

A STUDY ON PROBLEMS FACED BY THE FREIGHT FORWARDERS IN ALLWIN CARGO

Submitted in partial fulfillment of the requirements for the award of

MASTER OF BUSINESS ADMINISTRATION

By

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Register No. 41410253



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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SCHOOL OF MANAGEMENT STUDIES

BONAFIDE CERTIFICATE

This is to certify that this Project Report is the bonafide work of **REVANTH P S 41410253** who carried out the project entitled "**A Study on Problems Faced By The Freight Forwarders in ALLWIN CARGO**" under my supervision from JANUARY 2023 to MARCH 2023.

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DECLARATION

I **REVANTH P S (41410253)** hereby declare that the Project Report entitled **A Study on Problems faced by the freight forwarders in Allwin Cargo**“done by me under the guidance of **DR.S.DHIVYA BHARATHI** is submitted in partial fulfillment of the requirements for the award of Master of Business Administration degree.

DATE: 06.05.2023

PLACE: CHENNAI

A handwritten signature in black ink, appearing to read 'Revanth P S', with a horizontal line drawn underneath the name.

REVANTH P S

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P.S. REVANTH

ABSTRACT

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 problems faced by freight forwarders in Allwin Cargo'. It is important to analyze the problems faced by freight forwarders from the carriers as well as companies and individual customers. By studying and comparing the various problems faced by the freight forwarders. It is easy identify the solutions to avoid the problems and make sure the smooth flow of business. This will help Allwin Cargo to establish a reasonable share in the market place.

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CHAPTER I

1.1 INTRODUCTION

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 landing 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.

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.

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.

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.

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 skillfully 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.

COMPONENTS OF CVO INCLUDE

Freight Administration

Electronic Clearance

Commercial Vehicle Administrative

Processes Crossing Clearance

Roadside CVO Safety

On-Board Safety Monitoring

ROLE 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:

IMPROVING 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 defines 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

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.

1.2 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.

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.

Top 10 Logistics companies in India

Here is a list of Top 10 Logistics companies in India; these are the best companies for shipping, shifting and transportation. Ranking process of logistics companies in India is frequently being updated by our expert team.

. TNT Express

Corporate office – Bangalore, Karnataka, Establishment – 1994

Business – Shipping and logistic. Website – www.tnt.com

TNT is a global leader in logistic solution which was established in year 1946 by Ken Thomas in Australia. Company has more than 70000 employees worldwide serving in almost every country including India. It started shipping and logistics operation in India in the year 1994.

1 . DHL

Corporate office – Mumbai, Maharashtra, Establishment – 1969

Business – Courier, Supply chain and logistics. Website – www.dhl.co.in

It is among the top logistics company in India which has more than 285000 employees worldwide. DHL is a part of the leading network

which delivers solutions to all logistics needs from shipping to courier services.

2 . All cargo logistics ltd

Corporate office – Mumbai, Maharashtra | Establishment – 1993

Business – Logistics solution | Website – www.allcargologistics.com

All cargo logistics ltd is a multinational brand which provides logistics solution. Company

has almost 190 offices worldwide and global footprints in more than 90 countries. It is a flagship company of well known Avvashya group.

3 . Agarwal Packers and movers

Corporate office – New Delhi, India | Establishment – 1987

Business – Transportation and packaging | Website – www.agarwalpackers.com

Agarwal packers and movers is an Indian logistics company which has transportation, warehouse and packaging business. It has more than 75 offices in India and recently started international operation for material shifting and shipping.

4 . Gati

Corporate office – Singapore | Establishment – 1989

Business – Courier and logistics service | Website – www.gati.com

Gati is one of the top logistics company in India which has a great network of distribution and supply chain solution. It has a strong presence in south Asian countries including China, Singapore and Hong Kong.

5 . DTDC

Corporate office – Mumbai, Maharashtra | Establishment – 1990

Business – Courier and logistics service | Website – www.wiprofurniturebusiness.com DTDC courier and cargo limited is the largest domestic distributor in Indian market, which was established in the year 1990. It offers various logistics services which includes international, domestic and premier services.

6 . BlueDart

Corporate office – Chennai, Tamilnadu | Establishment – 1994

Business – Courier and logistics service | Website – www.bluedart.com

BlueDart is a Chennai based company started in the year 1994 providing shipping solution to more than 220 countries and territories. It is ISO 9001-2008 certified company which offers express package and courier services.

7 . First Flight

Corporate office – Mumbai, Maharashtra | Establishment – 1986

Business – Courier and logistics | Website – www.firstflight.net

First flight was established in the year 1986 setting up first three offices in Kolkata, Delhi and Mumbai. It is largest courier company in India having more than 1200 offices in the country and offering courier services to more than 220 countries worldwide.

8 . FedEx

Corporate office – Dallas, USA | Establishment – 1973 |

Business – Logistics and transportation | Website – www.fedex.com |

Globally recognized shipping brand FedEx has existence in more than 220 countries and territories. Company has a wide network to deliver shipping in every nook and corner, it delivers more than 3.6 million shipments every day.

9 . Globe Express services

Corporate office – Mumbai, Maharashtra | Establishment – 1888

Business – Transportation, warehouse and packaging | Website – www.globeexpress.com | Global Express services is a well known name in courier industry. It was established long back in the year 1888 which has almost 85 corporate offices worldwide.

India Ratings has kept the outlook stable for the logistics sector for the next fiscal as it expects a moderate growth for the industry despite the slowdown in the economy.

“India Ratings & Research has assigned a stable outlook to the logistics sector for FY15. This is based on the strong likelihood of the sector continuing to display overall moderate growth rate despite a continued economic slowdown,” said the Fitch group credit rating agency.

Most segments of the industry have low leverage, except the container freight station/inland container depot segment, giving industry players a degree of financial flexibility to weather the slowdown, India Ratings said. Moreover, the value-added offerings of large players help support margins, thereby cushioning their credit profiles, it said, adding that most of the logistics companies rated by the agency are also on a stable rating outlook.

Revenue for companies offering value-added road freight services would grow at a higher rate of 12-15 per cent during the 2014-15 fiscal than those offering basic road freight services (8-10 per cent), India Ratings said.

Large companies in the road transportation segment will continue to be resilient to the slowdown, given their high operating efficiency and presence in profitable sub-segments such as time-definite delivery services and specialised offerings, it added.

However, the small companies would continue to be adversely impacted due to low demand for road freight during the slowdown, it said.

“This is because they contribute over 90 per cent to truck ownership in the country and are unable to revise freight rates in tandem with hikes in diesel prices,” the agency said.

Talking about the companies in the container freight station/ inland container depot segments (CFS/ICD), India Ratings said that the segments could display a high single-digit growth rate on the back of a revival in international trade volumes.

However, the CFS/ICD operators could be most impacted from the slowdown in India's international trade volumes, considering the large debt-funded infrastructure investments made, the agency cautioned.

"Inadequate cash flows may force few companies to opt for corporate debt restructuring," it added.

Talking about the third-party logistics (3PL) providers, India Ratings said the segment could also grow at a low double-digit rate in 2014-15, given increasing private port operations and integrated logistics offerings.

Speciality segments, where service offerings are linked to non-discretionary spending by corporates and driven by favourable legislation, would continue to display strong revenue growth and stable margins, it said.

However, services such as air charters could see a decline in demand due to the curtailment of expenses by corporates during the slowdown.

1.3 COMPANY PROFILE:

Allwin Cargo is a pioneer in Logistics and Supply Chain Solutions in India. We, at Allwin Cargo, offer comprehensive custom designed logistics projects and supply chain management services to our customers. Our highly experienced professionals at various locations in India ensure sustainable growth and development to enhance customer value and quality. We have set benchmarks in customer satisfaction and service.

Within Allwin Cargo we take a consistent and systematic approach to Health and Safety management within our operations, thus giving customers the confidence to choose our services above all others.

Allwin Cargo has an established Global Health and Safety Team comprising regional representation with direct accountability to the

Regional and Global Leadership Teams. This affords timely and effective reporting and management support for HSE initiatives. The team is empowered to oversee and support company-wide compliance to a growing list of industry, customer and legislative requirements.

Within Allwin Cargo we promote an open reporting culture involving collaboration and active dialogue between all stakeholders to effectively manage Health and Safety risks. We seek to encourage an environment of awareness, participation and continuous improvement in all aspects of Health & Safety, which we call “Constant Care”.

A primary Health and Safety function within Allwin Cargo which sets us apart is that we listen to the client to ensure Health and Safety initiatives bring added value to both parties and further protect our mutual business interests. In achieving this we prioritize Health & Safety as a core pillar within our business and decision making processes.

At Allwin Cargo we place a great emphasis towards safety of all persons working for or with us including our customers by using a Lost Time Incident (LTI) reporting structure augmented by a developing awareness to Near Miss reporting

Allwin Cargo treats the handling of Dangerous goods very seriously. To keep abreast of developing world markets, particularly those within mining, oil and gas exploration we are constantly developing our robust dangerous goods competencies within relevant core functions to meet customer needs.

Allwin Cargo encourages active participation with our customers to promote Health and Safety guidance, and knowledge sharing.

SERVICES

Sustainable Logistics

Our extensive supply chain expertise and industry leadership in sustainable logistics allows Allwin Cargo to develop practical solutions that enable our customers to simultaneously remove waste, reduce cost, and minimise environmental impacts in their supply chains.

Allwin Cargo's portfolio of sustainable logistics services makes it easy for you to create a lean and green supply chain.

In the supply chain, carbon = cost

At Allwin Cargo, our global Supply Chain Development teams are ready to help you understand how logistics impacts your sustainability goals and give you the tools to integrate sustainability into logistics decision making – all while improving supply chain performance and reducing cost. On average, we find that cost and carbon have a 1:1 ratio: if we can reduce your carbon by 1%, we can reduce your costs by 1%.

Measure and manage carbon emissions in your supply chain

To enable you to work strategically with your logistics carbon footprint, we have developed a

portfolio of services, including the SupplyChain CarbonCheck and the SupplyChain CarbonDashboard, to enable you measure and manage your logistics carbon footprint.

Allwin Cargo's sustainable logistics expertise can deliver reductions in carbon and cost through:

- End-to-end carbon visibility and management tools – understand the specific activities contributing to your CO2 emissions
- Logistics efficiency improvements – identification of tangible carbon and cost reduction potentials
- Strategy and KPI development – let our experts work with you to create and achieve your logistics sustainability goals
- Internal awareness and capacity building – we can help you integrate

sustainability with your supply chain needs

- Packaging optimisation – choices in packaging design influence logistics cost and carbon.

Our proven solutions demonstrate that green supply chains are lean supply chains – good for both business and the environment.

OCEAN FREIGHT

Ocean transportation is the backbone of most global freight forwarding and key in optimising your supply chain. With Allwin Cargo you are in safe hands.

Our hands-on services and strategic solutions are extensive and customised to meet your every need; whether assisting with expediting an urgent shipment or a strategic partner who can provide competitive terms, identify and create short-term efficiencies and build up long-term competitiveness.

Extensive portfolio of carriers

We are not ship owners, but transport managers who work closely with an extensive portfolio of global and regional carriers; providing you with the best solutions.

Many of the world's best known companies use us as their logistics partner of choice when delivering overseas.

