

CRITICAL ANALYSIS OF IMPROVING THE DELIVERY ACCURACY IN AMPLE LOGISTICS COMPANY

Submitted in partial fulfillment of the requirements for the award of

Master of Business Administration

By

DEEPA VP
RegisterNo.42410150



**DEPARTMENT OF BUSINESS
ADMINISTRATION SCHOOL OF MANAGEMENT
STUDIES**

SATHYABAMA

**INSTITUTE OF SCIENCE AND TECHNOLOGY
(DEEMED TO BE UNIVERSITY)**

**Accredited with Grade "A++" by NAAC | Category – 1 University by UGC
Approved by AICTE | Jeppiaar Naga, Rajiv Gandhi Salai , Chennai-600119**

DECEMBER-2023



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SCHOOL OF BUSINESS ADMINISTRATION

BONAFIDE CERTIFICATE

This is to certify that this Project Report is the bonafide work of **DEEPA VP (42410150)** who have done the Project work entitled “**CRITICAL ANALYSIS OF IMPROVING THE DELIVERY ACCURACY IN AMPLE LOGISTICS COMPANY**” under my supervision from October 2023 to December 2023.

Internal Guide

-

External Guide

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Dean–School of Business Administration

Submitted for Viva voce Examination held on 22.12.2023

Internal Examiner

External Examiner

DECLARATION

I **DEEPA VP (Register No. 42410150)** hereby declare that the Project Report entitled **“CRITICAL ANALYSIS OF IMPROVING THE DELIVERY ACCURACY IN AMPLE LOGISTICS COMPANY”** done by me under the guidance of **DR. MOLI GHOSH**, at **SATHYABAMA INSTITUTE OF SCIENCE AND TECHNOLOGY, CHENNAI** is submitted in partial fulfillment of the requirements for the award of Master of Business Administration degree.

DATE: 22.12.2023

PLACE: Chennai

A handwritten signature in black ink, appearing to read 'Deepa V.P.', is placed over a light blue rectangular background.

SIGNATURE OF THE CANDIDATE

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. BHUVANESWARI G.**, Dean, School of Business Administration and **Dr. PALANI A.**, Head, School of Business Administration 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. MOLI GHOSH** 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 Business Administration who were helpful in many ways for the completion of the project.


DEEPA VP

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ABSTRACT

This is study on critical analysis of improving the delivery accuracy in cargo handling with AMPLE LOGISTICS cargo services as a case study. The study x-rays cargo handling in India and various ways of improving delivery accuracy in cargo handling using cargo handling services as a case study. Various factors make cargo handling delivery unachievable .The Researcher aim is to critically analyze the ways of improving cargo handling delivery accuracy in Ample logistics The Researcher objective is to examine the causes of delays and cargo damage in cargo handling services at the ports and explore ways of improving cargo handling services at ports. In this course of carrying this research work various techniques or methods of data collection were used. They include questionnaires, and observations. A sample size of 150 workers in Ample logistics was used and chosen among the number department/sections of worker using Likert scale. The researcher makes use of two hypotheses in this study to analyze the research project. The researcher made use of SPSS in testing the formulated hypothesis.. From the analysis, the researcher finds out that there are modern ways of improving cargo handling services at ample logistics. The researcher therefore recommends that technology need of cargo carriers be reviewed from time to time and that carriers take multi-modal transportation cognizance in their delivery strategy.

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AMPLE
LOGISTICS

SUB : INTERNSHIP COMPLETION LETTER

We are glad to inform you that Ms. Deepa VP (Reg No: 42410150) of M/s.Sathyabama Institute of Science and Technology, Chennai had successfully completed her internship training with a project title "**Critical Analysis of Improving the Delivery Accuracy in Cargo Handling**" as a part of the academic requirement in our firm M/s. Ample Logistics, Chennai 600001 for a period from 04th October 2023 to 03rd November 2023.

The internship on evaluation fulfills all the stated criteria and the students finding on her original work. During the internship, she has exposed to the various activities in Logistics sector.

We of the opinion that she is extremely inquisitive and hard working. She is very much interested to learn the functions of our core division and is willing to put her efforts to get in to depth of the subject to understand better.

The association of the student with our firm during her internship was very fruitful and satisfied we wish her all the best in her future endeavors.

Date : 03rd November 2023

Place : Chennai

For AMPLE LOGISTICS

Authorised Signatory



LICENSED CUSTOM HOUSE AGENTS (R-387/2016)

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CHAPTER 1

INTRODUCTION:

A cargo ship or freighter is a merchant ship that carries cargo, goods, and materials from one port to another. Thousands of cargo carriers ply the world's seas and oceans each year, handling the bulk of international trade. Cargo ships are usually specially designed for the task, often being equipped with cranes and other mechanisms to load and unload, and come in all sizes. Today, they are almost always built of welded steel, and with some exceptions generally have a life expectancy of 25 to 30 years before being scrapped.

Shipping services provide companies and consumers with products and services that they need in order to continue functioning in a prosperous manner. Consumers rely on shipping services for both exporting and receiving. The term shipping services generally refers to deliveries transported by land, sea or air. These three categories are the main shipping services categories.

Cargo, also known as freight, refers to goods or produce being transported from one place to another – by water, air or land. Originally, the term “cargo” referred to goods being loaded onboard a vessel. These days, however, cargo is used for all types of goods, including those carried by rail, van, truck, or intermodal container.

The strong relationship between growth in international trade and logistics infrastructure is widely acknowledged. Growth in trade induced requirement for supporting infrastructure while availability of infrastructure at competitive rates promotes trade and improve global competitiveness of the country.

The demand for cargo transportation has increased significantly over the last few years, because product life cycles have shortened and demand for rapid delivery has increased. Changing business models such as Just- in-Time Manufacturing and Global out

sourcing models have contributed to the rapid growth of cargo logistics business. In such a changing business environment, where speed-to-market is a competitive imperative, movement of inventory is no longer viewed as a compartmentalized process.

1: IMPORTER REQUESTS QUOTES AND ORDERS GOODS

The first step in the shipping process is when an importer (also known as the **consignee**) orders goods from a supplier (also known as the **consignor**). In a usual import, buyers will generally ask suppliers for a quote when looking at goods to purchase. The quote can often be accompanied by, or be in the form of, a ***proforma invoice***. A proforma invoice is effectively an invoice that is used to provide an estimate and can be subject to change. This differs from a **commercial invoice** which is a final and official invoice used for customs clearance declarations. Once the quote has been approved, the consignee will often create a **purchase order**. A purchase order is simply a contract outlining the details of the order and the cost of the goods. Depending on the business, a comprehensive purchase order will also contain a projected shipping date, origin and destination addresses as well as the freight dimensions.

ENGAGING A FREIGHT FORWARDER

Once the purchase has been agreed and the incoterms selected the importer can then arrange for a freight forwarder to manage the transportation of the goods from Point A to Point B.

OBTAINING A LETTER OF CREDIT

When an order is made, a common way to pay the supplier is to obtain a **letter of credit**. Many buyers use this because it's one of the most secure payment methods in international shipping. It's essentially a binding legal agreement issued by a financial

institution (such as a bank) guaranteeing payment for the goods .A buyer will typically apply for a letter of credit with a bank, outlining everything in their order. When the bank finalises the letter, they will submit it to the supplier's bank, who will then check it off to ensure the supplier agrees with the terms and conditions before the manufacturing of the goods commences.

ISSUING OF COMMERCIAL INVOICE

Following this, the supplier will provide the importer with an order confirmation and a **commercial invoice**. This invoice is a key document, detailing the price and quantity of the sold goods. It is vital for an importer to keep the commercial invoice in a safe place, as it provides evidence of proof of sale and is required for customs clearance purposes.

STEP 2: FREIGHT FORWARDER ARRANGES EXPORT

If you are working with an independent forwarder, the agent you have been dealing with will then contact their overseas partner to arrange the collection of the goods. The overseas representative will in turn contact the relevant supplier and arrange for the export of the buyer's goods. This will involve the preparation of several key documents used in the international shipping process which are required for customs purposes.

DOCUMENTS THAT NEED TO BE PREPARED BY THE SUPPLIER

A **Packing List**: a supplier will prepare a packing list which will be used by a freight forwarder to highlight all the information regarding the freight being transported. It will include information such as the contact details of the exporter and the buyer and how the goods are packed.

A **Certificate of Origin**: a supplier will also prepare this certificate if they are exporting to a free-trade country. This will be used to certify the location in which the goods were produced so that the buyer may benefit from local free trade agreements and avoid duty payments.

A **Shipper's Letter of Instruction (SLI)**: a supplier may be required to prepare an SLI, to provide the local shipping agent with a written record of the shipping information.

An **Australian Packing Declaration** (if shipping to Australia): this is only required for freight shipped by sea and will be prepared by a supplier and sent to the buyer. It will be used by customs to identify the packing material of the goods. Packing declarations can either be one-off (for one shipment) or annual, lasting for 12 months. If a buyer imports regularly to Australia from the same supplier, obtaining an Annual Packing Declaration will mean less paperwork throughout the year.

A **Manufacturer's Declaration**: This is typically a declaration created by a manufacturer for customs purposes. It declares information such as whether or not the goods are toxic or hazardous and also declares what materials the goods contain; and

DANGEROUS GOODS FORMS: If a supplier is shipping dangerous goods as classified by the International Air Transport Association (IATA) or the International Maritime Organisation (IMO), they will be required to fill out and include relevant dangerous goods forms.

DOCUMENTS THAT NEED TO BE PREPARED BY THE BUYER

Each country has different requirements for export customs clearance. However, in order to prepare a shipment for export from Australia, generally, the following documents are required:

An **Export Declaration**: When exporting from Australia, a supplier will typically be required to make an export declaration if the goods exported are over AUD\$2,000 in value or if an export permit is required. Some goods are exempt from this requirement such as pets, mail, domestic cargo, military goods and personal effects; and

A **permit to export/import prohibited goods**: If a supplier or a buyer is importing or exporting prohibited goods, they may require a special type of licence depending on what goods they decide to import or export.

STEP 3: BOOKING OF FREIGHT:

Once the required documentation is in order, the supplier must make a booking for the export shipment. It is critical for freight to be booked early to avoid disappointment, especially if the goods are going to be transported in peak shipping season (which is typically from September to January).

STEP 4: GOODS TO TRAVEL TO INTERNATIONAL DEPOT/PORT

Once the goods are packed and ready, they will be transported to a depot or port for export. Depending on the shipping incoterms, this will either be arranged by the supplier or by the consignee through their freight forwarder. Export clearance can then commence.

THE BILL OF LADING

When a carrier arrives to pick up the goods, a **bill of lading** is issued. A bill of lading confirms that the goods were received by the carrier in an acceptable condition. This is an extremely valuable document, as it acts as proof of legal title over goods.

Several bills of lading may be involved in a shipment. For instance, a supplier may require an 'inland' bill of lading if goods are being moved from a warehouse to a

seaport (for the goods to travel via international transit). A separate bill of lading may then be issued by an ocean carrier to a supplier if the next leg of the journey is by sea.

The supplier will then need to provide the bill of lading to the consignee (i.e. the buyer). The buyer will be required to present the bill of lading in order to secure the release of the shipment and claim ownership over the goods. Again, this can all be coordinated through a freight forwarding company.

STEP 5: GOODS PROCESSED THROUGH EXPORT CUSTOMS CLEARANCE AND PLACED IN TRANSIT

Prior to departure, the goods will be processed through export customs clearance. This is where all documentation is reviewed and checked by government agencies. Suppliers will typically be required to complete an **Export Declaration**. If the export is cleared, those goods will then be placed in international transit (where, as mentioned, a separate bill of lading may be issued).

There are several modes of transport a buyer can select to transport their freight when shipping by sea, including:

- **Full Container Load (FCL):** this is where the shipment of one buyer takes up a full container;
- **Lesser Container Load (LCL):** where a buyer's goods don't take up the whole container (instead, the goods take up less of the container) and are stored with other buyers' goods;
- **Reefer:** A reefer is essentially a large fridge used to refrigerate goods while in transit – reefers are normally used to transport goods like fruits, meat, vegetables, dairy and fish;

- **Out of Gauge (OOG):** also known as **break bulk**, these are loads that are basically too big to fit into a container (and usually come with an extra surcharge);
- **FLAT RACKS:** As opposed to using standard shipping containers, buyers can instead choose flat racks – these are great for goods that do not fit in normal shipping containers (like break and OOG loads).

STEP 6: GOODS ARRIVE IN BUYER'S COUNTRY FOR IMPORT CLEARANCE

Once a buyer's goods arrive in the country of destination, the goods undergo an import clearance. In Australia, all imported goods must be cleared through the border by the Australian Border Force. There are several regulations you must follow depending on the goods you are importing, whether they are motor vehicles, animals, human remains or even intellectual property. Imported goods may be subject to certain taxes, tariffs and/or charges.

