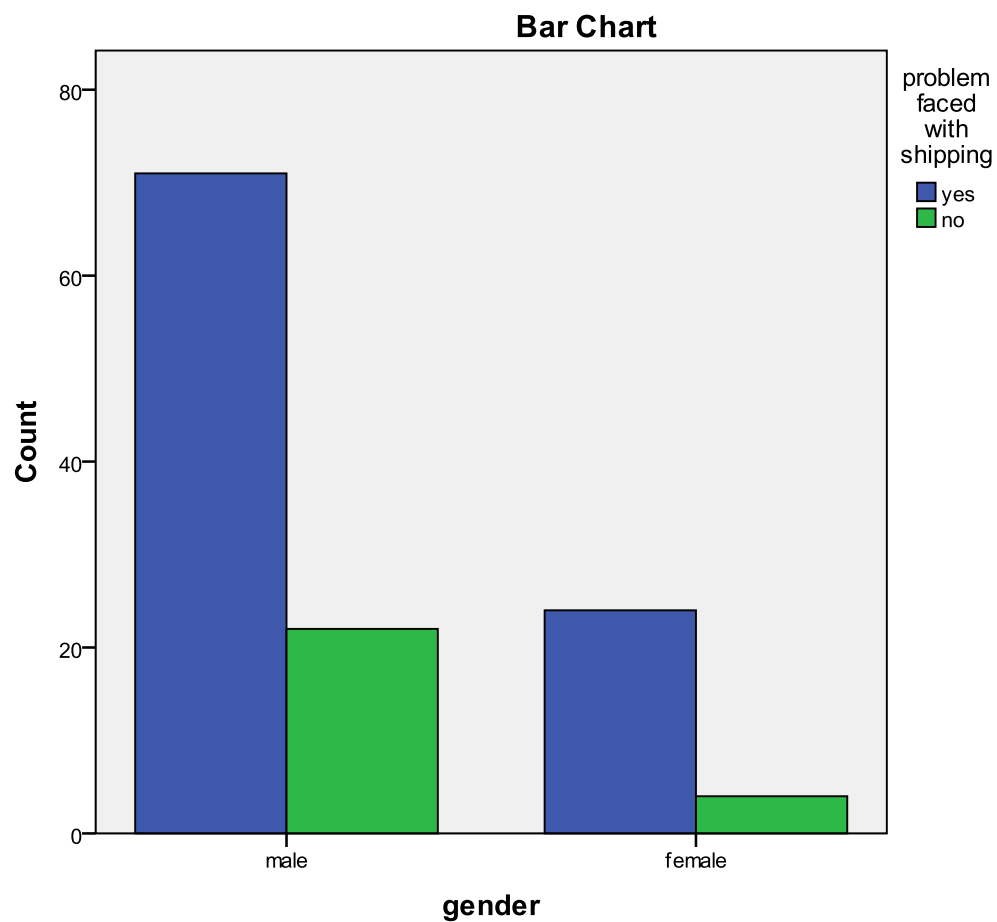
			problem faced with shipping		Total
			yes	no	
gender male	Count		71	22	93
	% within gender		76.3%	23.7%	100.0%
	% within problem faced with shipping		74.7%	84.6%	76.9%
	% of Total		58.7%	18.2%	76.9%
female	Count		24	4	28
	% within gender		85.7%	14.3%	100.0%
	% within problem faced with shipping		25.3%	15.4%	23.1%
	% of Total		19.8%	3.3%	23.1%
Total	Count		95	26	121
	% within gender		78.5%	21.5%	100.0%
	% within problem faced with shipping		100.0%	100.0%	100.0%
	% of Total		78.5%	21.5%	100.0%

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)	Exact Sig. (2- sided)	Exact Sig. (1-sided)
Pearson Chi-Square	1.120 ^a	1	.290	.432	.216
Continuity Correction ^b	.633	1	.426		
Likelihood Ratio	1.200	1	.273		
Fisher's Exact Test					
Linear-by-Linear Association	1.111	1	.292		
N of Valid Cases	121				

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 6.02.

b. Computed only for a 2x2 table



Calculated value = 1.120

Tabulated value = 3.841

$Z = Z_{cal} < Z_{tab}$

$Z = 1.120 < 3.841$

Hence, the null hypothesis [H_0] is accepted

INFERENCE:

Since the calculated value is less than the tabulated value, we accept the null hypothesis and hence there is no significant difference between gender and problem faced with shipping.