Allwin Cargo's ocean freight

- Local expertise and superior customer service from our knowledgeable employees in our 280 own offices around the world
- Access to services from first class global carriers and regional niche carriers

- Centralised ocean procurement ensuring competitive rates and terms
- Multiple carrier solutions departing daily
- Available capacity and space protection with multiple carriers
- Cargo visibility through our ocean tracking system
- Documentation management
- Customs clearance/brokerage services
- Cargo insurance services
- Pick-up, delivery and distribution.

SUPPLY CHAIN DEVELOPMENT

Optimising your supply chain is a never ending task. Allwin Cargo can help you identify key areas of improvement, thus reducing your logistics costs.

Short-term efficiency for long-term competitiveness Our supply chain development team is made up by more than 60 experts located in our regional offices around the world. Backed by extensive experience in supply chain and project management, we use proven methods and analytical tools to implement solutions that help you maximise the value of your supply chain.

In 2011, our Supply Chain Development team delivered more than 300 customer projects within multiple industries; more than USD 130 million in potential savings were identified.

Our services include:

- Allwin Cargo's unique SupplyChain Healthcheck™
- Business process management and re-engineering
- End-to-end supply chain modelling and inventory optimisation
- Distribution network modelling and strategic recommendations

- Warehouse and distribution design and operation principles
- Green logistics analysis and sustainable recommendations.

Airfreight

Reliable, global airfreight used for the right reasons.

If there is one thing we can all agree on, it's that air cargo should only be used for the right reasons. Often, there is no better option. But in many cases, the options just are not easily comparable or actionable. As the manager of the world's most extensive supply chains, we have developed new ways to optimise the use of air cargo to reduce cost and carbon. Give us your air cargo and we're likely to reduce it. What other global air cargo provider can credibly say that?

International coverage

Through our extensive network of hubs, we handle international air shipments of over 110,000 tonnes annually. Our non-asset based operating style means that we don't have our own aircrafts; instead we work with a wide range of different airline carriers, getting the best available deal. Due to this operational scale we can plan according to your production schedules in order to improve inventory flow whilst still securing favourable rates.

Allwin Cargo provides

- Cost-effective services - competitive rates and transit times
- Greater capacity - on main lanes even during peak seasons
- Adequate lead times - for improved inventory flow.

1.4 NEED FOR THE STUDY:

- A freight forwarder is a person or company that organizes shipments for individuals or corporations in efficient way so that they can get large orders

from the manufacturer or producer to market or final point of distribution.

- Main aspect of this study is to analyse the problems faced by freight forwarders from the carriers as well as companies and individual customers through their opinions.
- It helps to understand the satisfaction level of the custom clearance.
- Cold chains are common in the food and pharmaceutical industries and also in some chemical shipments.
- One common temperature range for a cold chain in pharmaceutical industries is 2 to 8 °C. but the specific temperature (and time at temperature) tolerances depend on the actual product being shipped.
- Unique to fresh produce cargoes, the cold chain requires to additionally maintain product specific environment parameters which include air quality levels (carbon dioxide, oxygen, humidity and others), which makes this the most complicated cold chain to operate.
- Through this study, the researcher tries to identify the key areas to be enhanced to improve the overall efficiency of the cold chain logistics for pharmaceutical products like vaccines with special reference to ALLWIN CARGO

1.5 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. Allwin Cargo faces problems in documentation, transport, Custom clearance in freight forwarding and this affect the exports and supply chain, so to overcome all these problems study is conducted.

1.6 REVIEW OF LITERATURE

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.

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 oftomorrow, by extending their network in every corner of the world and providing more accuracy in their commitments.

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.

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.

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.

Berrada A. Chakir&Ciro Aida (2009), a study on “Bottlenecks in the Freight Forwarding sector in West-coast Africa”. The objective of the study is 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.

David (2013) mentioned that freight forwarders are different from customs brokers and they are also different from Non-Vessel Operating Common Carriers (NVOCCs).

Saran (2014) stated about the number of major and minor ports India. He did research on how much volume the ports are handling and also did research on the average growth of container growth.

Tezuka (2011) Additionally, highlights the three characteristics of service provider as integrated, contract and consulting service providers.

Kumar et al., 2012 The role of logistics service providers is very essential in conducting smooth flow of material and information in both upstream and downstream of supply chain .

2013, More and Basu have also identified the challenges related to supply chain finance which includes issues related to unpredictable cash-flows, lack of automation in the payment processes and lack of knowledge and training on supply chain.

Venkatesh et al., 2017 For economic development and urbanization, logistics infrastructure is found to be critical enabler. Due to globalization, India is improving position in world trade channeling upsurge in transport volume .

Mitra, 2013 The Indian government has already taken steps to expand and improve existing road and rail networks and modernizing harbors and airports .

Rajesh et al., 2011) Multiple handling at checkpoints leads to delay and damages to goods. Earlier, in India, the government levied various direct and indirect taxes on goods which makes their movement difficult within and across countries but after implementation of GST (Goods and Service Tax), things are expected to be better.

Luthra et al., 2011 Logistics sector is not recognized as industry in India despite of 14 percent contribution towards GDP. However, millions of employment opportunities are developed by this sector.

Govindan et al., 2014 The governmental focus is still missing towards policy framework, development and recognition of logistics business as an industry.

Ding et al., 2012 On the other hand, small players ready to work for low margin which creates unavoidable obstacles for large ones .

Sharma et al., 2011 More automation of operations can assist in creating nation-wide broadband logistics IT network and can fasten up all processes resulting in better customer satisfaction .

1.7 OBJECTIVES OF THE STUDY

PRIMARY OBJECTIVE:

- To study the problems faced by freight forwarders with special reference to Allwin Cargo in Chennai.

SECONDARY OBJECTIVE:

- To analyse the problems faced by gender freight forwarders from the carriers.
- To analyse the challenges of freight forwarders in Container freight station operations and customs clearance.

1.8 SCOPE OF THE STUDY

- It helps the company to identify the bottleneck/s within the freight-forwarders
- It helps the company to identify the better way for the Freight Forwarders to accomplish their tasks.
- This study focus on understanding the problems of the freight forwarders.
- The study's goal is to make a significant impact on freight forwarders problems.
- When a freight forwarder represents that it is the actual carrier of the goods it is creating a number of problems which can be avoided.
- Prevents the cargo interests from pursuing the actual carrier for loss and damage.

- Voluntarily adopts a package limitation which does not otherwise apply to them.

1.9 LIMITATIONS OF THE STUDY

- 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.

CHAPTER II

RESEARCH METHODOLOGY

RESEARCH DESIGN:

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

Descriptive Research:

Descriptive research, is used to describe characteristics of a population or phenomenon being studied. It does not answer questions about how/when/why the characteristics occurred

SOURCES OF INFORMATION:

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 Freight forwarder - Allwin Cargo in Chennai

Secondary data:

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

2.1 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 120 employees of Allwin Cargo in Chennai is taken for this study.

Convenient Sampling Method:

A statistical method of drawing representative data by selecting people because of the ease of their volunteering or selecting units because of their availability or easy access. The advantages of this type of sampling are the availability and the quickness with which data can be gathered. The disadvantages are the risk that the sample might not represent the population as a whole, and it might be biased by volunteers. This is also called accidental sampling.

Example of Convenient Sampling:

One of the most common examples of convenience sampling is using student volunteers as subjects for the research. Another example is using subjects that are selected from a clinic, a class or an institution that is easily accessible to the researcher. A more concrete example is choosing five people from a class or choosing the first five names from the list of

patients.

In these examples, the researcher inadvertently excludes a great proportion of the population. A convenience sample is either a collection of subjects that are accessible or a self selection of individuals willing to participate which is exemplified by your volunteers.

2.3 TOOLS FOR ANALYSIS

Tools Used

The Data collected was analyzed using Chi Square and correlation.

Chi-square test

A chi-square test is a statistical test commonly used for testing independence and goodness of fit. Testing independence determines whether two or more observations across two populations are dependent on each other (that is, whether one variable helps to estimate the other). Testing for goodness of fit determines if an observed frequency distribution matches a theoretical frequency distribution. In both cases the equation to calculate the chi-

$$\chi^2 = \frac{\sum (O - E)^2}{E}$$

square statistic is where O equals the observed frequency and E the expected frequency. The results of a chi-square test, along with the degrees of freedom, are used with a previously calculated table of chi-

square distributions to find a p -value. The p -value can then be used to determine the significance of the test.

CHAPTER III

DATA ANALYSIS

TABLE 3.1.1 **SHOWING AGE OF THE RESPONDENTS**

S.N O	PARTICULARS	NO OF RESPONDENT S	PERCENTAG E
1	20-30	8	7
2	30-40	18	15
2	40-50	40	33
4	Above 50	54	45
	TOTAL	120	100

INTERPRETATION:

From the above table it can be interpreted that 45% of the respondents are in above 50 years of age, 33% of the respondents are belongs to the age group of 40-50 years, 15% of the respondents are belongs to the age group of 30-40 years, 7% of the respondents are belongs to the age group of 20-30 years.

The majority of the respondents come under the category of above 50 years.

CHART 3.1.1

CHART 3.1.1 SHOWING AGE OF THE RESPONDENTS

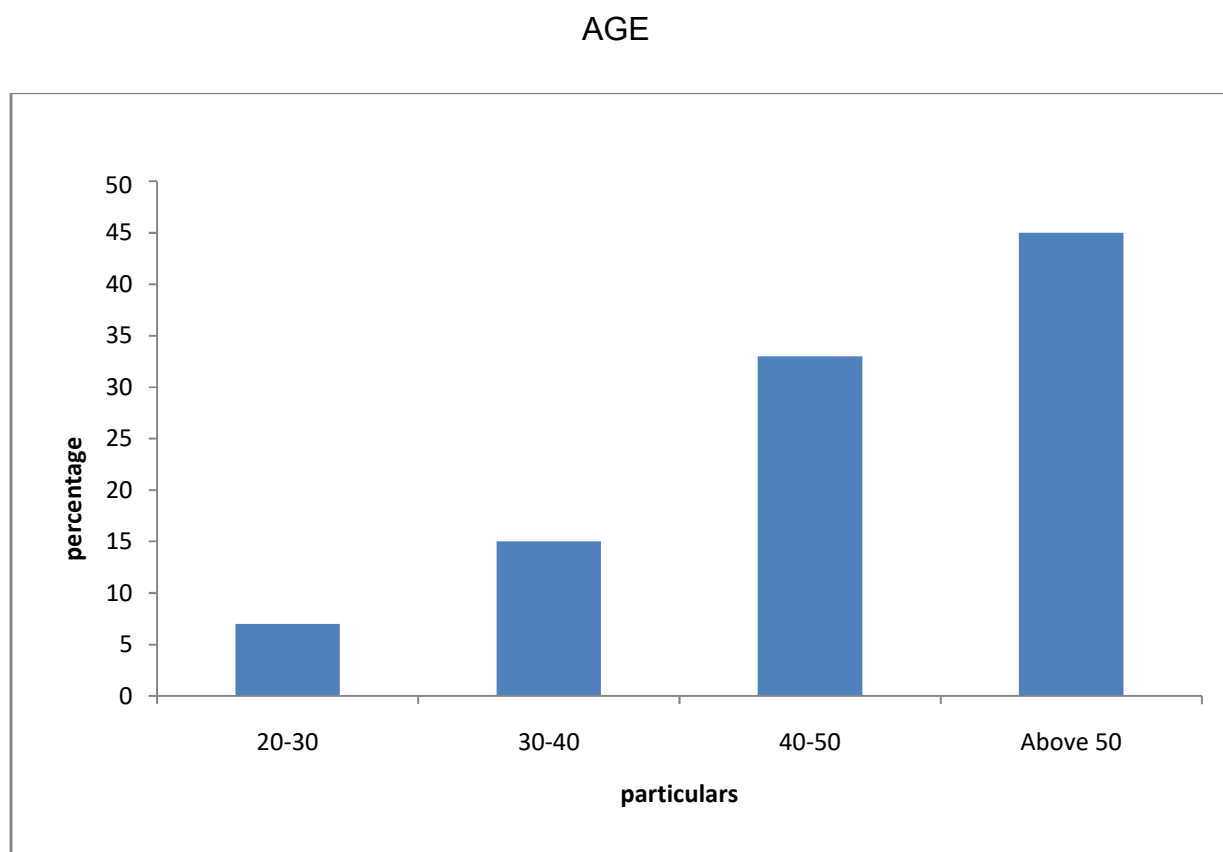


TABLE3.1.2

TABLE 3.1.2 SHOWING GENDER OF THE RESPONDENTS

S.N O	PARTICULARS	NO OF RESPONDENT S	PERCENTAG E
1	MALE	93	77
2	FEMALE	27	23
	TOTAL	120	100

INTERPRETATION:

From the above table it can be interpreted that 77% of the respondents are male.
And 23% of the respondents are female

TABLE 3.1.2
TABLE 3.1.2 SHOWING GENDER OF THE
RESPONDENTS

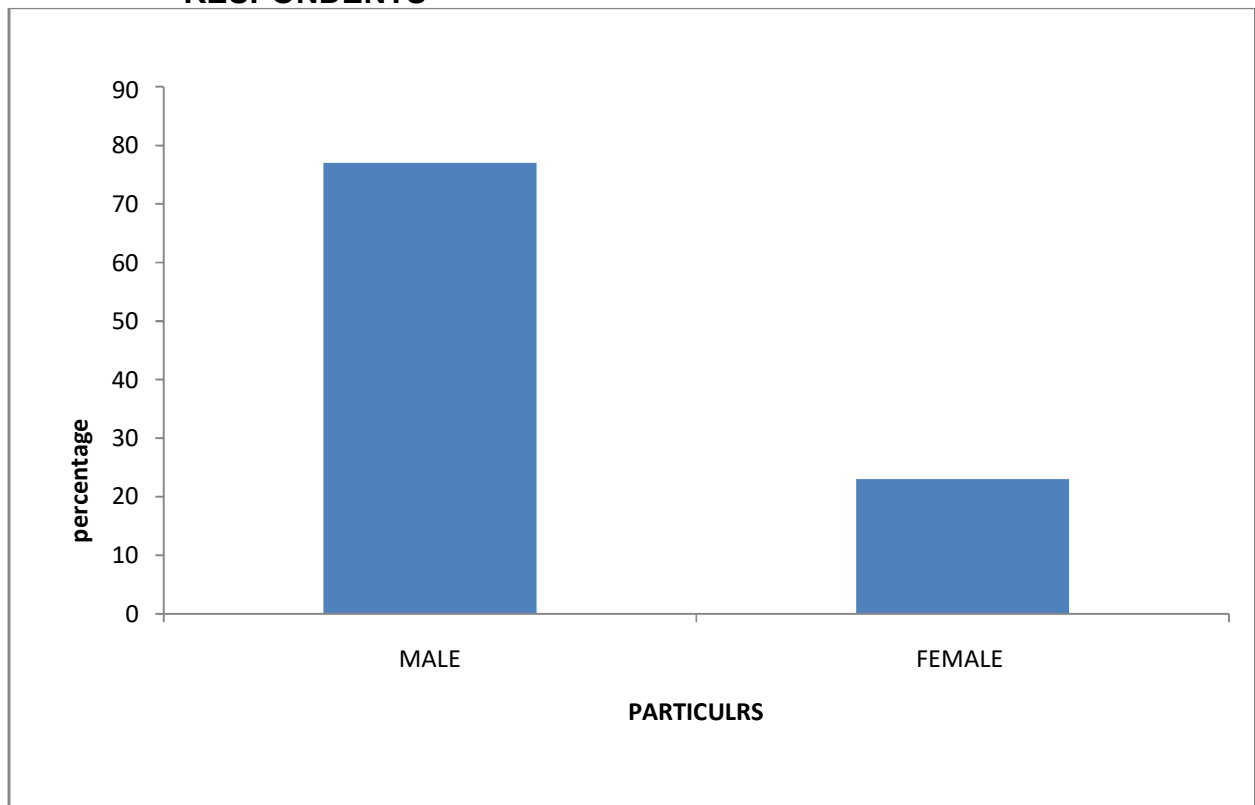


TABLE 3.1.3

TABLE 3.1.3 SHOWING EDUCATIONAL QUALIFICATION OF THE RESPONDENTS

S.N O	PARTICULARS	NO OF RESPONDENT S	PERCENTAGE
1	Graduate	34	28
2	Post graduate	23	19
3	ITI	45	37
4	Diploma	18	16
	TOTAL	120	100

INTERPRETATION:

From the above table it can be interpreted that 37% of the respondents are completed ITI, 16% of the respondents are completed Diploma, 19% of the respondents are completed Post Graduate, 28% of the respondents are completed Graduate.

Majority of the employees are ITI graduates.

CHART 3.1.3

CHART 3.1.3 SHOWING EDUCATIONAL QUALIFICATION OF THE RESPONDENTS

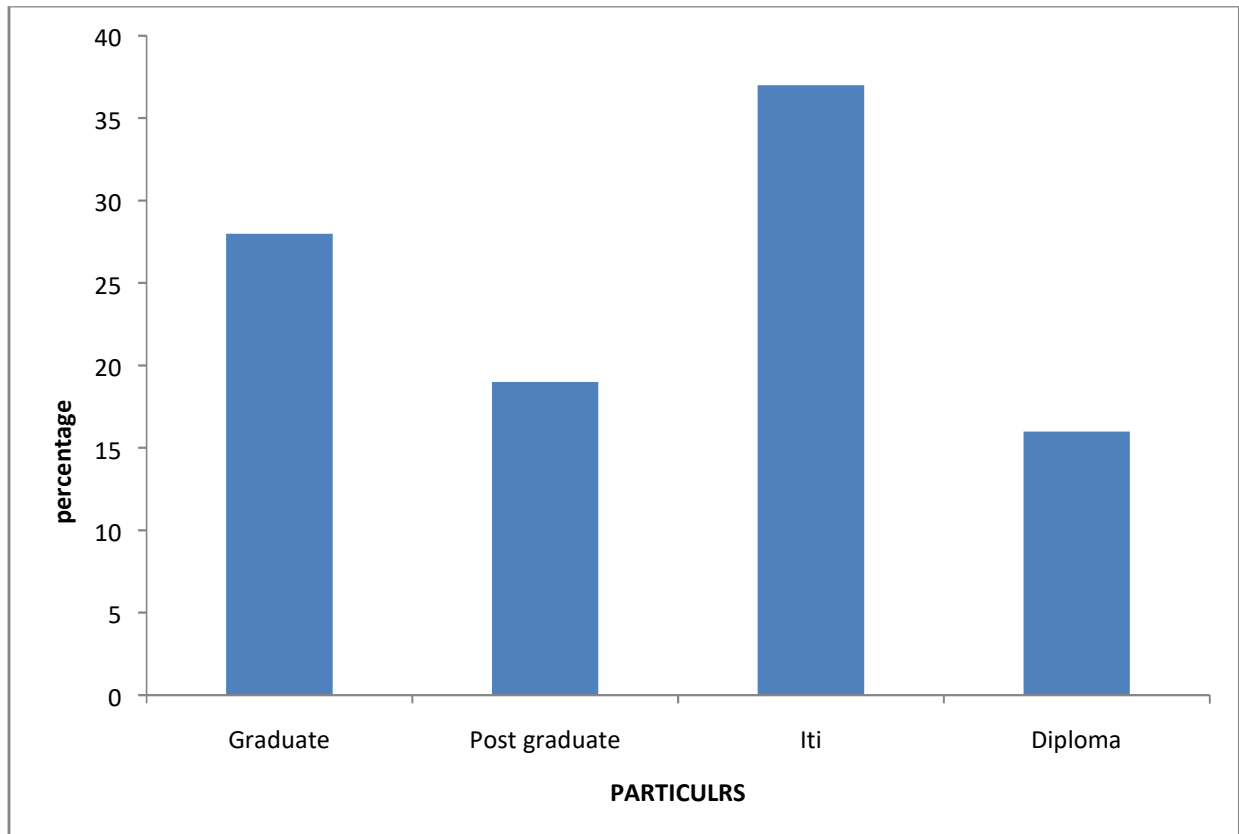


TABLE 3.1.4

**TABLE 3.1.4 SHOWING INCOME LEVEL
OF THE RESPONDENTS**

	PARTICULARS	NO OF RESPONDENT S	PERCENTAG E
1	10,000-20000	21	17
2	20000-30000	20	16
3	30000-40000	37	31
4	40000-50000	15	12
5	Above 50000	17	15
	TOTAL	120	100

INTERPRETATION:

From the above table it can be interpreted that 31% of the respondents got the income level of 30000 – 40000, 15% of the respondents got the income level of above 50000, 12% of the respondents got the income level of 40000 – 50000, 16% of the respondents got the income level of 20000 – 30000, 17% of the respondents got the income level of 10000 – 20000.

Majority of the people are under the level of 30000-40000 INR income.