Depending on the commodity the goods may also be subject to quarantine inspection on arrival. For example, if you are importing plants, animals, certain minerals or human products such as human remains, the Australian Department of Agriculture and Water Resources will inspect and/or treat your goods for diseases and/or pests.

STEP 7: GOODS ARE TRANSPORTED FROM THE PORT TO THE BUYER

Once the goods pass through customs and are good to go, they will then be delivered to the buyer or agreed delivery point. Once, again, the incoterms on the shipment will determine who arranges this. Depending on the shipment type (air or sea freight, FCL or LCL) a range of transport options will be available. This can include delivering loose on a truck, delivering a container with a side loader and dropping the goods on the ground,

or delivering to a roller door for live unload. The receiver should discuss with the transport company or forwarder beforehand how they would like to receive the cargo for ease of delivery.

CONTAINER SHIPS: It is **the most common** mode of sea freight transport. As the name suggests, these vessels are designed to carry standard 20', 40' and 45' containers

GENERAL CARGO SHIPS

They mostly **carry packaged goods** but do not have space for containers. They use their own built-in cranes for loading and unloading operations once at ports.



TANKERS

They are designed for the transport of a large amount of liquid cargoes like petroleum products (oil, gas), chemicals, wine, juice, etc. in bulk. They are further subdivided into different types based on the cargo carried.

- Oil tankers: for carrying raw oil and its by-products. These ships can hold up to two million barrels
- Liquefied gas tankers: for LPG (liquid petroleum gas)

- Chemical and product tankers: for chemicals and different liquid products. These ships have several tanks to avoid mixing different substances.
- Other types of tankers for juice, wine, etc.

DRY BULK CARRIERS

They are structured specifically to transport **solid non-packaged loose dry cargo in bulk quantities**. Such carriers are then used for bagged cargo (cement, wheat, sugar...), palletized cargo (paints, chemicals...), but also for minerals (coal, iron ore...), food grains, timber ... and other similar products. They are equipped with spoon-shaped cranes that allow loading and unloading and their decks have specific areas dedicated to this activity.

MULTI-PURPOSE VESSELS

They can carry a combination of **all kinds of goods** (general cargo, liquid), thanks to separate containers and storage systems.

REFER SHIPS

They are designed for the carriage of **frozen/temperature-controlled cargoes**, mainly in refrigerated containers. Food and perishable goods (fruits, vegetables, meat, fish...) are transported on board such vessels where they are kept at a very low temperature in order to ensure their good condition during the voyage.

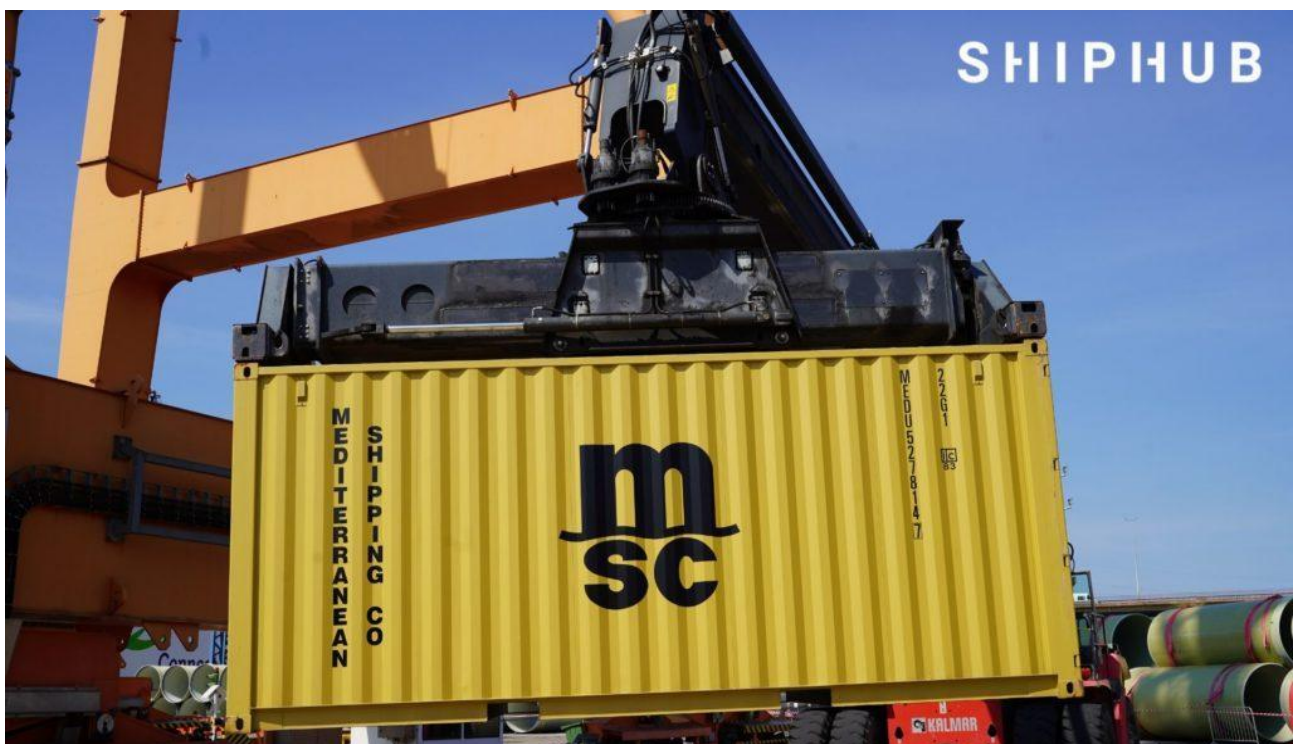
ROLL-ON/ROLL-OFF VESSELS

Ro-Ro is an acronym for Roll-on/roll-off. Using ramps and platforms, these ships are made for the carriage of **wheeled cargo**, from private cars to industrial vehicles or lorries, including buses, trucks, construction equipment, excavators, etc. The vehicles

can directly roll on and off the vessel, whether driven or by wheeled handling equipment with wheels, depending on the fact that they are self-propelled or not.

CONTAINER UNLOADING:

Unloading is placing the appropriate container on a ship, chassis, wagon, or any other means of transport. When the ship arrives at the port, the containers should be unloaded. This is usually done with the help of special container cranes. In the photo below, you can see how such a crane looks like.



1.2 COMPANY PROFILE:

Ample Logistics is a 8 years 3 days old Partnership Firm incorporated on 27-Nov-2015. The major activity of Ample Logistics is Services, Sub-classified into Other professional scientific and technical activities and is primarily engaged in the Other professional scientific and technical activities n e c. Ample Logistics is classified as Micro enterprise in the financial year 2023-24. It has its unit situated at Chennai, Tamil Nadu. Ample Logistics Private Limited is an unlisted private company incorporated on 06 December, 2012. It is classified as a private limited company and is located in South West Delhi, Delhi. It's authorized share capital is INR 1.00 lakh and the total paid-up capital is INR 1.00 lakh .The current status of Ample Logistics Private Limited is - Active. The last reported AGM (Annual General Meeting) of Ample Logistics Private Limited, per our records, was held on 30 September, 2018.Ample Logistics Private Limited has two directors – Anjay Singh and Manu Kaushik. Anjay Singh has the largest number of other directorships with a seat at a total of 3 companies. In total, the company is connected to 4 other companies through its directors .They provide all kinds of logistic support including clearing, forwarding, consolidation, containers & other related services tailored to your business needs. Establishing strong domestic lanes for integrated on-time services, Ample created a light web of internodes links to the competent international logistic system. Ample is able to route shipments using either N.L.C (national Logistic Cell) railway services or reliable independent tracking transporting shipment to different I.C.D's.

1.3 OBJECTIVES FOR THE STUDY

- The main objective of logistics management is to execute proper planning on transportation modes and inventory available to satisfy the customers. This leads to a smooth freight moving process and timely delivery of products or goods.
- To provide environmental sustainable, reliable, efficient and quality shipping services, complying with all legal and other requirements.
- To be an optimally profitable, viable, ethical and socially responsible commercial organization contributing to the national economy by securing a reasonable return on capital and serving the nation's needs.
- To continually improve its efficiency in process and technology, adopting various measures including optimum use of Information Technology.

1.4 NEED FOR THE STUDY:

- Cargo services are essential for businesses of all sizes, as they enable the transportation of goods and products across the globe.
- The shipping industry is a vital component of the Indian economy, contributing significantly to the country's gross domestic product (GDP).

- Cargo contributes by carrying important shipments all over the world and facilitates the supply chain of, foodstuff, mail, automotive parts, electronics, flowers, vaccines, medical supplies, high-value shipments like jewelry, livestock, horses, airplane parts, and many other important shipments that support businesses.

1.5 SCOPE FOR THE STUDY:

- "Cargo Shipping Market" is expected to witness significant growth in the coming years, primarily driven by the growing demand for (Food and Manufacturing, Oil and ores, Electrical and electronics), Based on the type, the market can be segmented into (Container cargo, Bulk cargo, General cargo).
- The scope of shipping is to ensure that goods are delivered to the right place, at the right time, and at the lowest cost possible.
- Supply is set to rise with the easing of port congestion and deliveries of new vessels ordered during the boom period of the past two years.

CHAPTER 2

2.1 REVIEW OF LITERATURE

**The role of technology in maximizing value generation in cargo services (2023)-
Published by the times of India:**

Cargo services play a crucial role in the global economy, and optimizing supply chain networks has become critical for bringing agility, efficiency, and resilience and for unlocking growth and profitability in the sector. With an estimated size of \$230 billion in the FY 2021-2022, the Indian logistics industry is projected to grow at a Compound Annual Growth Rate (CAGR) of 8.8% until 2028, emphasizing the importance of optimizing supply chain networks in the country.

How to transform your shipping company (2022)-STEVE SAXON:

Layers in most shipping subsectors have enjoyed a profitable couple of years. However, the industry faces a complex, rapidly changing environment. Macro uncertainties—the threat of recession, geopolitical volatility, crew shortages, escalation of operational costs, and fluctuations in cargo demand—affect all aspects of operations. In addition, there is increased environmental regulation to get to grips with, and much uncertainty around decarbonization pathways.

A Guide to Developing a Marketing Strategy for Shipping Businesses(2020): Luisa Brenton

The main purpose of marketing campaigns employed by shipping companies is to instill the feeling of trust in customers and build a reputation of a professional, trustworthy partner. Striving to create such an image makes sense because mistakes, delays, and damages caused by shipping operators cost companies billions. Often, this is the money the latter have to pay themselves even if that's not their fault.

Department of shipping trade and transport t(2017)-spyridon batsolakis:

The aim of this study is to investigate the strategic profile of shipping companies during peak and trough periods. For that purpose, 12 shipping companies, listed on the International Stock Exchange System, have been selected; specifically four from every shipping sector, namely bulk, tanker and container. The strategies of these particular companies have been examined for the periods between 2005 and 2008 (peak period) and between 2009 and 2015 (trough period). The study uses two financial ratios and two shipping ratios in order to examine how these strategies affect companies' performance According to the findings companies appear to adapt their strategic profile during trough period

The export shipping documentation process(2023)-david noah:

The first form you almost always need to include is the commercial invoice, and it is used by several parties throughout the shipment. U.S. Customs and Border Protection may review it for export control purposes. The customs authority in the destination country requires the invoice to clear the goods for import. The buyer may use the invoice to release funds through its bank to the seller. And the exporter may need it to make an insurance claim if any damage occurs during the shipment.

Understanding the key element process of shipping process(2021)-wta:

The international shipping process involves many more tasks than freight transport and starts much earlier than when the ship leaves the dock. Business owners that trade internationally can gain visibility of where their goods are at any given time when they understand the key elements in the shipping process. The export process requires you to book suitable carriers, complete essential documents and synchronise all parties involved. The process can be complex and involves multiple sections that all need to come together. If there's a problem, this sectorised system means you can identify what part needs to change quickly. World Transport Agency (WTA) helps businesses understand this process to implement exporting into their operations easily. In this article, we outline the key elements of the shipping process that you can apply to any route worldwide.

The impact of collaborative decision-making on logistics service performance for container shipping services (2019)-po lin lai:

The increasing demand for high-quality logistics services has forced container shipping firms to decrease logistics service failure to retain the customers. This study thus aims to apply organizational information processing theory (OIPT) to construct a maritime supply chain collaborative decision-making model and examine its impact on logistics service performance. – This study primarily examines collaborative decision-making from the view of container airline firms. Future research including other supply chain members is needed to generalize the results and could also incorporate other factors such as relationship quality and culture, into the model to address this issues.