FINDINGS

1. 45% of the respondents are in above 50 years of age.
2. 77% of the respondents are male.
3. 37% of the respondents are completed ITI.
4. 31% of the respondents got the income level of 30000 – 40000.
5. 58% of the respondents have functional area in Chennai, 24% of the respondents have Coimbatore.
6. 43% of the respondents weekly exporting the goods.
7. 18% of the respondents prefers shipways, 40% of the respondents are prefer airways as their mode of transport.
8. 33% of the respondents are highly satisfied with the Freight rates.
9. 25% of the respondents strongly agreed that their organization takes responsibilities for the theft and damage.
10. 58% of the respondents stay neutral about Chennai and Cochin port.
11. 78% of the respondents agree that they have problem with shipping.
12. 58% of the respondents say neutral about their promptness of service.
13. 22% of the respondents say neutral on safety of goods in Freight forwarding.
14. 53% of the respondents say that they have satisfied with the terms and conditions of Freight forwarding.
15. 80% of the respondents said that they have done documentation for transaction process.
16. 33% of the respondents highly satisfied with the custom clearance.

SUGGESTIONS

1. Freight rates should be effectively modified in order to get more business. From the study it is clearly verified most of the customers are not satisfied with the Freight rates. So the organization should take necessary steps.
2. The FRANCH EXPRESS can update their documentation process with fully computerised.
3. Shipway is one of the effective ways of transport, but from the study it is clear that there is a problem in shipping. The company should take right steps to make the transport very effective.
4. Organization can give full assure for the theft and damage of the products. It will increase the image of the company.
5. Can give 24/7 customer care service to their customers.

CONCLUSION

Thus the study showcased that, as the world has become a global village, the service providers like FRANCH EXPRESS should be prepared to face the challenges of tomorrow, by constantly correcting their dispatch related issues and providing more accuracy in their commitments.

To conclude the study identifies the freight handling problems, dispatch level problems and the overall service related problems in FRANCH EXPRESS Through this research, the researcher has identified numerous finding on the last mile delivery of FRANCH EXPRESS and provides suitable suggestions to overcome the issues.

CHAPTER 4

QUESTIONNAIRE

DEMOGRAPHIC:

1. Age: a) 20-30 b) 30-40 c) 40-50 d) above 50
2. Gender A) Male B) Female
3. Educational Qualification: a) Graduate b) Post Graduate c) ITI d) Diploma
4. Designation:
5. Income: a) 10,000-20,000 b) 20,000-30,000 c) 30,000-40,000 d) 40,000-50,000 e) above 50,000

QUESTIONS:

6. Mention the operation area of your FRANCH EXPRESS?
 1. Chennai
 2. Coimbatore
 3. Tuticorin
 4. Madurai
 5. Cochin
7. Delay in shift time of freights causes the delay in last mile delivery?
 - a. Strongly Agree
 - b. Agree
 - c. Neither Agree nor Disagree
 - d. Disagree
 - e. Strongly Disagree

8. What is the most preferred mode of transport by your customers?

- a) Shipways
- b) Airways
- c) Railways
- d) Roadways

9. What is the cause for the overall delay in last mile delivery?

- a. Packaging delay
- b. Shift time delay
- c. Order processing delay
- d. Transport delay
- e. Dispatching delay

10. Rank the problems faced from carriers during Freight forwarding?

S.No	Variables	Rank
1	Delivery delay	
2	Damaging of packages	
3	Frequent rise in forwarding cost	
4	Lack of proper communication	
5	Bulk- Order Priority	

11. Rank the problems faced from companies or individual customers during Freight forwarding?

S.No	Variables	Rank
1	Delay in receiving the goods	
2	Damaged packages	
3	Competitive pricing of forwarding cost	
4	Lack of proper communication	
5	Payment delays	

12. Carriers should take responsibility for the theft & damage of the goods?

- a. Strongly Agree
- b. Agree
- c. Neither Agree nor Disagree
- d. Disagree
- e. Strongly Disagree

13. Rate the satisfaction factors of your customers in the following modes of freight service offered by FRANCH EXPRESS?

	Priority Air	Priority Surface	Priority Express
Very satisfactory			
Satisfactory			
Neutral			
Dissatisfactory			
Very dissatisfactory			

14. What is the major dispatching problem in the last mile delivery?

- a. Vehicle related problems

- b. Mobile number not reachable
- c. Not available in the address
- d. Traffic
- e. Wrong address

15. What is your opinion about the promptness of service given by FRANCH EXPRESS to its customers?

- 1. Excellent
- 2. Good
- 3. Neutral
- 4. Dissatisfactory
- 5. Highly dissatisfactory

16. How far you can assure safety of goods in freight service?

- 1. Excellent
- 2. Good
- 3. Neutral
- 4. Dissatisfactory
- 5. Highly dissatisfactory

17. Are you satisfied with the terms and conditions posed on customers by FRANCH EXPRESS?

- 1. Highly Satisfied
- 2. Satisfied
- 3. Neutral
- 4. Dissatisfied
- 5. Highly dissatisfied

18. Is Documentation done for all your transaction process?

- a) Yes
- b) No

19. Are you satisfied with the customs clearance procedure in FRANCH EXPRESS?

- a) Highly satisfied
- b) Satisfied
- c) Neutral
- d) Dissatisfied
- e) Highly dissatisfied

20. Any suggestions to reduce the problems in last mile delivery?

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