CHART 3.1.4

CHART 3.1.4 SHOWING INCOME LEVEL OF THE RESPONDENTS

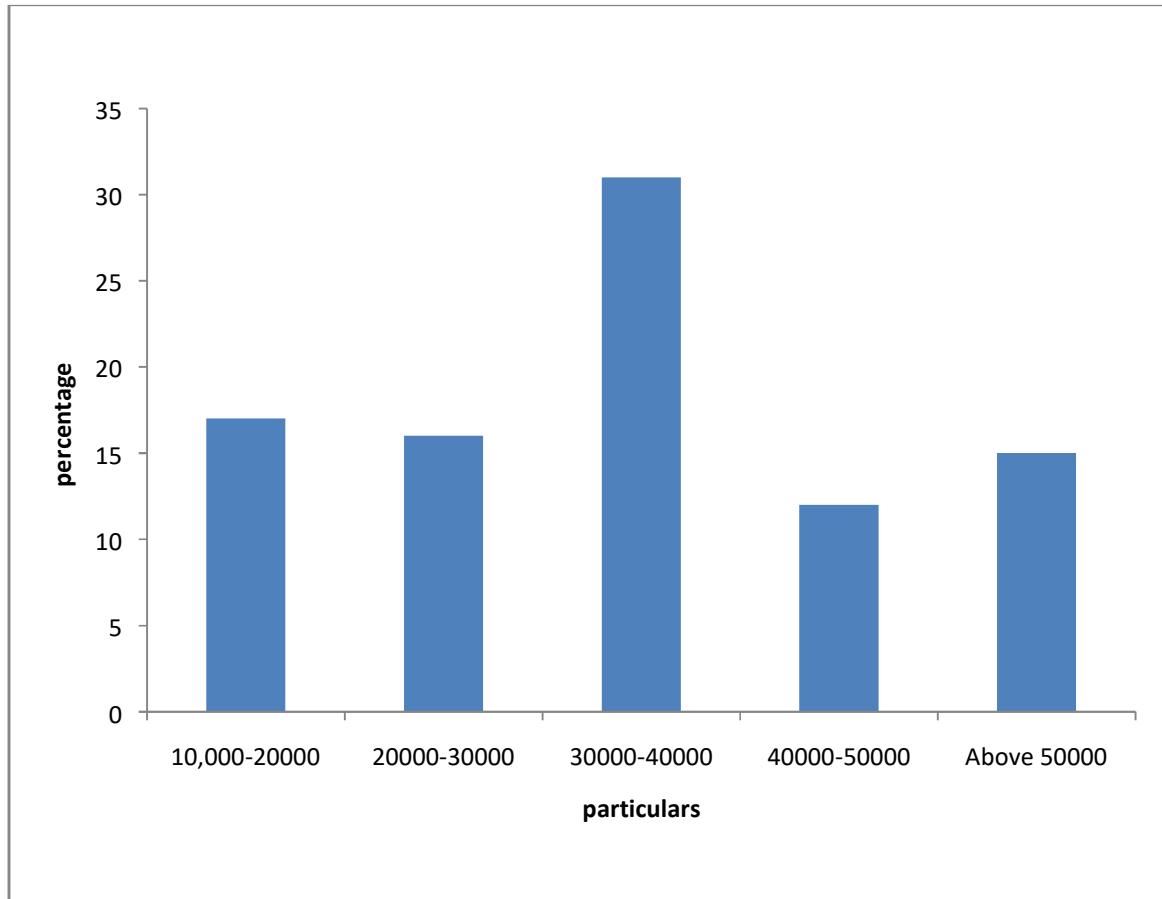


TABLE 3.1.5

TABLE 3.1.5 SHOWING OPERATIONAL AREA OF THE RESPONDENTS

S.NO	PARTICULARS	NO OF RESPONDENTS	PERCENTAGE
1	Chennai	69	58
2	Coimbatore	30	25
3	Tuticorin	17	14
4	Madurai	4	3
	TOTAL	120	100

INTERPRETATION:

From the above table it is interpreted that 58% of the respondents have functional area in Chennai, 25% of the respondents have Coimbatore, 14% of the respondents have functional area in Tuticorin, 3% of the respondents have functional area in Madurai.

Majority of the people have Chennai as their operational area.

CHART 3.1.5

CHART 3.1.5 SHOWING OPERATIONAL AREA OF THE RESPONDENTS

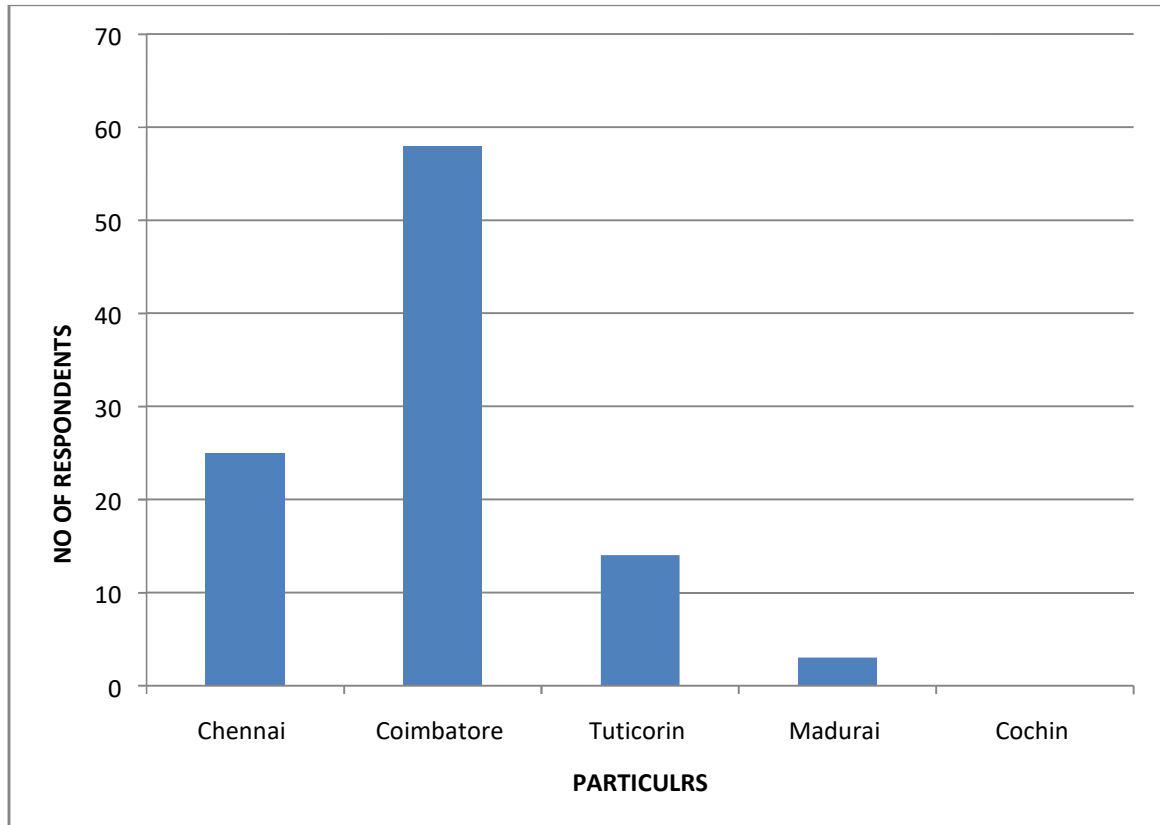


TABLE 3.1.6**TABLE 3.1.6 SHOWING EXPORTING GOODS DEPARTMENT**

S.N O	PARTICULARS	NO OF RESPONDENT S	PERCENTAG E
1	Daily	9	7.5
2	Biweekly	34	28.3
3	Weekly	51	42.5
4	Fortnight	26	21.6
	TOTAL	120	100

INTERPRETATION:

From the above table it can be interpreted that 7% of the respondents are daily exporting goods, 28% of the respondents are biweekly, 43% of the respondents weekly exporting the goods. And 22% of the respondents are fortnight.

Majority of the people are exporting goods weekly.

CHART 3.1.6

CHART 3.1.6 SHOWING EXPORTING GOODS DEPARTMENT

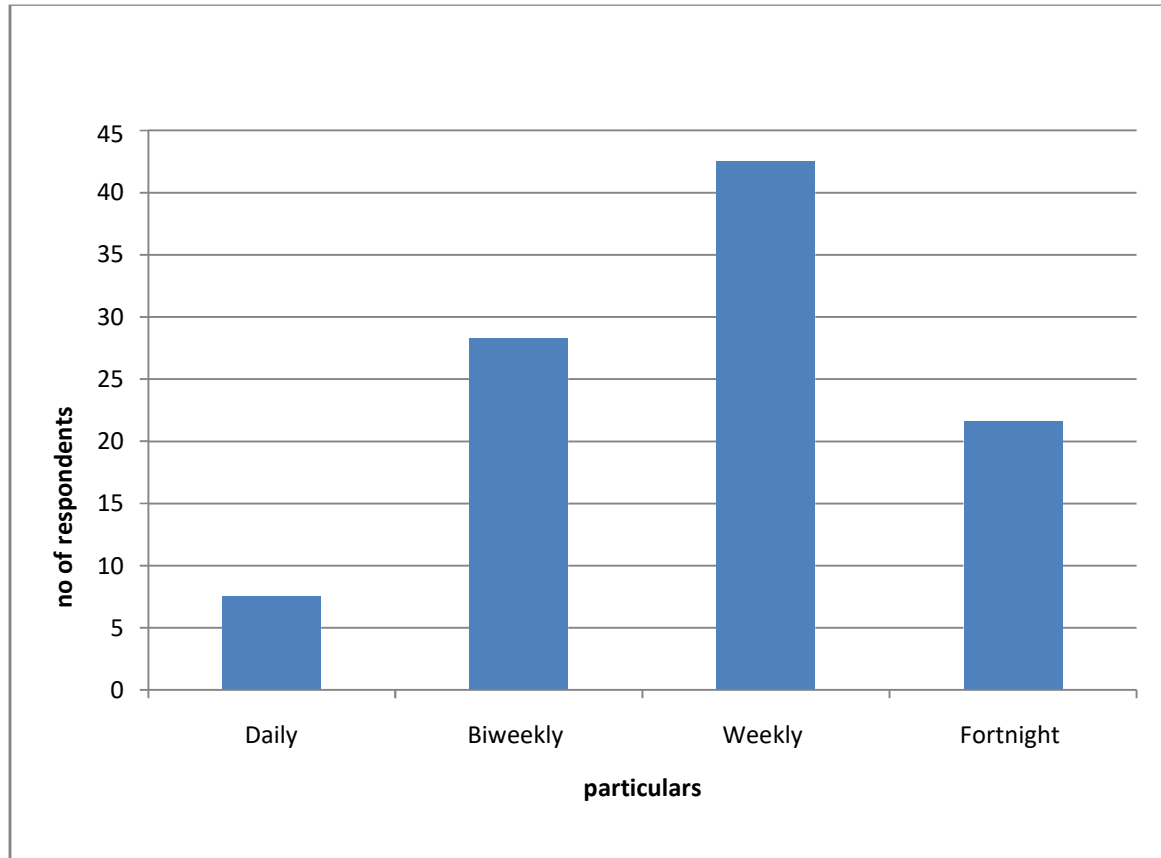


TABLE 3.1.7

TABLE 3.1.7 SHOWING MODE OF TRANSPORT PREFERRED BY CUSTOMERS

S.NO	PARTICULARS	NO OF RESPONDENTS	PERCENTAGE
1	Shipways	22	18
2	Airways	47	40
3	Railways	17	14
4	Roadways	34	28
	TOTAL	120	100

INTERPRETATION:

From the above table it can be interpreted from employees opinion that 18% of the customers prefers shipways, 40% of the customers prefers airways as their mode of transport, 14% of the customers prefers Railways, 28% of the customers prefers Roadways.