A study on the comparative analysis of port competitiveness using ahp(2014)-sung woo lee:

Addressing change in the global sea transportation system in 21st century such as the introduction of “Hub and Spoke” systems, ports across the world have been respectively making various efforts to take the lead in playing their roles as regional hub ports. Considering this change, this research is attempting to find newly rising factors impacting on port competitiveness, especially focusing on the factors that reflect strategic investments in terms of port policy—through comparing major container ports throughout five continents including North America, Indian Sub-continent, and Greater Asia. To indentify key factors, the research uses the Analytic Hierarchy Process (AHP) as the major analytical tool, while identifying priorities from the perspective of consumer-facing competitiveness and policy-facing competitiveness by using a survey result. The research provides relevant entities such as local port authorities, local governments, and national governments with policy implications and future tasks.

Port cargo handling companies rethink options(2011)-published by the economic times:

India’s port cargo handling companies are in for a makeover, as mechanisation and labour issues force them to consider options to remain viable. The private sector-dominated stevedoring business in India, which supervises the loading and unloading of ship cargo at ports, has been forced to diversify, as ports embrace mechanization to facilitate trade in Asia’s third-largest economy, reducing the role of manual labor.

Govt panel to relook into major port cargo handling (2014)-retailer:

Government has appointed a panel to relook at handling of cargo at center-owned ports that will probably end up the hue and cry over the share of 12 major ports, as per a PTI report. According to the Shipping Ministry panel, "The issues around stevedoring and shore handling of cargo in major ports need to be analysed against the background of major ports continuously losing market share to the non major ports in the last few years." The development comes against the backdrop of market share of major ports

nosediving to 57 per cent in 2013-14 from 91 per cent in 1994-95. Besides the panel said, "For several years now, non-major ports have been growing at 3-5 times the rates of the major ports."

Cargo Handling Services, GST payable in India (2023):

. Four main GST rate slabs framed with Essential goods and services, Standard goods and services and luxury goods and services with 5%, 12%, 18% and 28% respectively. Commonly used Goods and Services at 5%, Standard Goods and Services fall under 1st slab at 12%, Standard Goods and Services fall under 2nd Slab at 18% and Special category of Goods and Services including luxury - 28%. The most essential goods and services attract nil rate of GST under Exempted Categories. Luxury goods and services and certain specific goods and services attract additional Less than 28% GST.

Landmark service tax judgement cargo handling services (2023):

There is an evidence which indicate that appellant had charged separately for the loading of timber logs within the port area on to the Tractor or specially designed vehicles and discharged the service tax liability and also discharged the service tax liability on transportation by road on the amount received from the importers. From the invoices issued by the appellant it is seen that for transportation of logs from port area to importer's premises, appellant is indicating the amount separately as transportation charges, on which after receiving payment, appellant discharged the service tax liability under reverse charge mechanism. Further, the decision of the Tribunal in the case of R.K. Transport Company Vs. CCE, Raipur - STO 2012 CESTAT 1185 being on the similar issue may also cover the issue in favor of the assessed. The appellant has also made out a case for waiver of pre-deposit on the ground of limitation, as the show cause notice dated 02.11.2010 was issued indicating the same services for the same period under GTA service.

Inbound logistics (2023)-thomas publishing company:

As the backbone of the air freight service industry, general cargo is a versatile and vital category. It covers a wide range of goods and products. This cargo can handle anything to do with electronics, clothing, machinery parts, medical supplies, and more. General cargo encompasses items that do not require specific handling or storage conditions during transportation. Manufacturers, retailers, and businesses across numerous sectors depend on general cargo air freight services to transport their goods quickly and efficiently.

Manufacturing and logistics(2021)-khen Jackson:

This reason alone is often enough to convince many. When your shipment needs to reach a destination fast, air freight is the way to go. For international long-distance travel, air freight minimizes the risk of delays, which are more familiar with sea freight. Plus, if you're shipping perishable goods, time is the most important factor, and air freight is the only option. Efficient cargo tracking is a problem in some other forms of shipping, like road freight. But with air freight, that's not the case. Many freight forwarding companies ensure their clients can track the product via a web application. They can see their cargo throughout its entire journey, from departure to arrival. This type of accurate updating allows the client to have the peace of mind they need.

Improving Cargo & Courier Services by Adapting Technology (2023):

For the sake of growth and prosperity, every business sectors are required to send their products and packages more quickly to the target destination. Consequently, the role of courier service companies is quite essential for smooth functioning of business. Days are gone, where the consumer had to wait for several days to receive their products and packages. Today, the companies are being more reliable on courier service providers in order to outsource their consignment delivery as quick as possible. No matter how fast

the product is manufactured, if it is not delivering at right time, the rest of the efforts would be wasteful. Even the courier companies give values to their customers by providing online tracking and safety actions facilities, so that the package does not reach the wrong hands. They also support the customers through identification codes so that they stay assured that the product would safely reach the target destination.

The Role of Technology in Transforming Cargo and Courier Services (2023)-bpl cargo team:

In today's fast-paced and interconnected world, technology plays a pivotal role in transforming various industries, and the cargo and courier services sector is no exception. From enhancing efficiency and visibility to improving customer experience, technology has revolutionized the way shipments are handled and delivered. In this blog post, we will explore the significant role of technology in transforming cargo and courier services, and how it has reshaped the industry for the better.

Growth and Innovation in the Logistics Sector(2021)-swati mittal:

In India, the demand for today and the future is integrated end-to-end Logistics solutions. This would encompass integrated infrastructure / assets platform, integrated services platform and integrated digital platform. There is a wide spectrum of players in the domain ranging from the very small exporters and importers, to medium-sized and large traders to MNCs. Hence, the sector would continue to witness consolidation, process standardisation, technological upgradation and digital transformations for more agility, and integration not only between modes of transportation but also the users and third party service providers.

Importance of cargo services (2023)-published by trans asia group:

Cargo services play a crucial role in the global economy, facilitating the transportation of goods and products from one place to another through various modes of transportation. In 2023, the importance of cargo services will continue to grow due to several factors. In this article, we will discuss in detail the importance of cargo services in 2023 and the key factors driving their growth.

Issues and Challenges of Cargo Handling in a Developing Economy a study of Tin Can Island Port (2019) - adeniyi o oluwakoya:

Global trade agreements have fueled a positive drastic changes in cargo tonnage handled at the ports in most developing economies. Remarkably, in the case of Nigeria, the Tin Can Island Port has witnessed a significant rise in cargo, largely due to the reforms in port management in the country. In this regards, most related studies seems to be biased towards the developed economics. However, with the increasing threat of cargo spoilage and delay coupled with numerous issues relating to cargo handling at the Tin Can Island Port in Nigeria. This study seeks to examine both socio-economic and cargo handling characteristics at the Tin Can Island Port in Nigeria.

Smart Material Handling Solutions for City Logistics Systems (2023)- Snežana Tadic:

Globalization, the growth of the world population, urbanization and the growth of the volume of the flow of goods have generated numerous problems in city logistics (CL). The opportunity to solve them is found in various fields by defining and implementing initiatives, concepts, measures, modern technologies and scenarios. The efficiency of the solution largely depends on the efficiency of logistics centers, which is one of the

key subsystems of CL. The requirements for the reliable delivery of goods to customers in urban areas are conditioned by the efficiency their order fulfillment in logistics centers. Therefore, optimizing material handling (MH) time and costs aimed at reducing delivery errors, minimizing damage to goods and increasing customer service efficiency is directly conditioned by the automation of MH in logistics centers.

Cargo Handling Technologies Final Report (2000) - P.A. Ioannou:

The competitive world economy, needs of the military and the increasing performance expectations of customers lead to a demand for low cost, rapid and dependable shipping of cargo. The saturation of land usage in most ports together with the competitiveness for higher capacity and efficiency put pressure on port authorities and terminal operators to make existing port terminal facilities more efficient through the use of advanced technologies. The development of efficient, automated, high-tech loading/unloading equipment and associated cargo handling and tracking technologies has the potential of considerably improving the performance of terminal operations.

Applying RFID to reduce delay in import cargo customs clearance process (2018) - Chaug- Ing Hsu:

The study explores the customs clearance process of import cargos in international air cargo terminals, and constructs a network to analyze cargo, information and human flows in the import cargo process. Then, the study formulates a mathematical model of the customs clearance process-delay, and analyzes delay propagation in subsequent cargos.. The analysis of cargo processing at TACT shows that cargos arriving earlier at TACT take less waiting time and less clearance time than ones arriving later.

A Case Analysis Using the Blue Ocean Strategy (2008)- Changsu Kim:

Historically, a dominant business strategy has been competition among companies based on how to gain the largest share of market space. However, intense competition has caused industry to be oversupplied, and increased market share does not always lead to increases in profit. Under the circumstances, a fast follower strategy is hardly effective, and a new growth engine is seldom found. The Blue Ocean strategy is “a consistent pattern of strategic thinking behind the creation of new markets and industries where demand is created rather than fought for and the rule of competition is irrelevant.

The new era of predictive analysis in containership and air cargo (2022) -prof. Dr. Stefan Splinler

Transportation is the backbone of globalization and international trade. Moving goods over long distances enables companies to access new markets and consumers to buy products from other parts of the world. Global trade is particularly driven by sea freight due to low cost and air cargo owing to its high speed, making both transport modes key for many industries. Anticipating future developments in transportation remains a black box for many companies.

Improving product delivery process quality (2023)- hanno brander:

Constantly developing processes and their quality is the key to success in today's market. In recent years, more and more companies have strived towards more system-driven processes. A system-driven process should enable anyone with basic knowledge to perform their task without errors. This makes the company dependent on the system and not on its employees. It is easier for a system dependent company to continuously improve their processes because it is easier to find flaws in a system and fix it than to find flaws in employees and fix them. Other notable advantages that companies seek to

achieve with system-driven processes include standardization which leads to consistent high-quality results, easier scalability and the possibility to utilize automation in the future.

Exporters satisfaction on documents services provided by shipping companies (2018)- hari krishan chaurasiya:

Service industry in India is booming very fast and shipping services is one of those industry which is contributing significant amount in Indian Economy. Shipping companies provide various services to exporters like, selection of route, providing freight, transportation, warehousing, insurance and documentation.

Improving distribution operations, Implementation of material handling systems (2009)-satyas

Academic research has primarily focused on the technical factors of material handling systems, with little or no discussion of human factors. In the second stage, human problems improve, but technical problems persist, requiring formal problem-solving methods to resolve. Finally, in the third stage, both human and technical problems improve. It is important to recognize these transitional stages because they must be effectively managed in order for the material handling functions to perform at the optimal level. Implications of this research, including directions for future research, are also provided.

Managing integrated information flow for delivery reliability(2014)-christopher durugbo:

The purpose of this paper is to explore the management of information flow for delivery reliability. It analyses how the integration strategies of traceability, transaction costs and vertical integration that shape integrated information flow are managed during delivery

processes of firms. While delivery reliability contributes to firm competitiveness, information flow is central to firms interaction internally and externally to facilitate delivery.

Ship Construction (Seventh Edition), 2012- The Maritime Engineering Reference Book:

Cargo handling equipment, which remained relatively unchanged for a long period, has received considerable attention since the 1960s. This was primarily brought about by an awareness of the loss of revenue caused by the long periods of time the vessel may spend in port discharging and loading cargoes. Conventional cargo ships are now fitted with steel folding and/or rolling steel hatch covers of one patent type or another or liftable slab covers of steel, which reduce maintenance as well as speed cargo handling..

Acquisition research sponsored research series(2011)- capt. Troy m. Peterson:

Based on our analysis, K-MAX is an attractive alternative to current methods of resupply. These findings led to our conclusion that the K-MAX is a program worthy of DoD investment and of becoming a program of record. The concept for the utilization of unmanned aircraft system (UAS) capability in support of logistics in Operation Enduring Freedom (OEF) is in response to a United States Marine Corps urgent needs requirement. This capability significantly decreases the ground convoy requirement. In addition, the introduction of UAS would reduce American forces' exposure to exterior enemy threats while conducting resupply missions.

Typologies of freight forwarding service failures and recovery strategies (2015) - durmus:

In broad terms, freight forwarders offer their customers certain logistics and shipping services. The customers who purchase these services are shippers, exporters and

importers. The overall aim of the freight forwarder is to satisfy shippers, and thus sustain competitive advantages in the logistics industry. Shipper experience, dissatisfaction and complaints from freight forwarding services have not previously been studied to a greater degree in the literature. Business to business service quality research has grown as a result of increased attention to quality for shippers recently. The overall aim of this study is to analyze service failures encountered and service recovery strategies employed in freight forwarding industry..

**Linear shipping cargo allocation with service levels and speed optimization(2015)-
kevin tierney:**

The cargo allocation problem is a key strategic problem that determines the profitability of a liner shipping network. We present a novel mixed-integer programming model for this problem that introduces service levels for transit time requirements and optimizes the vessel speed on each leg of a service. These extensions to the cargo allocation problem greatly increase its realism and value for carriers. We evaluate our model on realistic data from the LINER-LIB and perform a sensitivity analysis of transit times versus bunker costs. Furthermore, we show how carriers can use our model to make data driven decisions in their operations.