CHART 3.1.7

CHART 3.1.7 SHOWING MODE OF TRANSPORT OF THE RESPONDENTS

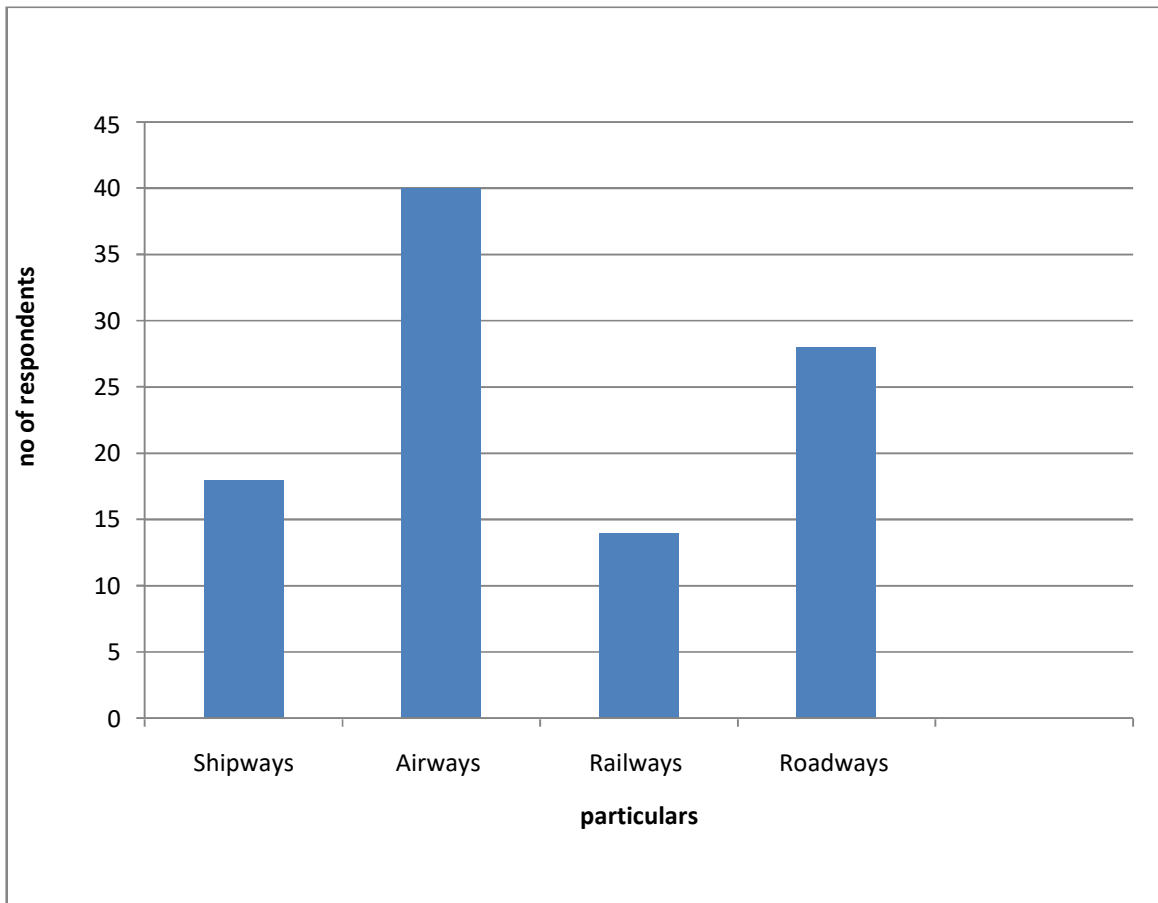


TABLE 3.1.8

TABLE 3.1.8 SHOWING OPINION ABOUT FREIGHT RATES

S.NO	PARTICULARS	NO OF RESPONDENT S	PERCENTAG E
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 from employees opinion that 33% of the customers are highly Satisfied with the freight rates, 38% of the customers are Satisfied, 27% of the respondents stays neutral on freight rates, 2%% of the customers are disSatisfied, and no one are Highly disSatisfied.

Majority of the people are just Satisfied with the freight rates.

CHART 3.1.8

CHART 3.1.8 SHOWING OPINION ABOUT FREIGHT RATES

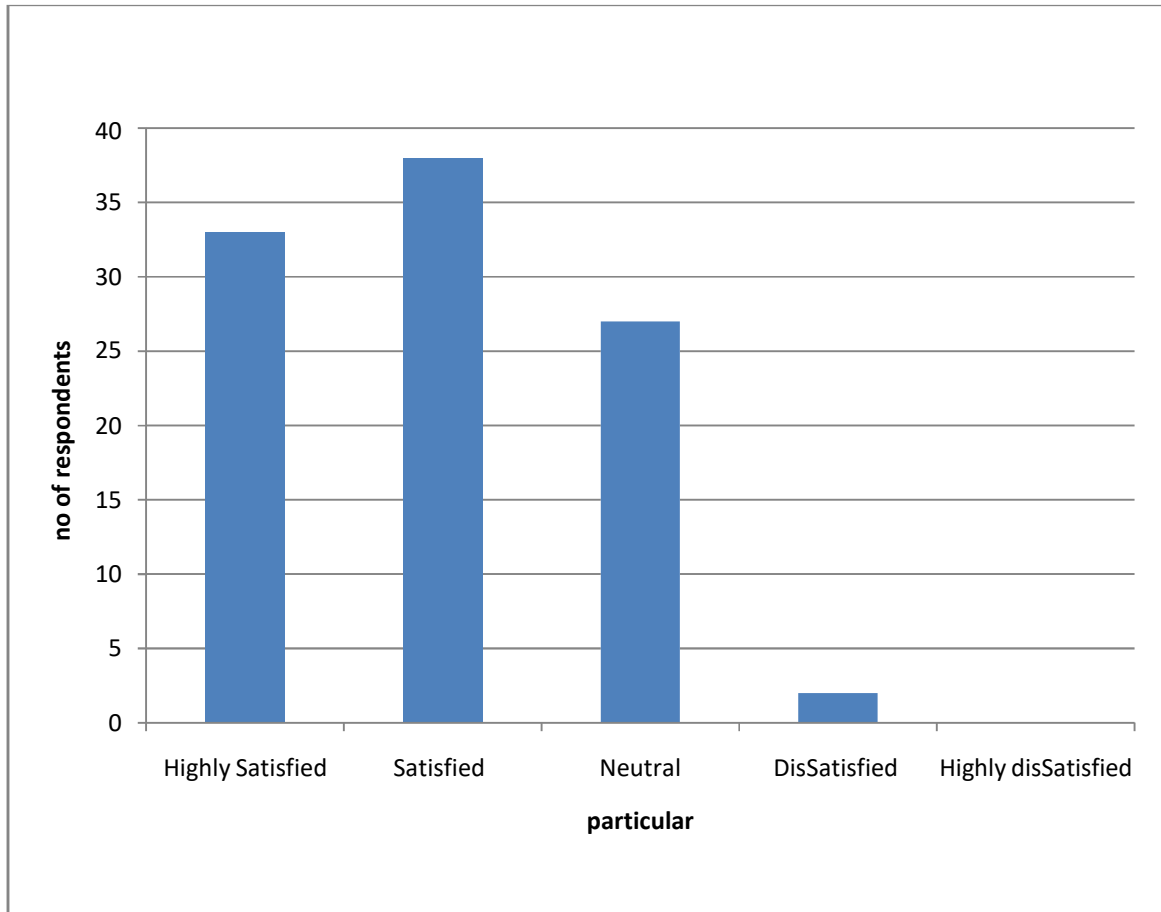


TABLE 3.1.9

TABLE 3.1.9 SHOWING THEFT AND DAMAGE OF THE GOODS

S.NO	PARTICULARS	NO OF RESPONDENT S	PERCENTAG E
1	Strongly Agree	29	25
2	Agree	29	25
3	Neither Agree Nor Disagree	57	46
4	Disagree	5	4
5	Strongly Disagree	0	0
	TOTAL	120	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.

CHART 3.1.9

CHART 3.1.9 SHOWING THEFT AND DAMAGE OF THE GOODS

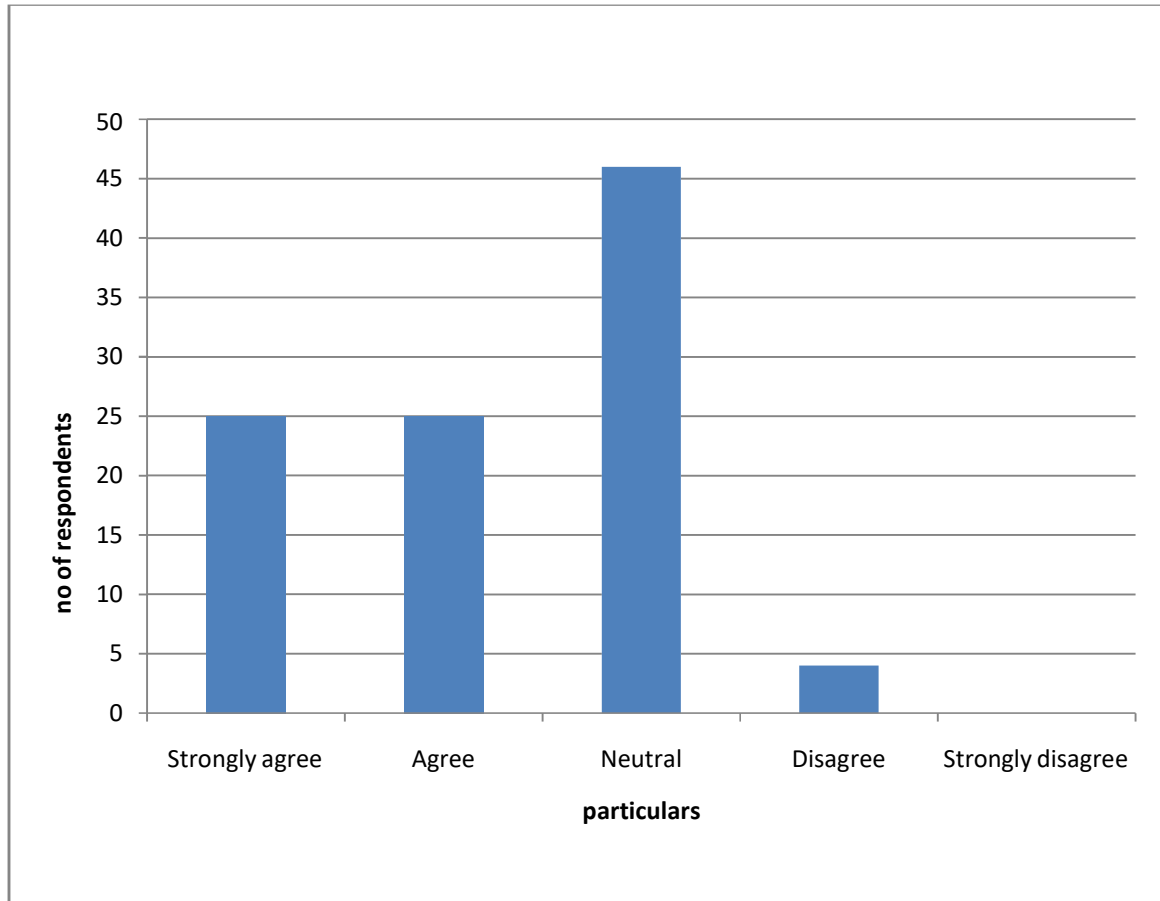


TABLE 3.1.10**TABLE 3.1.10 SHOWING SATISFACTION**

	Chennai port		Tuticorin		Cochi n	
Very Satisfied	9	8	4	3	9	8
Satisfied	34	28	34	28	35	28
Neutral	69	58	27	22	69	58
DisSatisfied	9	6	39	33	8	6
Very disSatisfied	0	0	17	14	0	0

INTERPRETATION:

From the above table it can be interpreted that 28% of the respondents Satisfied with the all ports, 58% of the respondents stays neutral about Chennai and Cochin port.

Tuticorin port has the high percentage of disSatisfied employees.