**Liner Shipping Cargo Allocation with Repositioning of Empty Containers (2017)-
BERIT DANGAARD BROUER:**

This paper is concerned with the cargo allocation problem considering empty repositioning of containers for a liner shipping company. The aim is to maximize the profit of transported cargo in a network, subject to the cost and availability of empty

containers. The formulation is a multi-commodity flow problem with additional inter-balancing constraints to control repositioning of empty containers. In a study of the cost efficiency of the global container-shipping network, Song et al. (2005) estimate that empty repositioning cost constitutes 27% of the total world fleet running cost.

Cargo port choice equilibrium: The case of shipping lines and cargo port service providers(2022)-wayne.k talley:

The cargo port choice literature has extensively investigated port choice from the shippers and shipping lines' perspective, and more recently, also from the perspective of cargo port service providers. This paper extends and unifies the shipping lines and cargo port service providers port choice literature by recognizing that shipping lines and providers of cargo port services do not choose their ports in isolation of each other. Instead, their choices are interdependent. To model this interaction, a cargo port choice equilibrium model is proposed.

How a Change in Shipping Policy Will Cripple India's Largest State-Owned Port(2018)-abir dasgupta:

On May 21, the Ministry of Shipping issued a notification that relaxed restrictions on the movement of foreign ships engaged in transporting containers laden with goods for export or import as well as empty containers between and among Indian ports along the country's coastline. This is the latest move in a policy tussle going for many years and appears to tilt the balance in the shipping industry and the ports sector in the country hugely in favour of major multinational shipping lines and private port operators to the detriment of Indian shipping companies and government-run ports.

Connecting the world through global shipping networks(2017)-jan hoffmann:

Shipping, or the business of transport, is an essential means that facilitates international trading activities. Due to its cost-effective intermodal operations, most of the international trade in manufactured goods and an increasing share of commodities are transported through container shipping services, which are mostly provided by liner shipping companies. They form a network that connects practically all coastal countries worldwide with each other. Liner shipping operations are now increasingly involving transshipment in seaports that act as nodes in the network..

Ports and Shipping Industry in India(2023)-clearias team:

The Ports & Shipping industry in India is growing rapidly and contributing to economic progress. The ports sector in India is being driven by high growth in external trade. Read here to know the significance of the Indian Ports and Shipping sector for economic progress.

A Techno-Economic Analysis of a Cargo Ship(2023)-gianluca angelini:

In the last twenty years, the global shipping transport demand has strongly increased (around 4% per year since the 1990s), together with the request for new green propulsion technologies to break down carbon emissions and face the costs deriving from the usage of conventional diesel fuels. Flettner rotors (hereafter: FRs) have been identified by several researchers as a promising solution to exploit wind energy on commercial ships, reducing fuel consumption. The present work presents a six-degree-of-freedom (6DOF) ship performance model set up to evaluate the best way of using a pair of Flettner rotors.

Ship Scheduling and Network Design for Cargo Routing in Liner Shipping(2008)-richa agarwal:

A common problem faced by carriers in liner shipping is the design of their service network. Given a set of demands to be transported and a set of ports, a carrier wants to design service routes for its ships as efficiently as possible, using the underlying facilities. Furthermore, the profitability of the service routes designed depends on the paths chosen to ship the cargo. We present an integrated model, a mixed-integer linear program, to solve the ship-scheduling and the cargo-routing problems, simultaneously.

Revenue management for container liner shipping services: Critical review and future research directions (2019):qiang men:

The purpose of revenue management (RM) is to maximize revenue growth for a company by optimizing product/service availability and prices based on micro-level forecasting of customer behavior. Seat/cargo capacity control and air ticket/cargo pricing are two primary RM research topics that have yielded fruitful models and solution methods for air transportation, which have been used by airlines for around 50 years. However, the RM studies for container liner shipping services and their application are scant although the operations of airlines and container shipping lines are quite similar.

Container ocean shipping network design considering carbon tax and choice inertia of cargo owners (2022)-Shiqing gao:

The quality of the container ocean shipping network design directly affects the revenue of liner companies. In this paper, a container ocean shipping network design problem (COND) is investigated. Considering that the governments of many countries have proposed carbon-neutral initiatives, coupled with the constant fluctuations in the shipping market, the carbon tax and cargo owners' choice inertia factors are taken into consideration simultaneously. To model the COND, a bi-level programming model is developed to jointly optimize the liner type, calling sequence, calling frequency, and sailing speed. The upper model aims to choose the network design scheme that

maximizes the liner company's revenue. The lower model optimizes the freight scheme of the liner company to evaluate the network design scheme selected by the upper model.

Effects of container ship speed on CO₂ emission, cargo lead time and supply chain costs(2022)-nguyen khoi tran:

This article studies ship speed from the supply chain perspective to examine its overall effects on liner operators, customers and environment. A model is proposed to simulate container flows on the Trans-Atlantic trade via a liner service. A striking point is that we not only exploit conventional data of shipping operators but also shipment data of customers to support decision-making processes in maritime supply chains. Our simulation reveals that sailing speed only affects one-fourth of the total supply chain costs, but half of the cargo lead time and over 70% of the emission but extends the transit time of goods and raises inventory carrying cost for customers.

The study of project cargo logistics operation: a general overview(2022)-published by the journal of shipping and trade:

The recent renewable energy infrastructure development trend and modular construction concept surge academic interest in the project logistics sector. The project logistics is the transportation processes for oversized cargo, critical and high value, that belong to infrastructures projects; that require specialised stowage, lifting and transporting loaded and discharged at different ports. This study aims to introduce project logistics to the public sector. The author uses the descriptive review to elaborate on the niche problem of project cargo transportation. The flow of project cargo operation from the fabrication yard to the final installation site is discussed in this paper.

Role of Cargo Owner in Logistic Chain Sustainability (2023)-vitor caldeirinha:

Understanding the factors and characteristics of the business and the influence of cargo owners on sustainable practices in maritime logistics chains is the main objective of this study. The sample consists of 141 valid responses from Portuguese companies that own cargo, freight forwarders and other maritime logistics service providers. Sustainable energy theory, green state theory, and shared value creation theory support the research. The SEM methodology was adopted. The sector's structure, management characteristics, type of transport contract and the size of the cargo characterize and condition the business of cargo owners and influence the choice of green transport, the use of green fuel and corporate social responsibility. It is important to increase the knowledge and practice of cargo owners in order to understand their business constraints.

Multi-Attribute Decision-Making Ship Structural Design (2022)-tiago pereira:

This study develops a procedure for performing multi-attribute decision-making ship structural design of a multi-purpose ship. The already designed ship is further structurally designed to comply with the requirements of the Classification Societies. The ship hull and structural components are verified against yielding, buckling, and ultimate strength. Based on the ultimate limit state (ULS), the first order reliability method (FORM) is employed to analyse the structural risk in reducing the probability of failure. The costs associated with materials, manufacturing, and labour are estimated. The structural risk analysis is performed, accounting for different hazard issues related to loss of ship, loss of cargo, loss of human life, and accidental spill of fuel and oil.

Societal risk acceptance criteria of the global general cargo ships(2022)-jinhui wang:

The societal risk acceptance criteria (SRAC) are used in the shipping industry as a ruler to judge whether the actual ship risk is in control. To exploringly refresh SRAC for general cargo ship formulated by International Maritime Organization (IMO) in 2000, a comprehensive analysis was performed by using the accident data recorded in the Marine Casualties and Incidents (MCI) module of the Global Integrated Shipping Information System (GISIS) database from 2005 to 2019. The risk levels of four typical accident factors, including initial event, ship size, classification society, and geographical zone, were evaluated.

A flexible cost model for seaport-hinterland decisions in container shipping(2023)-fikri dweiri:

A seaport–hinterland system offers a wide range of service options for shippers and consignees to export or import containerized cargo. The present study, set within the context of Brazil, seeks to propose a flexible cost model to aid joint seaport–hinterland network decisions by freight forwarders and clients.

Tramp Ship Routing with Bunker Optimization and Flexible Cargo Quantities: Case from Dry Bulk Shipping(2023)-frank meisal:

We study the Tramp Ship Routing and Scheduling Problem with Bunker Optimization (TSRSPBO). The TSRSPBO includes, in addition to the routing and scheduling of the vessels in the given fleet, decisions about how much to bunker (refuel) in which ports. Furthermore, the cargo quantities to be transported are given in an interval, which means that determining the optimal transport quantities also becomes a decision. We propose an arc flow model and a solution method based on a reformulation into a path flow model that uses all feasible vessel routes (columns) as input. For each route, we determine the optimal bunker amounts and cargo quantities along the route. The path flow solution method is tested on a set of instances generated based on data from our case company.

Monitoring and evaluation of ship operation congestion status at container ports based on AIS data(2023)-weijie chen:

With the rapid development of the shipping industry, many factors, such as larger ships, harsh weather, workers' strikes, surging port throughputs, and the global pandemic, have made port congestion frequent worldwide. How to effectively monitor and evaluate the ship operation congestion status at ports becomes a key challenge for global ports to seek sustainable development. Based on Automatic Identification System (AIS) data, this article analyzed the semantics of ship trajectory by using methods such as the sliding window algorithm, explored ship berthing and berth-waiting operation events, and established models for calculating the congestion index at ports, as well as the time cost, capacity resource cost, and economic cost caused by ship delays to monitor and evaluate the ship operation congestion status at ports.

Evasion strategy for a coastal cargo ship with unpunctual arrival penalty under sulfur emission regulation (20 22)-zhijia tan:

To comply with the sulfur emission control area (ECA) regulation, a ship can burn expensive MGO (marine gas oil) inside ECA but relatively cheap VLSFO (very low sulfur fuel oil) outside ECA. This paper investigates a coastal cargo ship's evasion strategy, which refers to a detour decision that decreases its sailing distance within ECA and increases its sailing distance outside ECA to save fuel costs. To this end, a voyage cost minimization model is proposed to determine the optimal sailing trajectory and speed profile inside and outside ECA. A distinguishing feature is that the ship's sailing time is endogenously determined, depending on the penalties imposed on early and late arrivals.

Food Aid Cargo Preference: Impacts on the Efficiency and Effectiveness of Emergency Food Aid Programs-published by the university of chicago journals:

This paper examines the impact of cargo preference requirements, which create market power for US-flagged ships, on the effectiveness of the Food for Peace emergency food aid program of the US Agency for International Development (USAID). We find that cargo preference requirements increase real ocean transportation costs per metric ton by 68 percent for packaged-goods shipments and 101 percent for bulk-commodity shipments. These differences in cost impacts appear to be associated with differences in the impacts of the mandate on Ships.

CHAPTER 3

RESEARCH METHODOLOGY

3.1 INTRODUCTION

Research methodology is mainly needed for the purpose of framing the research process and the designs and tools that are to be used for the project purpose. Research methodology helps to find improvement of delivery in cargo service in the company.

3.2 SOURCES OF DATA:

In this research, internal and external source of data are used. Collected raw materials through direct communication and used questionnaire (survey method).

In data collection, there are 2 types

3.2.1 Primary Data It is a source of collecting data by first-hand information through observation, direct communication .In this, questionnaire is used for conducting personal interviews and for collecting the data.

3.2.2 Secondary Data It is collected from standard books, internal sources, magazines and newspapers and also collecting data from company additional profile and company internal website.

3.3 STRUCTURE OF QUESTIONNAIRE:

Questionnaire was divided into four sections:

- Personal Details
- Research related Questions
- Likert Scaling Questions
- Suggestion Question

3.4 SAMPLE SIZE

The sample size for this research project is 150

3.5 PERIOD OF THE STUDY

The period of the study is to determine that research process is carried out for 1 months.

3.6 AREA OF THE STUDY:

The targeted people are the Employees working in the Ample logistics company.

3.7 HYPOTHESIS FOR THE STUDY:

HYPOTHESIS – 1

H0: There is no significance difference in delivery efficiency in cargo services and employee experience.

H1: There is significance difference in delivery efficiency in cargo services and employee experience

HYPOTHESIS-2

H0: There is no significance difference between role of employee and a cargo efficiency in delivery.

H1: There is significance difference between role of employee and a cargo efficiency in delivery.

3.8 TOOLS FOR ANALYSIS:

The collected data was analyzed using tools:

- SPSS
- T-TEST

3.8.1 T –TEST:

A t-test is a statistical test that compares the means of two samples. It is used in hypothesis testing, with a null hypothesis that the difference in group means is zero and an alternate hypothesis that the difference in group means is different from zero.