CHART 3.1.10
CHART 3.1.10 SHOWING SATISFACTION

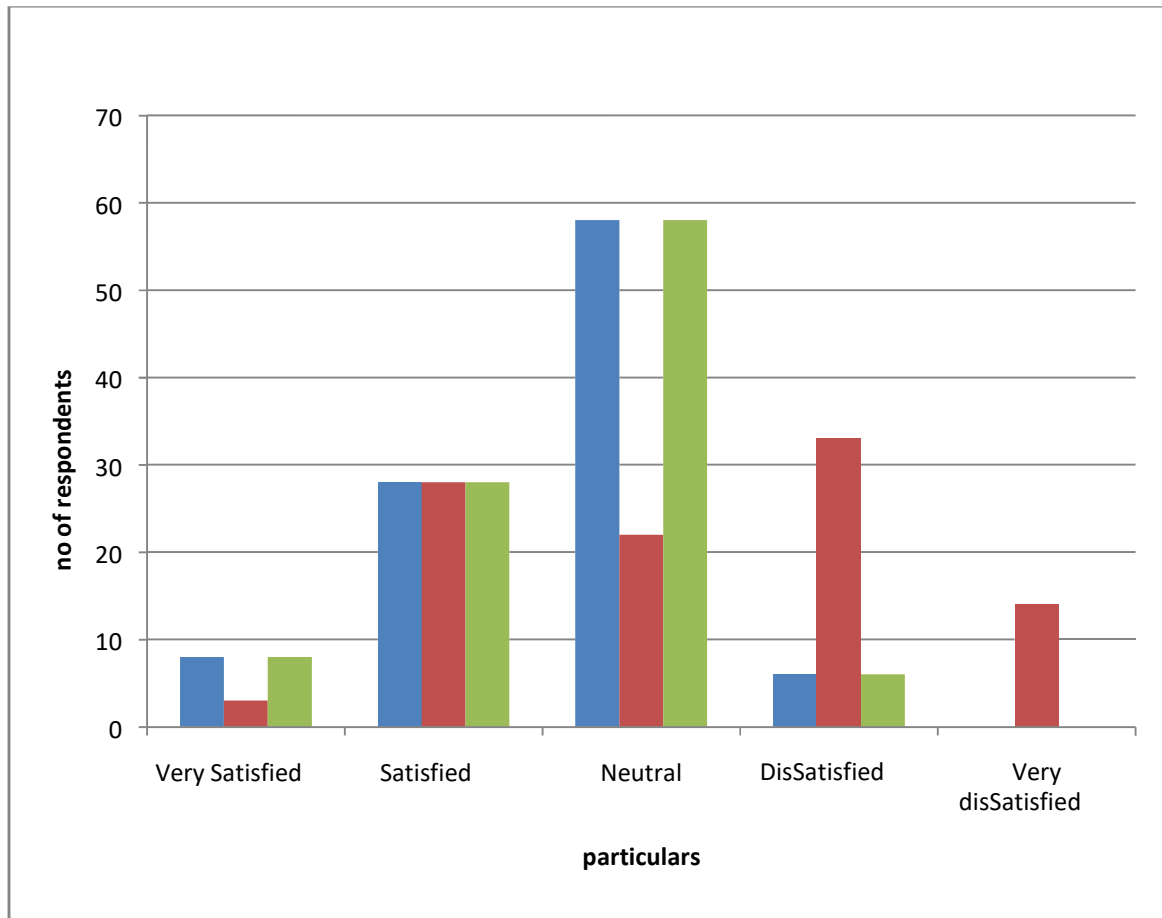


TABLE 3.1.11

TABLE 3.1.11 SHOWING PROBLEM WITH SHIPPING

S.N O	PARTICULARS	NO OF RESPONDENT S	PERCENTAG E
1	YES	94	78
2	NO	26	22
	TOTAL	120	100

INTERPRETATION:

From the above table it can be interpreted that 78% of the respondents agrees that they have problem with shipping, 22% of the respondents do not have any problem with shipping.

CHART 3.1.11

CHART 3.1.11 SHOWING PROBLEM WITH SHIPPING

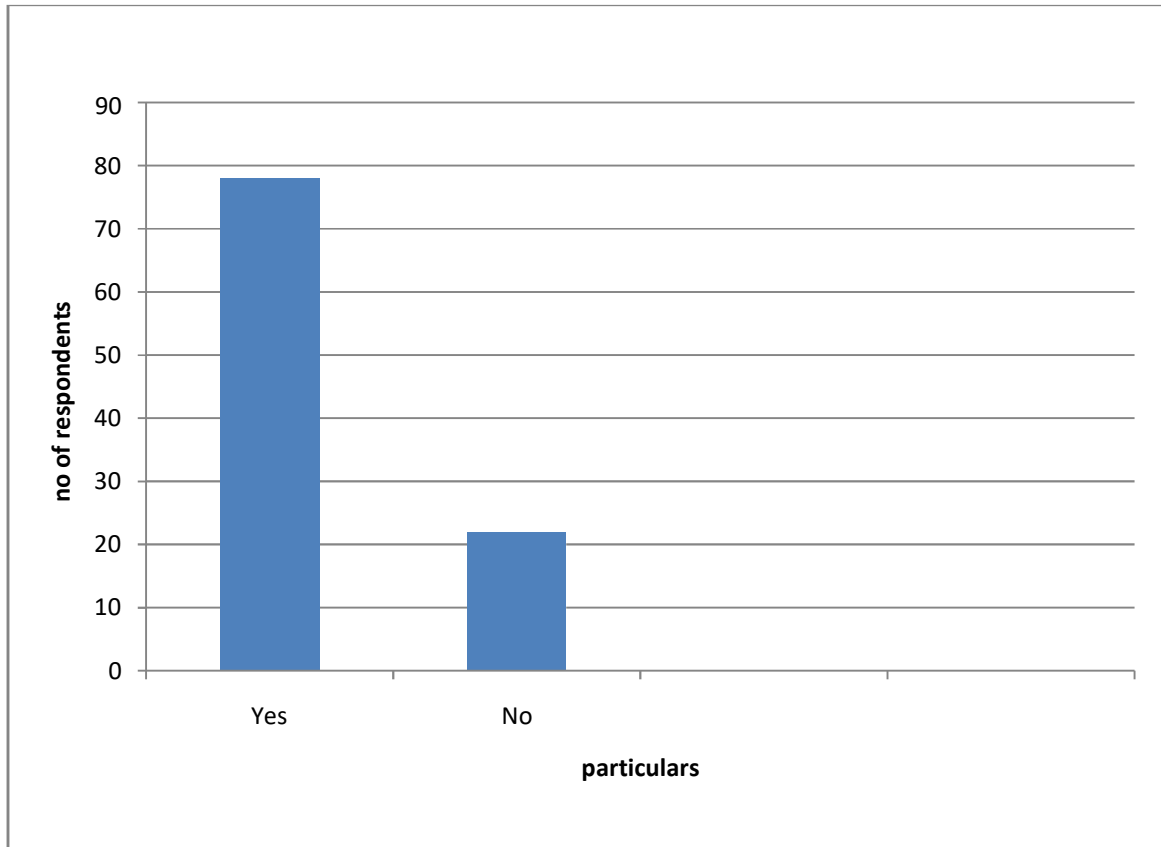


TABLE 3.1.12**TABLE 3.1.12 SHOWING PROMPTNESS OF SERVICE**

S.NO	PARTICULARS	NO OF RESPONDENTS	PERCENTAGE
1	Excellent	9	8
2	Good	34	28
3	Neutral	69	58
4	DisSatisfied	8	6
5	Highly disSatisfied	0	0
	TOTAL	120	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 respondentssays neutral about their promptness of service.

CHART 3.1.12

CHART 3.1.12 SHOWING PROMPTNESS OF SERVICE

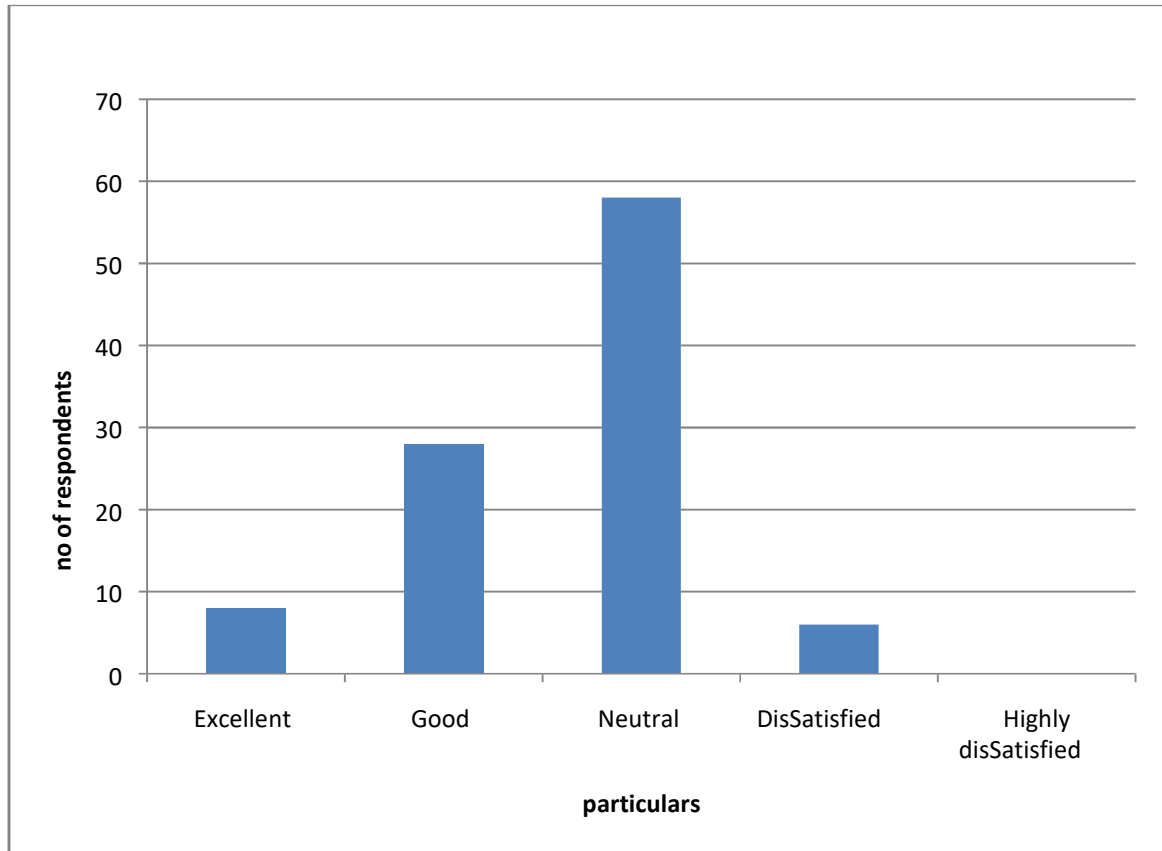


TABLE 3.1.13**TABLE 3.1.13 SHOWING SAFETY OF GOODS**

S.NO	PARTICULARS	NO OF RESPONDENT S	PERCENTAG E
1	Excellent	4	3
2	Good	34	28
3	Neutral	26	22
4	DisSatisfied	39	33
5	Highly disSatisfied	17	14
	TOTAL	120	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, 33% of the respondents are disSatisfied on safety of goods in freight forwarding.

CHART 3.1.13

CHART 3.1.13 SHOWING SAFETY OF GOODS

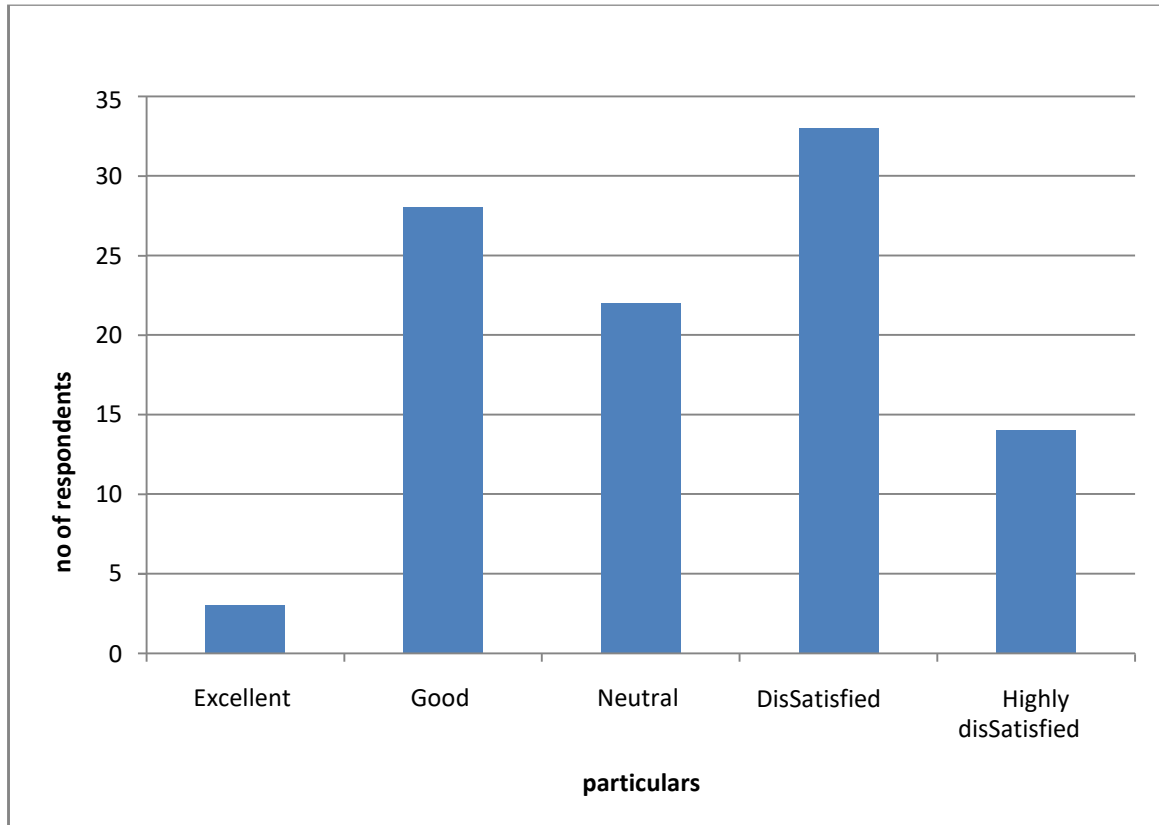


TABLE 3.1.14**TABLE 3.1.14 SHOWING TERMS AND CONDITIONS**

S.N O	PARTICULARS	NO OF RESPONDENT S	PERCENTAG E
1	Highly Satisfied	35	29
2	Satisfied	64	53
3	Neutral	13	11
4	DisSatisfied	8	7
5	Highly disSatisfied	0	0
	TOTAL	120	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. And 29% of the respondents says that they are highly Satisfied with the terms and conditions of freight forwarding.

CHART 3.1.14

CHART 3.1.14 SHOWING TERMS AND CONDITIONS

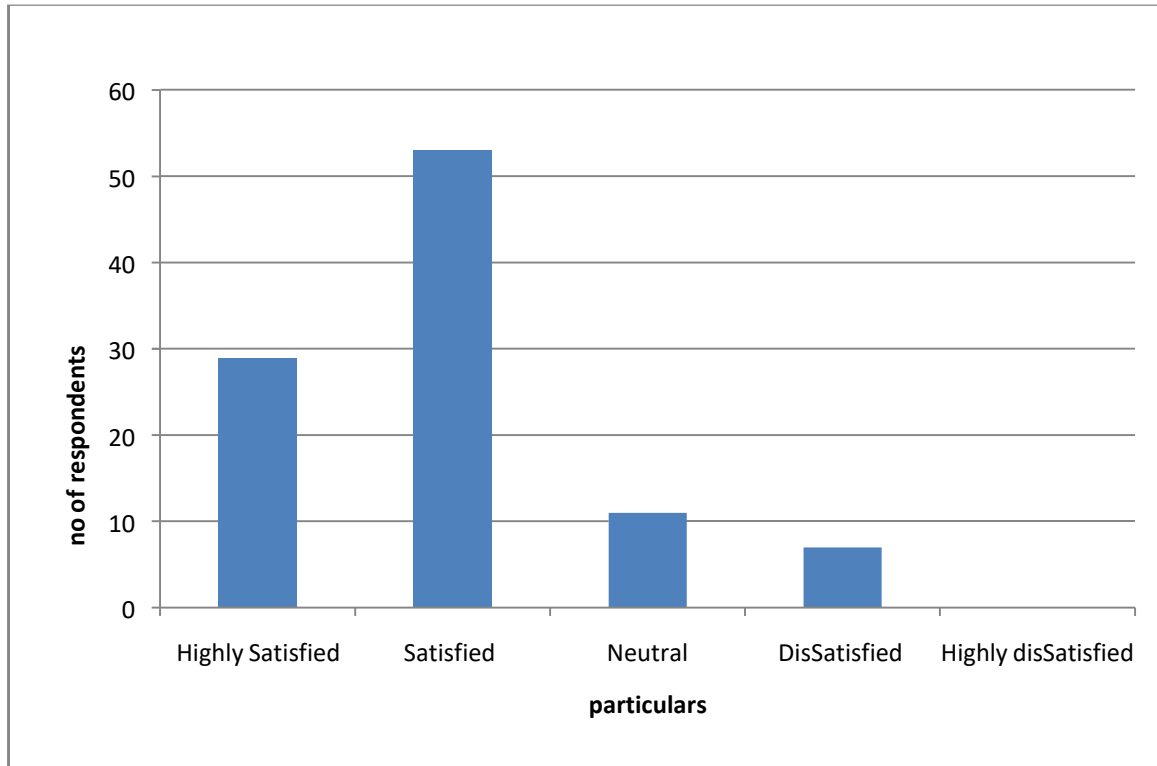


TABLE 3.1.15

**TABLE 3.1.15 SHOWING DOCUMENTATION FOR TRANSACTION
PROCESS**

S.NO	PARTICULARS	NO OF RESPONDENT S	PERCENTAG E
1	YES	96	80
2	NO	24	20
	TOTAL	120	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.

CHART 3.1.15

**CHART 3.1.15 SHOWING DOCUMENTATION FOR TRANSACTION
PROCESS**

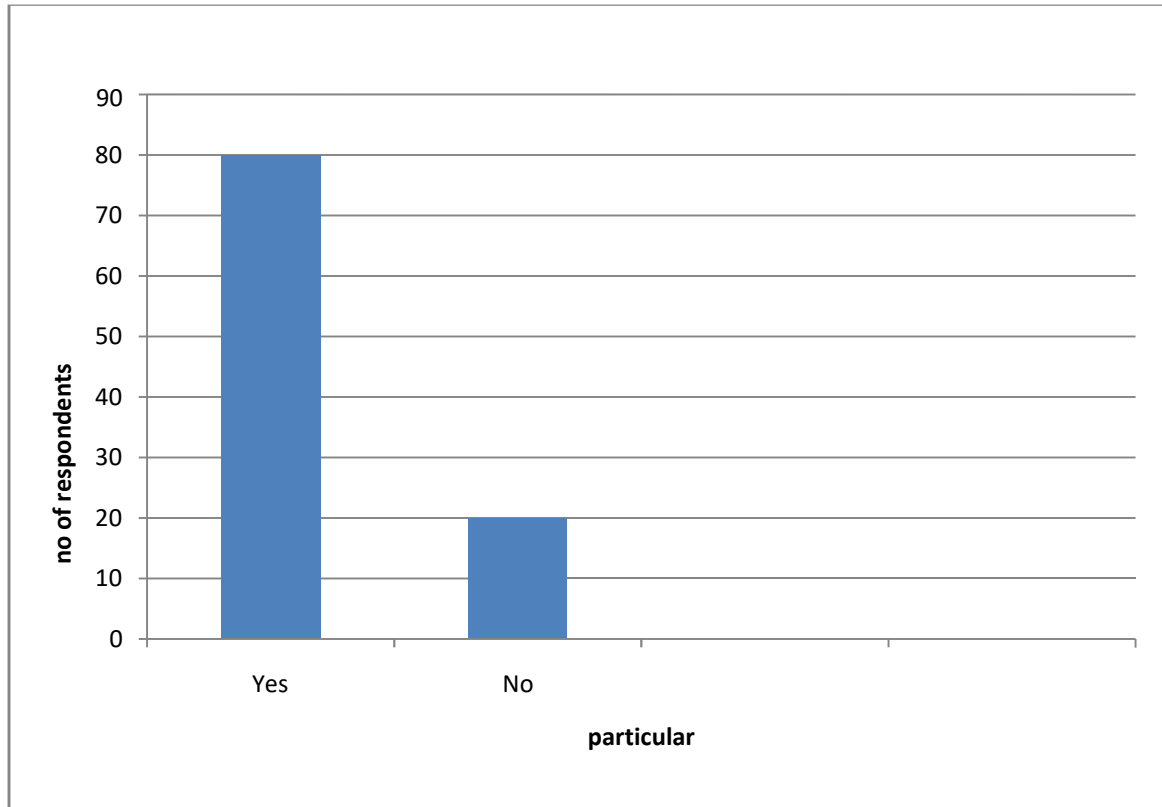


TABLE 3.1.16**TABLE 3.1.16 SHOWING CUSTOM CLEARANCE**

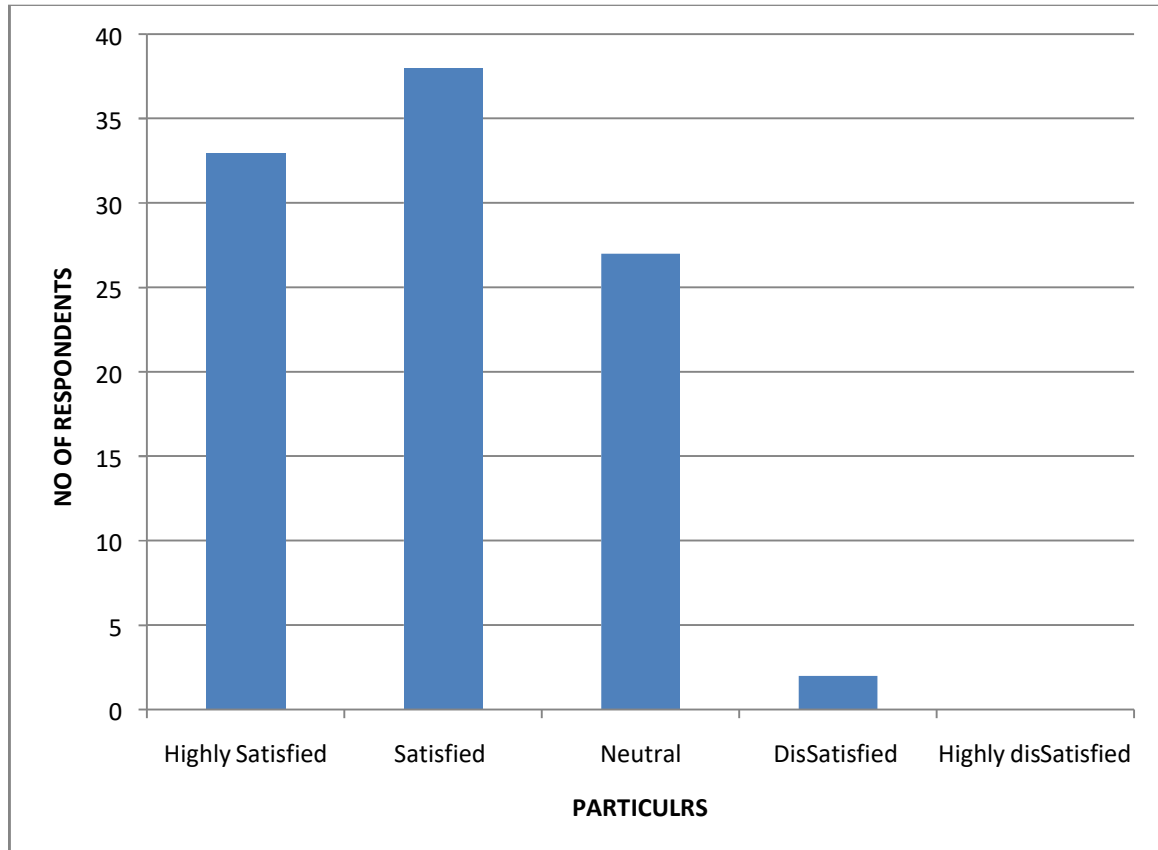
S.NO	PARTICULARS	NO OF RESPONDENT S	PERCENTAG E
1	Highly Satisfied	40	33
2	Satisfied	45	38
3	Neutral	32	27
4	DisSatisfied	2	2
5	Highly disSatisfied	0	0
	TOTAL	120	100

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 staysneutral with the custom clearance.