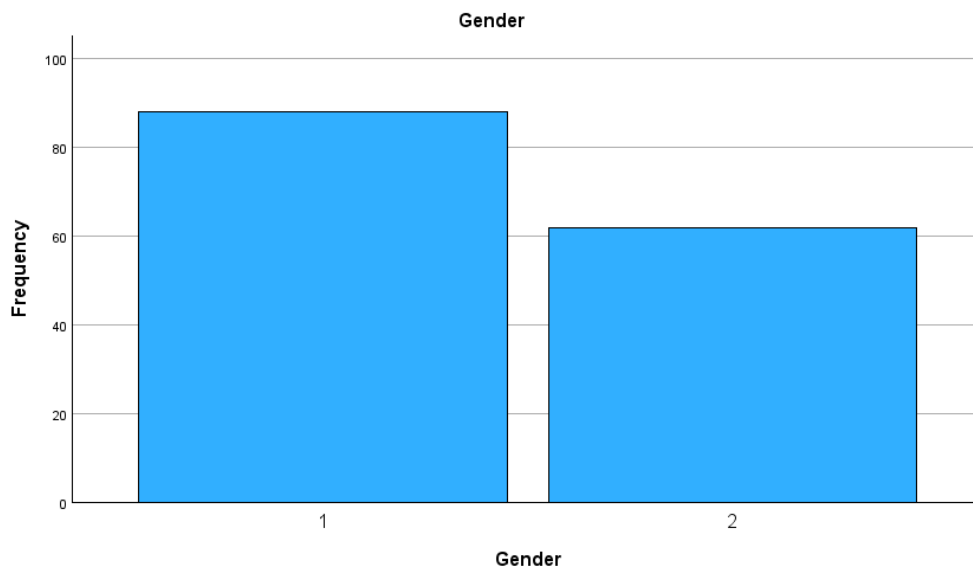
CHAPTER-4

DATA ANALYSIS AND INTERPRETATION

TABLE NO 4.1.1 GENDER OF THE RESPONDENTS

GENDER					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	88	58.7	58.7	58.7
	2	62	41.3	41.3	100.0
	Total	150	100.0	100.0	
T					

CHART NO 4.1.1 GENDER OF THE RESPONDENTS



INTERPRETATION:

From the above table it is interpreted that gender of the respondents in male 58.7% and no of respondents in female is 41.3%

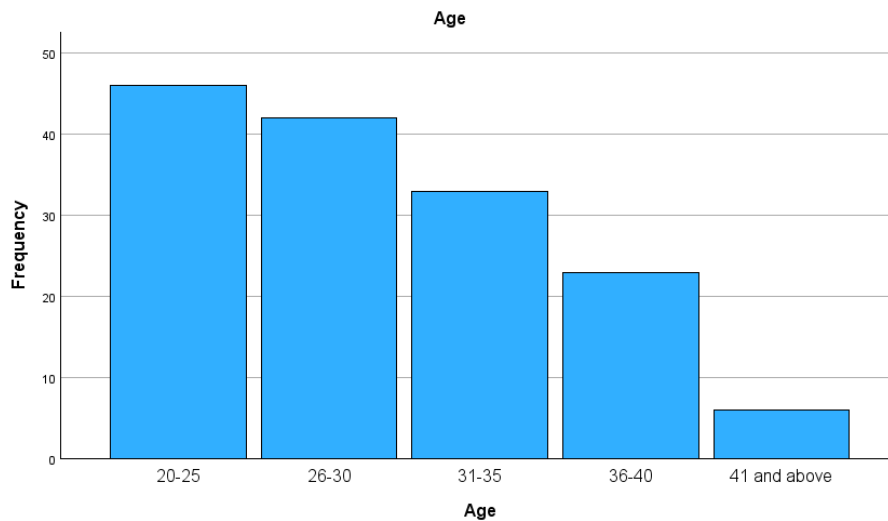
INFERENCE:

Majority 58.7% of the respondents are male

TABLE NO 4.1.2 AGE OF THE RESPONDENTS

		Age			
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	20-25	46	30.7	30.7	30.7
	26-30	42	28.0	28.0	58.7
	31-35	33	22.0	22.0	80.7
	36-40	23	15.3	15.3	96.0
	41 and above	6	4.0	4.0	100.0
	Total	150	100.0	100.0	

CHART NO 4.1.2 AGE OF THE RESPONDENTS



INTERPRETATION:

From the above table it is interpreted that the no of respondents 20-25 ages of respondents are 30.7%, between 26-30 age of respondents are 28%, between 31-35 age of respondents are 22%, between 36-40 age of respondents are 15.3, between 41 and above age of respondents are 4%

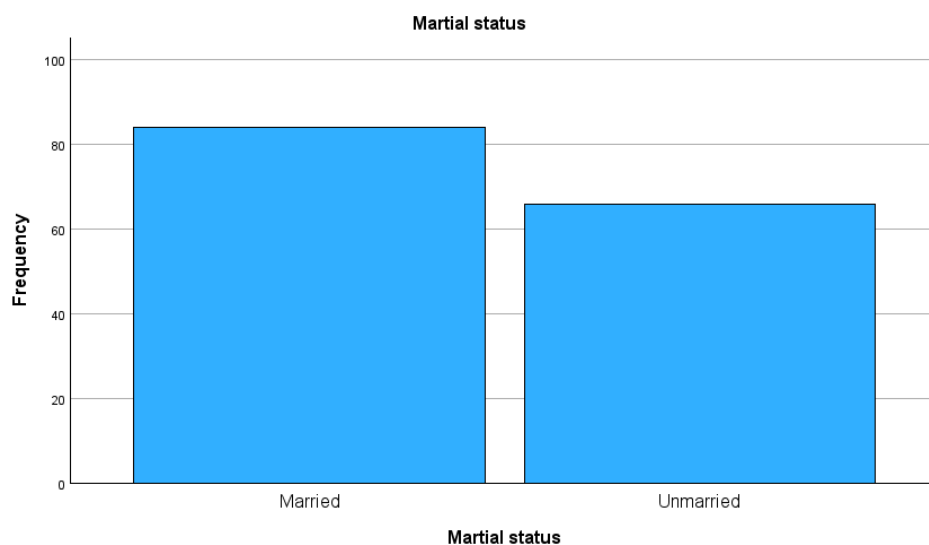
INFERENCE:

Majority 30.7% belong to the age group of 20-25.

TABLE NO 4.1.3 MARITAL STATUS OF THE RESPONDENTS

		Marital status			
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Married	84	56.0	56.0	56.0
	Unmarried	66	44.0	44.0	100.0
	Total	150	100.0	100.0	

CHART NO 4.1.3 MARITAL STATUS OF THE RESPONDENTS



INTERPRETATION:

From the above table 56% of the respondents are married and 44% of the respondents are unmarried.

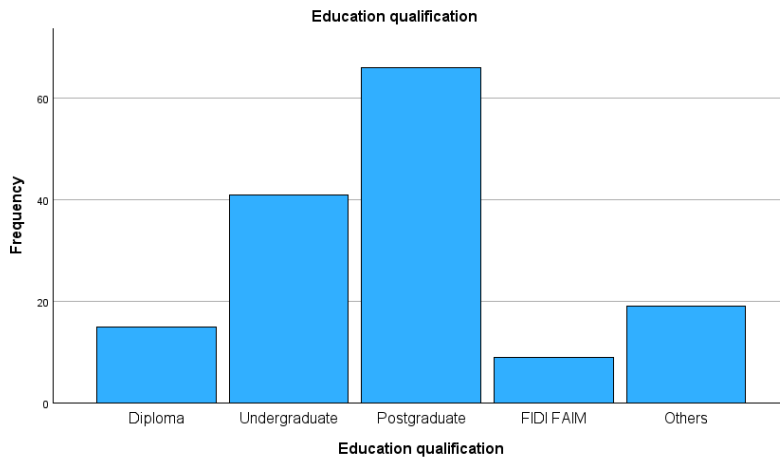
INFERENCE:

Majority 56% of the respondents were married.

TABLE NO 4.1.4 EDUCATIONAL QUALIFICATION OF THE RESPONDENTS

Education qualification					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Diploma	15	10.0	10.0	10.0
	Undergraduate	41	27.3	27.3	37.3
	Postgraduate	66	44.0	44.0	81.3
	FIDI FAIM	9	6.0	6.0	87.3
	Others	19	12.7	12.7	100.0
	Total	150	100.0	100.0	

CHART NO 4.1.4 EDUCATIONAL QUALIFICATION OF THE RESPONDENTS



INTERPRETATION:

From the above table it is interpreted no of respondents of Diploma are 10%, undergraduate of respondents are 27.3%, postgraduate of respondents are 44%, FIDI FAIM of respondents are 6%, Others of respondents are 12.7%.

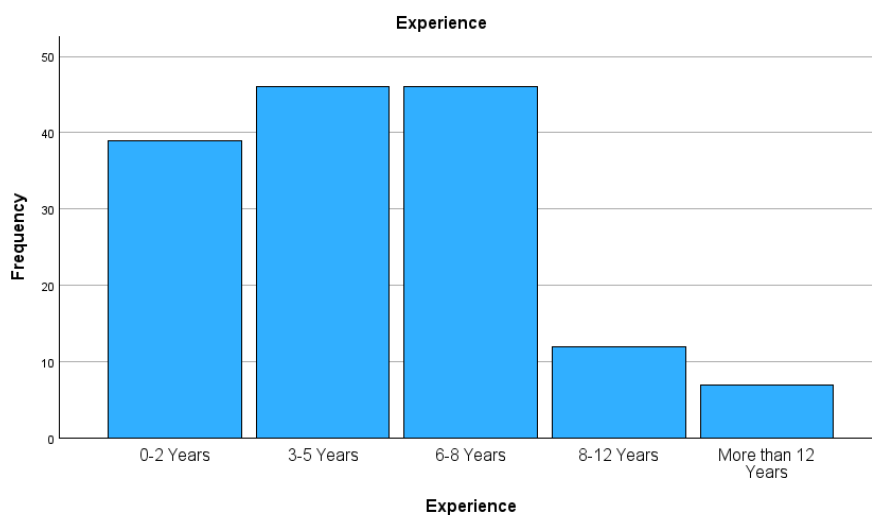
INFERENCE:

Majority 44% of respondents are from postgraduate qualification.

TABLE NO 4.1.5 EXPERIENCE OF THE RESPONDENTS

		Experience			
		Fre quency	Percent	Valid Percent	Cumulative Percent
Valid	0-2 Years	39	26.0	26.0	26.0
	3-5 Years	46	30.7	30.7	56.7
	6-8 Years	46	30.7	30.7	87.3
	8-12 Years	12	8.0	8.0	95.3
	More than 12 Years	7	4.7	4.7	100.0
	Total	150	100.0	100.0	

CHART NO 4.1.5 EXPERIENCE OF THE RESPONDENTS



INTERPRETATION:

From the above table it is interpreted that no of respondents were 26% is 0-2years, 30.7% is 3-5years, 30.7% is 6-8years, 8% is 8-12 years, 4.7% is more than 12years.

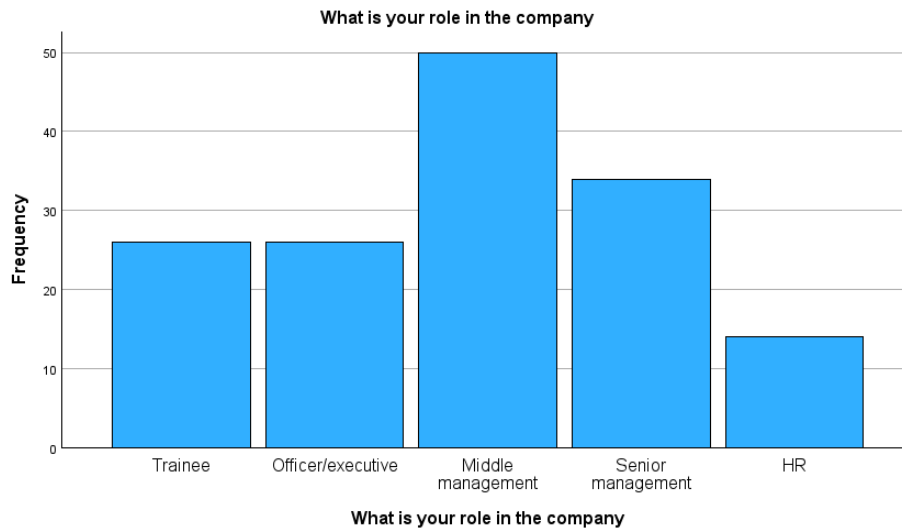
INFERENCE:

Majority 30.7% of the respondents hand in both 3-5years and 6-8years.