CHART 3.1.16

CHART 3.1.16 SHOWING CUSTOM CLEARANCE



3.1 STATISTICAL ANALYSIS

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 (H_0):

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

Alternate hypothesis (H_1):

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

Expected frequency = Row Total * Column Total

Grand Total

Case Processing Summary

	Case s					
	Valid		Missing		Total	
	N	Percent	N	Percent	N	Percent
gender * problem facedwith shipping	12 0	100.0 %	0	.0 %	12 0	100.0 %

gender * problem faced with shipping Cross tabulation

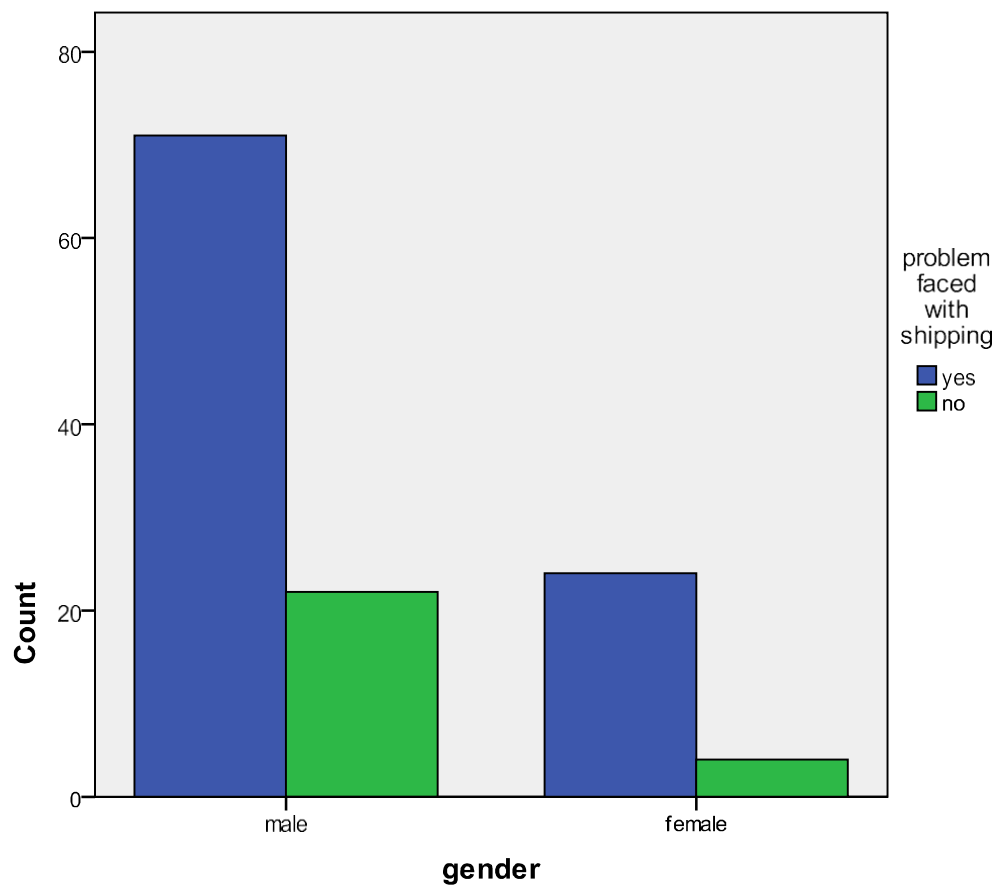
		problem faced with shipping		Total
		ye s	no	
gender male	Count	71	22	93
	% within gender	76.3%	23.7%	100.0%
	% within problem faced with shipping	74.7%	84.6%	76.9%
	% of Total	58.7%	18.2%	76.9%
female	Count	24	4	28
	% within gender	85.7%	14.3%	100.0%
	% within problem faced with shipping	25.3%	15.4%	23.1%
	% of Total	19.8%	3.3%	23.1%
Total	Count	95	26	120
	% 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		
Continuity Correction ^b	.633	1	.426		
Likelihood Ratio	1.200	1	.273	.432	.216
Fisher's Exact Test					
Linear-by-Linear Association	1.111	1	.292		
N of Valid Cases	120				

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 =

$3.841Z = Z_{cal} < Z_{tab}$

$Z = 1.120 < 3.841$

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.

Correlation

Correlation is significant at the 0.01 level (2-tailed). p value is less than 0.01, hence the null hypothesis rejected at 1% significance level. The correlation relation between exporter /importer issues, port authority issues is 0.507 which indicates that 50.7% relationship between exporter/importer issues and port authorities at 1% significant level.

Null hypothesis (Ho):

There is no relationship between export/import issues and port authority issues.

Alternate hypothesis (H1):

There is the relationship between export/import issues and port authority issues.

Options	No of respondents	percentage
yes	72	62
no	48	38
total	120	100

It is inferred that 62 percentage of the respondents are facing problems regarding CFS operations and 38 percentage are not facing any problems.

The efficiency of the Customs clearance	Mean	Std. Deviation
Import shipments cleared and delivered as per schedule	4.12	.689
Export shipments cleared and shipped as per schedule	4.20	.639
Customs clearance a transparent process	2.98	.795
Receive adequate and timely information when regulations change	2.44	.577
Traders demonstrating high levels of compliance receive expedited Customs clearance	2.42	.785

Based on mean score respondents related to the efficiency of customs clearance, it is clear that the import shipments are cleared and delivered as scheduled (4.12), export shipments are cleared and shipped as scheduled(4.20).

		Exim	Port
Export /import	Pearson Correlation	2	.807**
	Sig. (2-tailed)		.000
	N	100	100
Port	Pearson Correlation	.807**	2
	Sig. (2-tailed)	.000	
	N	100	100

to enhance the export and import, so the customs should treat them well and in a prestigious manner. Proximity to CFS and ICD has to be facilitated.

CHAPTER IV

4.1 FINDINGS

- In this period of time I came to know that international market is not that hard to make career in that, likewise getting your route isn't that easy. But with proper sufficient knowledge anyone can dive in this field but only those will survive and thrive who are flexible in any condition.
- It helped in knowing various works like container planning, providing quotation to exporter, container booking, etc. how this all works in Freight Forwarding Company.
- Tracking of the containers in the container freight station are done through the internet site named ICE GATE (icegate.gov.in).
- Summer Internship also taught what is the procedure of export and what all are the documents that are required by a freight forwarder for the export.
- Different containers of shipping line of different types and for different purpose & what is the maximum amount of goods can be loaded in the container.

4.2 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 highly Satisfied with the freight rates. Around 55% of the opinions are just simply Satisfied or neutral. So the organization should take necessary steps.
2. The Allwin Cargo 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. The company can provide 24/7 customer care service to their customers

CHAPTER V

CONCLUSION

By studying and comparing the various problems faced by the freight forwarders. It is easy to identify the solutions to avoid the problems and make sure the smooth flow of business. This will help the company to establish a reasonable share in the market place.

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.

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

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.

Freight forwarders are the travel agents for the freight. They are doing the best operations in India with the limited infrastructural facilities. The problems faced by forwarders is identified in a customs clearance perspective and it is very clear by the facts and figures that it is because of government regulations, the result of port authorities, insurance companies, customs clearance, infrastructural issues, payment issues etc. To overcome these problems the forwarders association have to be strong and they have to raise the voice mainly against the government so that the government will be forced to help the forwarder. The main problems India suffer in the shipping industry is because of infrastructure facilities. Technologies are improving now. Freight forwarders have to be very careful in accepting shipments from exporters and importers.

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APPENDIX

A STUDY ON PROBLEMS FACED BY FREIGHT FORWARDERS WITH

REFERENCE TO Allwin Cargo

QUESTIONNAIRE

DEMOGRAPHIC:

1. Name:
2. Marital Status: a) single/unmarried b) married c) divorced
3. Where is your home located?
4. Religion: a) Christian b) Hindu c) Muslim d) Jainism
5. Age: a) 20-30yrs b) 30-40yrs c) 40-50yrs d) above 50yrs
6. Gender A) Male B) Female
7. Educational Qualification: a) Graduate b) Post Graduate c) ITI d) Diploma
8. 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:

9. Mention the operation area of your asset-based carriers?

1. Chennai
2. Coimbatore
3. Tuticorin
4. Madurai
5. Cochin

10. How frequently you are exporting the goods?

1. Daily
2. Biweekly
3. Weekly
4. Fortnight

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

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

12.What is your opinion about freight rates?

- a) Highly Satisfied
- b) Satisfied
- c) Neutral
- d) DisSatisfied
- e) Highly DisSatisfied

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

1-Strongly Disagree 2-Disagree 3-Neutral 4-Agree 5-Strongly Agree

14.Rate the satisfaction factors in the following port,

	Chennai port	Tuticorin	Cochin
Very Satisfied			
Satisfied			
Neutral			
DisSatisfied			
Very disSatisfied			

15.Have you face any problem with shipping?

- a. Yes
- b. No

If yes please mention it _____

16.What is your opinion about the promptness of service given by Allwin Cargo to its customers?

- 5. Excellent
- 6. Good
- 7. Neutral
- 8. DisSatisfied
- 9. Highly disSatisfied

17.How far you can assure safety of goods in freight forwarding?

- 10. Excellent
- 11. Good
- 12. Neutral
- 13. DisSatisfied
- 14. Highly disSatisfied

18.Are you Satisfied with the terms and conditions for freight forwarding?

- 15. Highly Satisfied
- 16. Satisfied
- 17. Neutral
- 18. DisSatisfied
- 19. Highly disSatisfied

19.Is Documentation done for your transaction process?

- a) Yes
- b) No

20.Are you Satisfied with the customs clearance for your goods?

- a) Highly Satisfied
- b) Satisfied
- c) Neutral
- d) DisSatisfied
- e) Highly disSatisfied

21.Any suggestions to reduce the problems faced by freight forwarders?