TABLE NO 4.1.6 What is your role in the company

What is your role in the company		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Trainee	26	17.3	17.3	17.3
	Officer/executive	26	17.3	17.3	34.7
	Middle management	50	33.3	33.3	68.0
	Senior management	34	22.7	22.7	90.7
	HR	14	9.3	9.3	100.0
	Total	150	100.0	100.0	

CHART NO 4.1.6 WHAT IS YOUR ROLE IN THE COMPANY



INTERPRETATION:

From the above table it is interpreted that the no of respondents were 17.3% is trainee, 17.3% is officer/executive, 33.3% is middle management, 22.7% is senior management, 9.3% is HR.

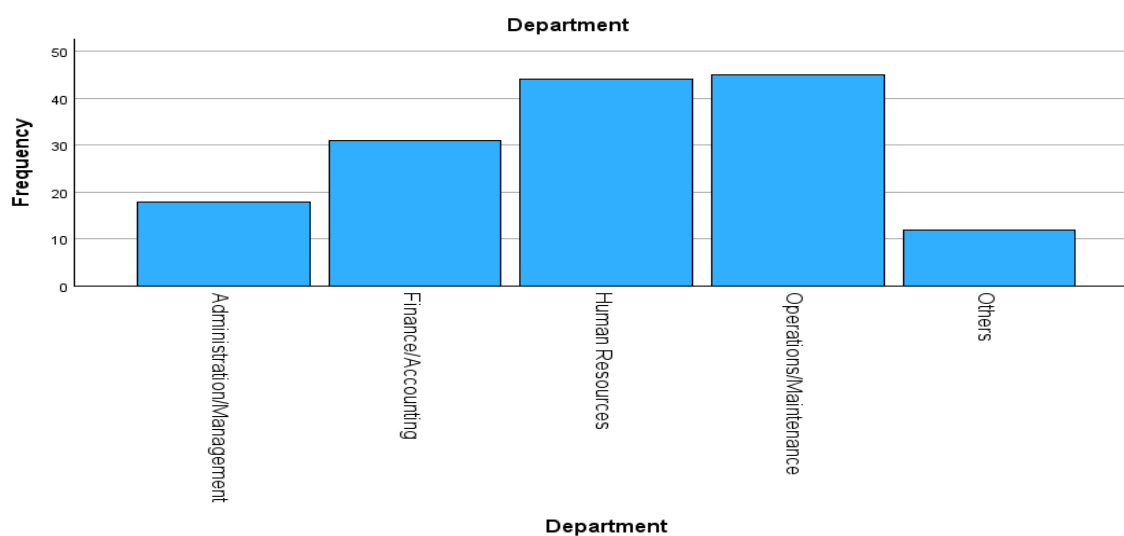
INFERENCE:

Majority 33.3% is respondents from the middle management.

TABLE NO 4.1.7 DEPARTMENT OF THE COMPANY

		Department			
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Administration/Management	18	12.0	12.0	12.0
	Finance/Accounting	31	20.7	20.7	32.7
	Human Resources	44	29.3	29.3	62.0
	Operations/Maintenance	45	30.0	30.0	92.0
	Others	12	8.0	8.0	100.0
	Total	150	100.0	100.0	

CHART NO 4.1.7 DEPARTMENT OF THE COMPANY



INTERPRETATION:

From the above table it is interpreted that the no of respondents were 12% is administration/management, 20.7% is finance/accounting, 29.3% is human resources 30% of operations/maintenance, 8% is others.

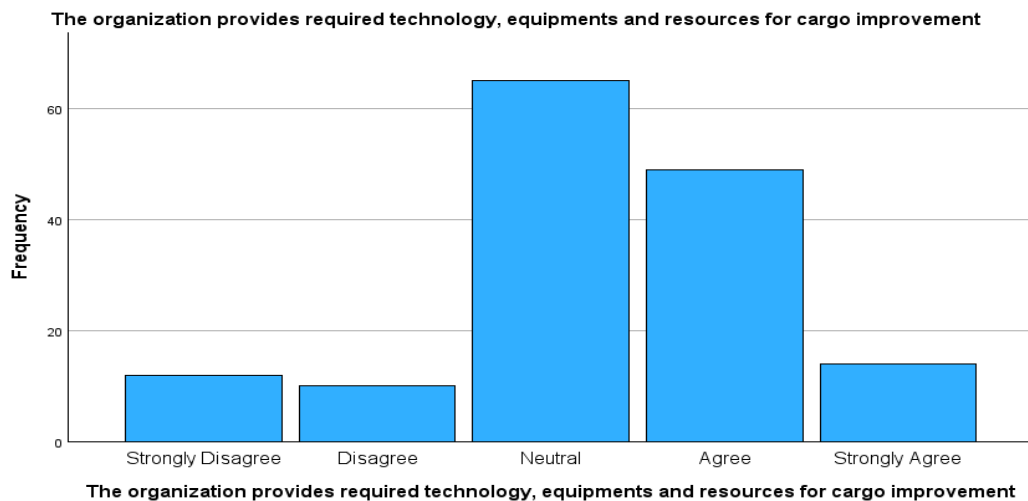
INFERENCE:

Majority 30% of the respondents belongs to the operations and maintenance department.

TABLE NO 4.1.8 THE ORGANIZATION PROVIDES REQUIRED TECHNOLOGY, EQUIPMENTS AND RESOURCES FOR CARGO IMPROVEMENT

The organization provides required technology, equipments and resources for cargo improvement					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	12	8.0	8.0	8.0
	Disagree	10	6.7	6.7	14.7
	Neutral	65	43.3	43.3	58.0
	Agree	49	32.7	32.7	90.7
	Strongly Agree	14	9.3	9.3	100.0
	Total	150	100.0	100.0	

NO 4.1.8 THE ORGANIZATION PROVIDES REQUIRED TECHNOLOGY, EQUIPMENTS AND RESOURCES FOR CARGO IMPROVEMENT



INTERPRETATION:

From the above table it is interpreted that the number of respondents were 8% is strongly disagree ,6.7% disagree ,43.3% is neutral,32.7% is agree,9.3% is strongly agree.

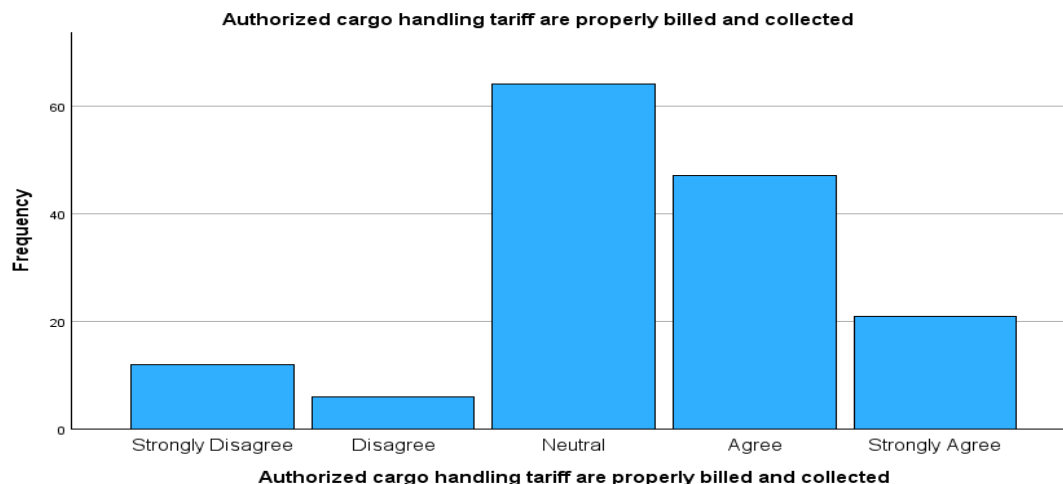
INFERENCE:

Majority 43.3% of the respondents are neutral that the organization provides required technology equipments and resourses for cargo improvement.

TABLE NO : 4.1.9 AUTHORIZED CARGO HANDLING TARIFF ARE PROPERLY BILLED AND COLLECTED

Authorized cargo handling tariff are properly billed and collected					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	12	8.0	8.0	8.0
	Disagree	6	4.0	4.0	12.0
	Neutral	64	42.7	42.7	54.7
	Agree	47	31.3	31.3	86.0
	Strongly Agree	21	14.0	14.0	100.0
	Total	150	100.0	100.0	

CHART NO : 4.1.9 AUTHORIZED CARGO HANDLING TARIFF ARE PROPERLY BILLED AND COLLECTED



INTERPRETATION:

From the above table it is interpreted that the number of respondents were 8% is strongly disagree ,4% disagree ,42.7% is neutral,31.3% is agree,14% is strongly agree.

INFERENCE:

Majority 42.7% of the respondents are neutral that authorized cargo handling tariff are properly billed and collected.

TABLE NO : 4.1.10 DOES YOUR ORGANIZATION HAVE SAFETY PROGRAMS IN PLACE

Does your organization have safety programs in place					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	16	10.7	10.7	10.7
	Disagree	4	2.7	2.7	13.3
	Neutral	57	38.0	38.0	51.3
	Agree	47	31.3	31.3	82.7
	Strongly Agree	26	17.3	17.3	100.0
	Total	150	100.0	100.0	

CHART N0 : 4.1.10 DOES YOUR ORGANIZATION HAVE SAFETY PROGRAMS IN PLACE



INTERPRETATION:

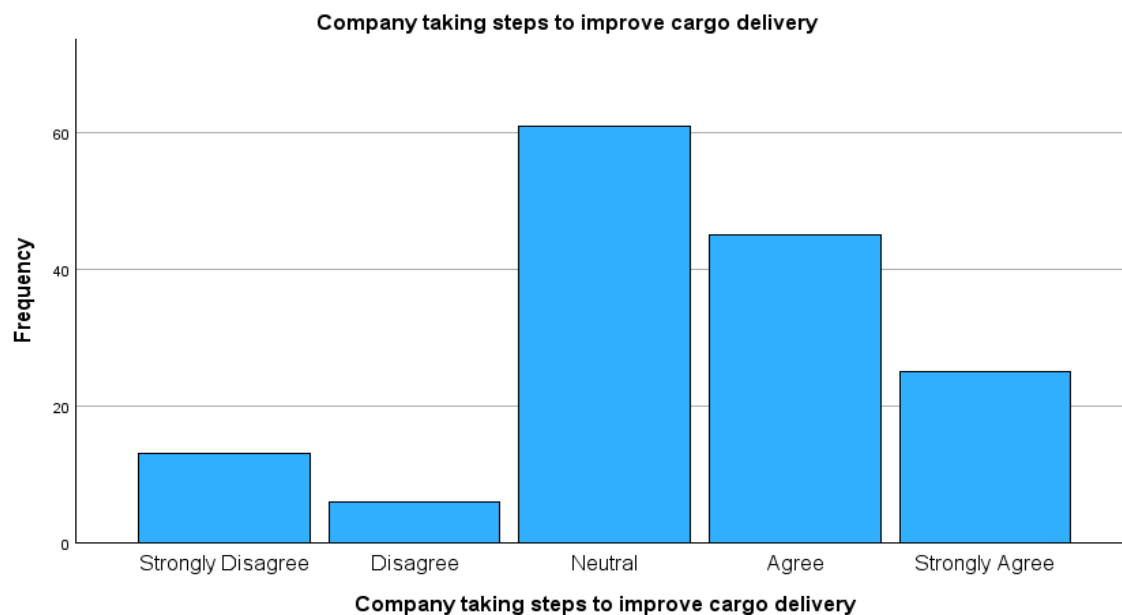
From the above table it is interpreted that the number of respondents were 10.7% is strongly disagree ,2.7% disagree ,38% is neutral,31.3% is agree,17.3% is strongly agree.

INFERENCE : Majority 38% of the respondents are neutral that the organization have safety programs in place.

TABLE NO: 4.1.11 COMPANY TAKING STEPS TO IMPROVE CARGO DELIVERY

Company taking steps to improve cargo delivery					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	13	8.7	8.7	8.7
	Disagree	6	4.0	4.0	12.7
	Neutral	61	40.7	40.7	53.3
	Agree	45	30.0	30.0	83.3
	Strongly Agree	25	16.7	16.7	100.0
	Total	150	100.0	100.0	

CHART NO: 4.1.11 COMPANY TAKING STEPS TO IMPROVE CARGO DELIVERY



INTERPRETATION:

From the above table it is interpreted that the number of respondents were 8.7% is strongly disagree ,4% disagree ,40.7% is neutral,30% is agree,16.7% is strongly agree.

INFERENCE:

Majority 40% of the respondents are neutral that the company taking steps to improve cargo delivery.

TABLE NO: 4.1.12 THE COMPANY EFFECTIVELY MANAGES TRANSPORTATION ROUTES TO MINIMIZE COSTS WHILE ENSURING TIMELY DELIVERIES

The company effectively manages transportation routes to minimize costs while ensuring timely deliveries					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	16	10.7	10.7	10.7
	Disagree	10	6.7	6.7	17.3
	Neutral	55	36.7	36.7	54.0
	Agree	46	30.7	30.7	84.7
	Strongly Agree	23	15.3	15.3	100.0
	Total	150	100.0	100.0	

CHART NO: 4.1.12 THE COMPANY EFFECTIVELY MANAGES TRANSPORTATION ROUTES TO MINIMIZE COSTS WHILE ENSURING TIMELY DELIVERIES



INTERPRETATION

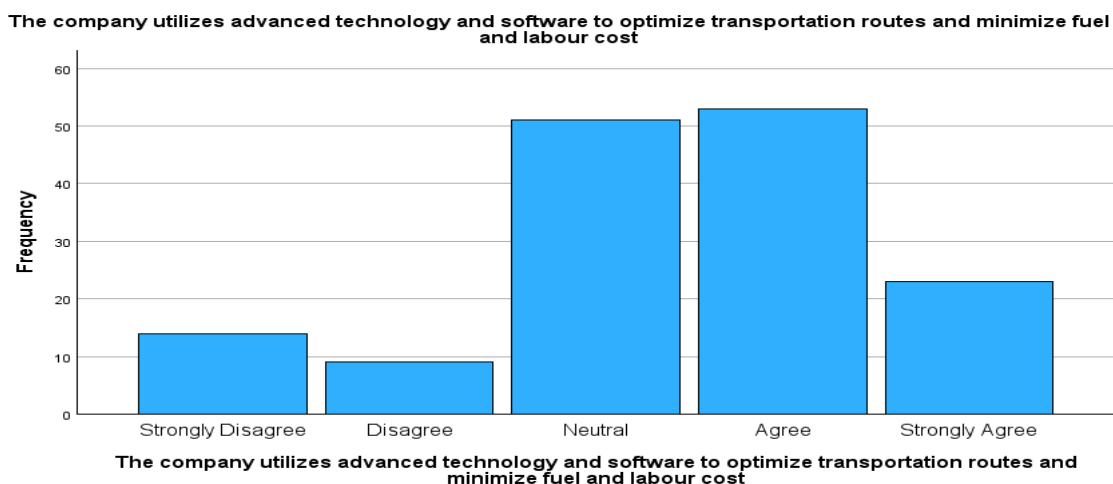
From the above table it is interpreted that the number of respondents were 10.7% is strongly disagree ,6.7% disagree ,36.7% is neutral,30.7% is agree,15.3% is strongly agree.

INFERENCE: Majority 36.7% of the respondents are neutral that the company effectively manages transportation routes to minimizes costs while ensuring timely deliveries.

TABLE NO : 4.1.13 The company utilizes advanced technology and software to optimize transportation routes and minimize fuel and labour cost

The company utilizes advanced technology and software to optimize transportation routes and minimize fuel and labour cost					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	14	9.3	9.3	9.3
	Disagree	9	6.0	6.0	15.3
	Neutral	51	34.0	34.0	49.3
	Agree	53	35.3	35.3	84.7
	Strongly Agree	23	15.3	15.3	100.0
Total		150	100.0	100.0	

CHART NO : 4.1.13 THE COMPANY UTILIZES ADVANCED TECHNOLOGY AND SOFTWARE TO OPTIMIZE TRANSPORTATION ROUTES AND MINIMIZE FUEL AND LABOUR COST



INTERPRETATION :

From the above table it is interpreted that the number of respondents were 10.7% is strongly disagree ,6.7% disagree ,36.7% is neutral,30.7% is agree,15.3% is strongly agree.

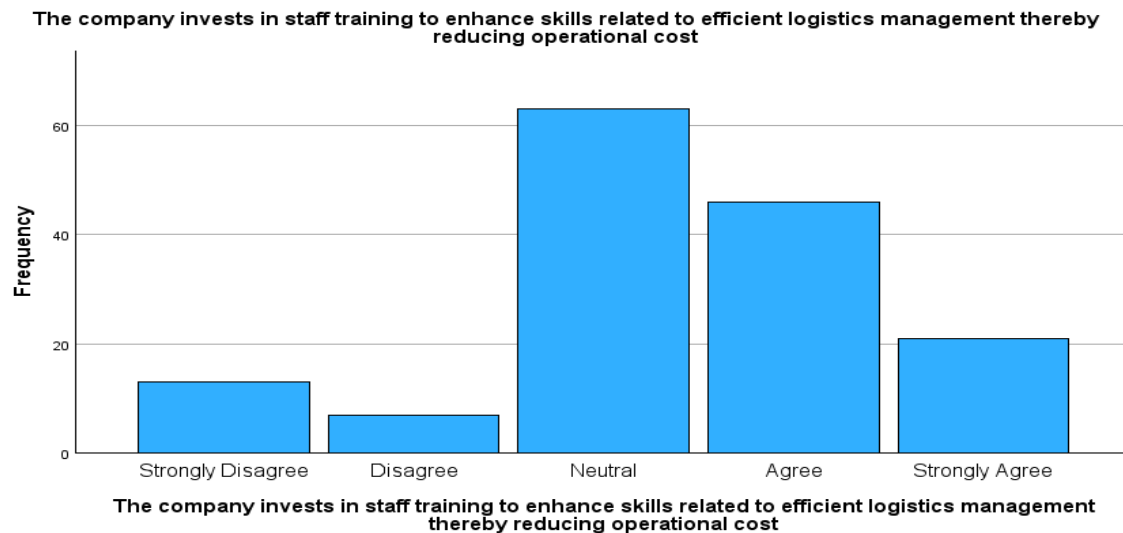
INFERENCE:

Majority 36.7% of the respondents are neutral that the company utilizes advanced technology and software to optimize transportation routes and minimize fuel and labour cost.

TABLE NO: 4.1.14 THE COMPANY INVESTS IN STAFF TRAINING TO ENHANCE SKILLS RELATED TO EFFICIENT LOGISTICS MANAGEMENT THEREBY REDUCING OPERATIONAL COST

The company invests in staff training to enhance skills related to efficient logistics management thereby reducing operational cost					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	13	8.7	8.7	8.7
	Disagree	7	4.7	4.7	13.3
	Neutral	63	42.0	42.0	55.3
	Agree	46	30.7	30.7	86.0
	Strongly Agree	21	14.0	14.0	100.0
	Total	150	100.0	100.0	

CHART NO: 4.1.14 THE COMPANY INVESTS IN STAFF TRAINING TO ENHANCE SKILLS RELATED TO EFFICIENT LOGISTICS MANAGEMENT THEREBY REDUCING OPERATIONAL COST



INTERPRETATION:

From the above table it is interpreted that the number of respondents were 8.7% is strongly disagree ,4.7% disagree ,42% is neutral,30% is agree,14% is strongly agree.

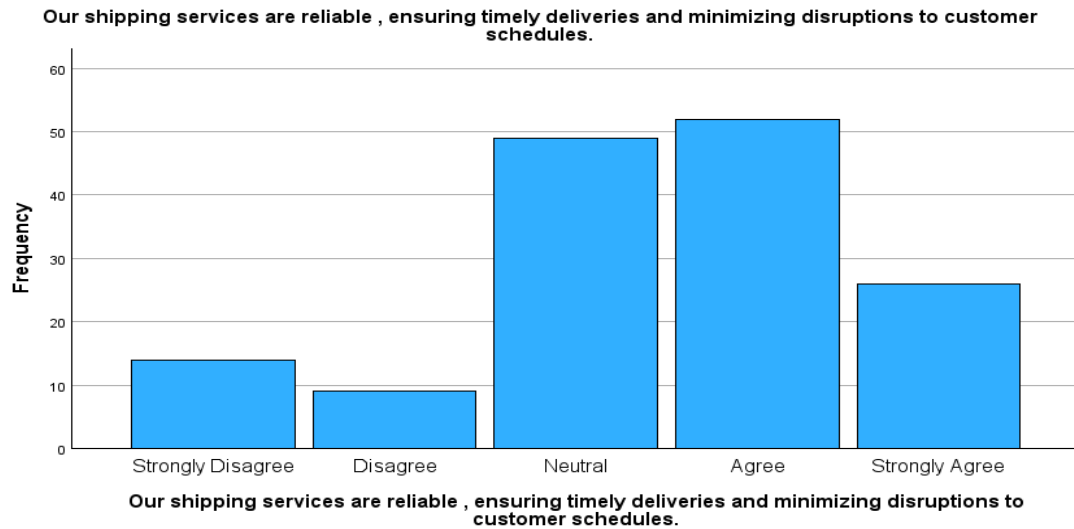
INFERENCE:

Majority 42% of the respondents are neutral that the company invests in staff training to enhance skills related to efficient logistics management to reduce operational cost.

TABLE NO: 4.1.15 OUR SHIPPING SERVICES ARE RELIABLE, ENSURING TIMELY DELIVERIES AND MINIMIZING DISRUPTIONS TO CUSTOMER SCHEDULE

Our shipping services are reliable, ensuring timely deliveries and minimizing disruptions to customer schedules.					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	14	9.3	9.3	9.3
	Disagree	9	6.0	6.0	15.3
	Neutral	49	32.7	32.7	48.0
	Agree	52	34.7	34.7	82.7
	Strongly Agree	26	17.3	17.3	100.0
	Total	150	100.0	100.0	

CHART NO : 4.1.15 OUR SHIPPING SERVICES ARE RELIABLE, ENSURING TIMELY DELIVERIES AND MINIMIZING DISRUPTIONS TO CUSTOMER SCHEDULES.



INTERPRETATION:

From the above table it is interpreted that the number of respondents were 9.3% is strongly disagree ,6% disagree ,32.7% is neutral,34.7% is agree,17.3% is strongly agree.

INFERENCE:

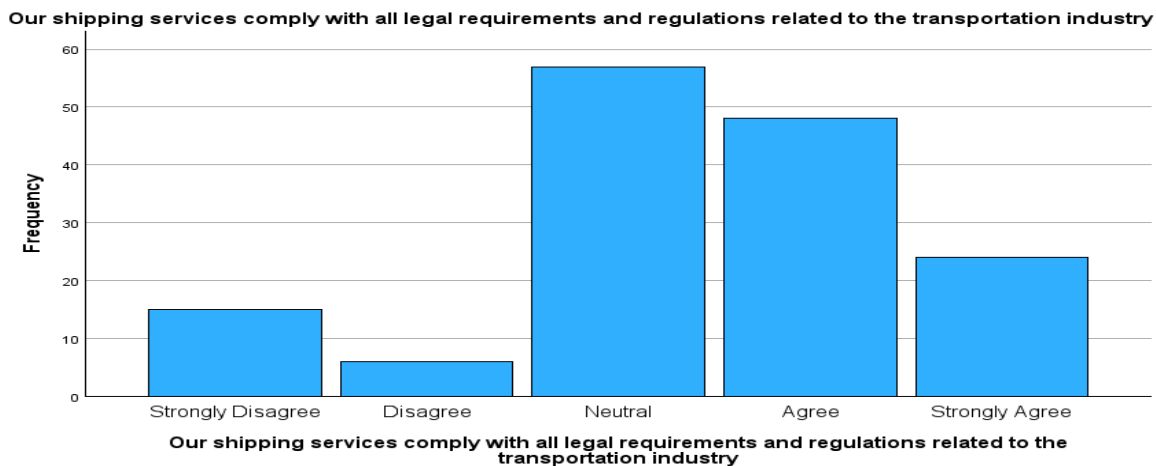
Majority 34.7% of the respondents agreed that shipping services are reliable.

TABLE NO : 4.1.16 OUR SHIPPING SERVICES COMPLY WITH ALL LEGAL REQUIREMENTS AND REGULATIONS RELATED TO THE TRANSPORTATION INDUSTRY

Our shipping services comply with all legal requirements and regulations related to the transportation industry					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	15	10.0	10.0	10.0
	Disagree	6	4.0	4.0	14.0
	Neutral	57	38.0	38.0	52.0
	Agree	48	32.0	32.0	84.0
	Strongly Agree	24	16.0	16.0	100.0

	Total	150	100.0	100.0	
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CHART NO : 4.1.16 OUR SHIPPING SERVICES COMPLY WITH ALL LEGAL REQUIREMENTS AND REGULATIONS RELATED TO THE TRANSPORTATION INDUSTRY



INTERPRETATION:

From the above table it is interpreted that the number of respondents were 10% is strongly disagree ,4% disagree ,38% is neutral,32% is agree,16% is strongly agree.

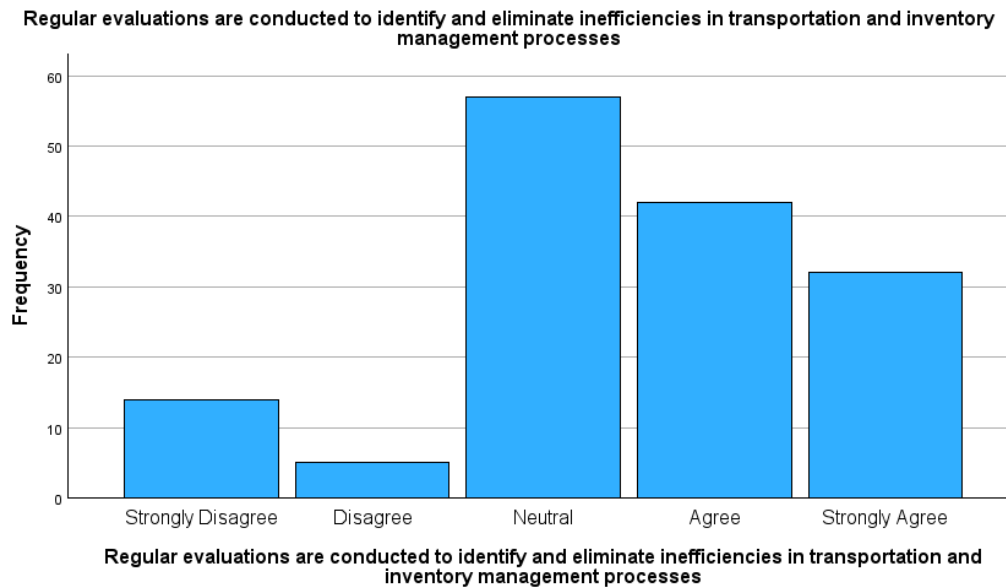
INFERENCE:

Majority 38% of the respondents are neutral that the shipping services comply with legal requirements regulation.

TABLE NO : 4.1.17 REGULAR EVALUATIONS ARE CONDUCTED TO IDENTIFY AND ELIMINATE INEFFICIENCIES IN TRANSPORTATION AND INVENTORY MANAGEMENT PROCESSES

Regular evaluations are conducted to identify and eliminate inefficiencies in transportation and inventory management processes					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	14	9.3	9.3	9.3
	Disagree	5	3.3	3.3	12.7
	Neutral	57	38.0	38.0	50.7
	Agree	42	28.0	28.0	78.7
	Strongly Agree	32	21.3	21.3	100.0
	Total	150	100.0	100.0	

TABLE NO :4.1.17 REGULAR EVALUATIONS ARE CONDUCTED TO IDENTIFY AND ELIMINATE INEFFICIENCIES IN TRANSPORTATION AND INVENTORY MANAGEMENT PROCESSES



INTERPRETATION:

From the above table it is interpreted that the number of respondents were 9.3% is strongly disagree ,3.3% disagree ,38% is neutral,28% is agree,21% is strongly agree.

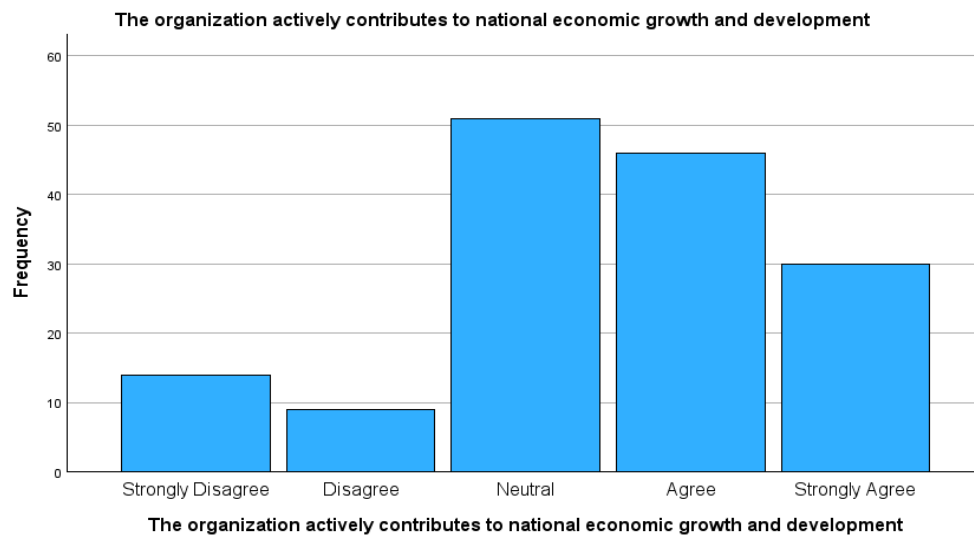
INFERENCE:

Majority 38% of the respondents are neutral that the regular evaluations are conducted.

TABLE N : 4.1.18 THE ORGANIZATION ACTIVELY CONTRIBUTES TO NATIONAL ECONOMIC GROWTH AND DEVELOPMENT

The organization actively contributes to national economic growth and development					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	14	9.3	9.3	9.3
	Disagree	9	6.0	6.0	15.3
	Neutral	51	34.0	34.0	49.3
	Agree	46	30.7	30.7	80.0
	Strongly Agree	30	20.0	20.0	100.0
	Total	150	100.0	100.0	

CHART NO :4.1.18 THE ORGANIZATION ACTIVELY CONTRIBUTES TO NATIONAL ECONOMIC GROWTH AND DEVELOPMENT



INTERPRETATION:

From the above table it is interpreted that the number of respondents were 9.3% is strongly disagree ,6% disagree ,34% is neutral,30% is agree,20% is strongly agree.

INFERENCE:

Majority 34% of the respondents are neutral that the organization contributes to national economic growth and development.

TOOLS FOR ANALYSIS

4.2 ONE TAILED T- TEST

HYPOTHESIS – 1

NULL HYPOTHESIS HO: There is no significance difference in delivery efficiency in cargo services and employee experience.

ALTERNATIVE HYPOTHESIS H1: There is significance difference in delivery efficiency in cargo services and employee experience

Test used: One tailed T-test

T	Df	Mean Difference	95% Confidence Interval of the Difference	
			Lower	Upper
26.297	149	2.347	2.17	2.52

INTERPRETATION

The T-value is 26.297, as indicated in the one-sample test table above. Given the standard alpha level of 0.5, the obtained p-value is significantly smaller. Consequently, we reject the null hypothesis, which posits no difference between our sample mean and the population mean. The statistical evidence supports a significant difference.

4.3 ONE TAILED T- TEST

NULL HYPOTHESIS HO: There is no significance difference between role of employee and a cargo efficiency in delivery.

H1: There is significance difference between role of employee and a cargo efficiency in delivery.

Test used: One tailed T-test

T	DF	MEAN DIFFERENCE	95% CONFIDENCE INTERVAL OF THE DIFFERENCE
			Lower
29.276	149	2.893	2.70

INTERPRETATION

The T-value is 29.276, as indicated in the one-sample test table above. Given the standard alpha level of 0.5, the obtained p-value is significantly smaller. Consequently, we reject the null hypothesis, which posits no difference between our sample mean and the population mean. Statistical evidence supports a significant difference.

CHAPTER -5

FINDINGS, SUGGESTIONS AND CONCLUSION

5.1 FINDINGS:

- Majority 58.7% of the respondents are male
- Majority 30.7% belong to the age group of 20-25
- Majority 56% of the respondents were married

- Majority 44% of respondents are from postgraduate qualification
- Majority 30.7% of the respondents hand in both 3-5years and 6-8years
- Majority 33.3% is respondents from the middle management
- Majority 30% of the respondents belongs to the operations and maintenance department.
- Majority 43.3% of the respondents are neutral that the organization provides required technology, and resources for cargo improvement
- Majority 42.7% of the respondents are neutral that authorized cargo handling tariff are properly billed and collected.
- Majority 38% of the respondents are neutral that the organization have safety programs in place.
- Majority 40% of the respondents are neutral that the company taking steps to improve cargo delivery.
- Majority 36.7% of the respondents are neutral that the company effectively manages transportation routes to minimizes costs while ensuring timely deliveries
- Majority 36.7% of the respondents are neutral that the company utilizes advanced technology and software to optimize transportation routes and minimize fuel and labour cost.
- Majority 42% of the respondents are neutral that the company invests in staff training to enhance skills related to efficient logistics management to reduce operational cost
- Majority 34.7% of the respondents agreed that shipping services are reliable.
- Majority 38% of the respondents are neutral that the shipping services comply with legal requirements regulations.
- Majority 38% of the respondents are neutral that the regular evaluations are conducted
- Majority 34% of the respondents are neutral that the organization contributes to national economic growth and development

- The T-value is 26.297, as indicated in the one-sample test table above. Given the standard alpha level of 0.5, the obtained p-value is significantly smaller. Consequently, we reject the null hypothesis, which posits no difference between our sample mean and the population mean. The statistical evidence supports a significant difference.
- The T-value is 29.276, as indicated in the one-sample test table above. Given the standard alpha level of 0.5, the obtained p-value is significantly smaller. Consequently, we reject the null hypothesis, which posits no difference between our sample mean and the population mean. Statistical evidence supports a significant difference.

5.2 SUGGESTIONS:

- Explore how emerging technologies such as GPS can be integrated into cargo tracking systems to enhance delivery accuracy. Analyze the benefits and challenges of implementing these technologies in the context of cargo handling.
- Investigate the role of data analytics in predicting and preventing equipment failures or delays in cargo handling.
- Examine the use of automation and robotics in cargo warehouses and ports to streamline processes and reduce human errors.
- Examine the influence of human factors such as training and communication on delivery accuracy. Propose strategies for improving human performance and reducing errors in cargo handling operations.
- Explore how sustainable practices in cargo handling, such as green logistics and eco-friendly transportation, can positively impact delivery accuracy.

5.3 CONCLUSIONS:

- The critical analysis of improving delivery accuracy in cargo handling has shed light on various facts of this complex logistical challenge.
- The modern global supply chain demands precision and efficiency, making the quest for heightened accuracy in cargo delivery a crucial undertaking. Through an examination of existing literature and industry practices, several key observations have emerged.
- Firstly, technology stands out as a potent ally in the pursuit of improved accuracy. Implementing state-of-the-art tracking systems, utilizing GPS devices.
- The integration of real-time data and smart technologies ensures a more responsive and adaptive cargo handling system.
- Secondly, human factors must not be overlooked. Training programs that emphasize attention to detail, effective communication, and problem-solving skills among cargo handling personnel are imperative.
- Timely and reliable deliveries enhance customer satisfaction, fostering loyalty and positive brand perception. The effective cargo handling and delivery processes contribute to enhanced overall business productivity and operational excellence.

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QUESTIONNAIRE

1) Name:

2) Gender

a)Male b)Female

3) Age:

a)20-25 b) 26-30 c)31-35 d) 36- 40 e) 41 and above

4) Martial status:

a) Married b) Unmarried

5) Education qualification

a)Diploma b)Undergraduate c)Postgraduate d)FIDI FAIM e)Others

6)Experience

a)0-2years b)3-5years c)6-8years d)8-12 years e)More than 12 years

7)What is your role in the company

a) Trainee b) Officer/executive c) Middle management d)Senior management e)HR

8)Department

a)Administration /Managenent b)Finance/Accounting c)Human Resources

d)Operations/Maintenance e)Others

9)The organization provides required technology, equipments and resources for cargo improvement

a) Strongly disagree b) Disagree c) Neutral d) Agree e) Strongly agree

10) Authorized cargo handling tariffs are properly billed and collected

a) Strongly disagree b) Disagree c) Neutral d) Agree e) Strongly agree

11) Does your organization have safety programs in place

a) strongly disagree b) disagree c) neutral d) agree e) strongly agree

12) Company taking steps to improve cargo delivery

a) strongly disagree b) disagree c) neutral d) agree e) strongly agree

13) The company effectively manages transportation routes to minimize costs while ensuring timely deliveries

a) strongly disagree b) disagree c) neutral d) agree e) strongly agree

14) The company utilizes advanced technology and software to optimize transportation routes and minimize fuel and labour cost

a) strongly disagree b) disagree c) neutral e) agree f) strongly agree

15) The company invests in staff training to enhance skills related to efficient logistics management thereby reducing operational cost

a) Strongly disagree b) Disagree c) Neutral e) Agree f) Strongly agree

16) Our shipping services are reliable, ensuring timely deliveries and minimizing disruptions to customer schedules.

a) strongly disagree b) disagree c) neutral e) agree f) strongly agree

17) Our shipping services comply with all legal requirements and regulations related to the transportation industry

a) Strongly disagree b) Disagree c) Neutral d) Agree e) Strongly agree

18) Regular evaluations are conducted to identify and eliminate inefficiencies in transportation and inventory management processes

a) strongly disagree b) disagree c) neutral d) agree e) strongly agree

19) The organization actively contributes to national economic growth and development

a) strongly disagree b) disagree c) neutral d) agree e) strongly agree

20) Suggestions to improve the delivery of cargo services -

