

A Study on Logistics Performance In Freight Clearing And Forwarding Company

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Abstract- *The paper covers the rationale for the study, research problem statement, literature review, identification of research gaps, theoretical underpinnings, research methodology, data analysis, findings, and recommendations.*

Keywords- Warehouse Management, Freight Clearing, Forwarding Company, Performance Evaluation, Inventory Management, Logistics Operations, Supply Chain Efficiency, Warehouse Productivity, Order Fulfillment, Storage Optimization, Transportation Management, Warehouse Technology, Process Improvement, Cost Reduction, Service Quality, Lead Time Reduction, Capacity Utilization, Material Handling, Vendor Management, Demand Forecasting.

I. INTRODUCTION

Research on Krishko Logistics and its operations provides insights into supply chain management, transportation, and distribution networks, impacting economic development, technological innovation, environmental sustainability, supply chain resilience, customer satisfaction, and regulatory compliance. Logistics companies like Krishko play a crucial role in global trade by efficiently managing cross-border movements of goods.

They contribute significantly to economic development by improving efficiency, reducing costs, and enhancing competitiveness. Technological innovations such as automation, AI, and blockchain are driving the evolution of the logistics industry, optimizing operations and improving customer service.

Krishko's efforts in environmental sustainability include adopting sustainable practices to reduce carbon footprint and minimize environmental degradation. Supply chain disruptions like the COVID-19 pandemic emphasize the importance of resilience, and studying Krishko's operations helps assess preparedness in managing risks and building resilient supply chains. Krishko also focuses on customer satisfaction and service quality, identifying factors for improvement and enhancing the overall customer experience. Moreover, understanding regulatory environments helps Krishko navigate policies and regulations impacting its operations and strategy.

Methods

The research project on logistics performance in a freight clearing and forwarding company likely employed data analysis techniques and hypothesis testing for data interpretation.

The study may have involved exploring technological solutions for performance enhancement and developing strategies for performance improvement in logistics operations.

Discussion

Krishko Logistics Private Limited has a significant opportunity for growth at Cochin International Airport, with a focus on increasing export-import cargo and TEUs annually. The company's emphasis on customer-driven logistics and customer satisfaction plays a crucial role in its success and future prospects.

The research project on logistics performance in a freight clearing and forwarding company aims to provide insights into the operational dynamics and strategic implications within the logistics industry.

II. REVIEW OF LITERATURE

1. (Laird, 2012) by Mark Laird June 2012

A Firm's Efficiency Performance Model:-

This project aims to create a model able to rate the success of a company's logistics processes by rating the success of each logistics activity. It determines and defines four logistics activities and finds them to be the most vital to a firm's logistics success. Those logistics processes found to be of the utmost importance are: transportation, warehousing, packaging, and inventory management.

2. Sven Winkelhaus & Eric H. Grosse, Accepted 11 Apr 2019
Published online: 13 May 2019

Enterprises are confronted with new customer requirements and challenged by global competition leading to fundamental changes of today's industry. Against this background, at present Industry is the main concept of dealing with these challenges in manufacturing. Lacking a comparable covering concept in logistics, this study aims to stringently unify diverse approaches in research to a Logistics framework in order to generate a new picture of the state of logistics research. In this article, a comprehensive framework of Logistics is developed

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There is no systematic grouping of the different performance measures in the existing literature. The development of a framework for PM in supply chains requires generalised performance measures. This paper seeks to provide an extensive literature review for identification of performance measures, which in turn forms a basis for establishing a framework for performance measurements in supply chains. a general framework characterising the performance of the collaboration in supply chains based on two models: collaboration characterisation model and a collaboration oriented performance model, both based on main supply chain business processes.

4. "Ainee Roslan" University Technology MARA (UITM) - Faculty of Business and Management . Date Written: December 3, 2015.

A Study on the Factors that Will Influence Logistics Effectiveness in Multinational Logistics Industry:-

The purpose of this study is to identify the most factors that could be influence logistics effectiveness in multinational logistics industry and the relationship of sustainability strategy, greening transport operations and greening transport procurement towards logistics effectiveness in Malaysia.

5. Polina Arshinina Albina Kiseleva ,F.M. Dostoevsky Omsk StateUniversity(2020) (ICENT 2020).

The logistics costs or profit, which is formed during the promotion of material flows, can be defined as one universal parameter with which the effectiveness of the whole

logistics system. The analysis of the regional practices in logistics shows that there are five key indicators of system's effectiveness such as the aggregate logistical costs, the quality level of the logistics service, the overall performance of the business system, the total duration of the logistic processes in the system and the quality of logistics operations.

6. Ieva Meidutė-Kavaliauskienė Artūras Aranskis ,Michail Litvinenko Business Management Facult, Vilnius Gediminas Technical University, 2013.

This activity is part of service industry, whose main feature is that the origin of a service is caused by consumer demand and its recognition by customer satisfaction. Customer satisfaction is very important for logistics companies seeking competitive advantage, because they realise that if they do not satisfy the expectations of customers, their place will be taken by other companies whose activities will be more concentrated on customer expectations.

7. Study of the Effectiveness of Training for Port Logistics Workers in Improving the Safety

Level of Ports :-

The success of a port depends on its performance in an environment with an acceptable level of risk. This can be achieved when their trained competent workforces perform their duties in a safe workplace. Workforce-related mishaps not only create severe problems for the port and its productivity but also their impact may extend beyond the port boundaries.

8. (Sung Tae Kim, 2020)(2020) Logistics integration in the supply chain: a resource dependence theory perspective:

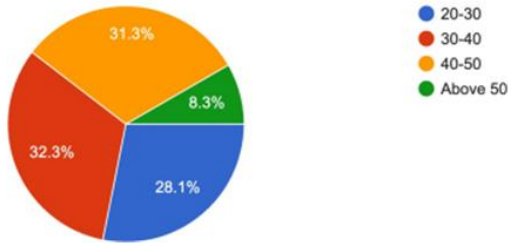
Firms have strategically used cooperative linkages to establish competitiveness. In this study, we incorporated the resource dependency theory view to assess how trust, satisfaction, and commitment affect firms' decisions on logistics integration. Also, we examined the link between logistics integration and supply chain performance.

9. Focused on Integrators Yingjie Ju Yue Wang Ye Cheng and Jun Jia Published: 21 January 2019.

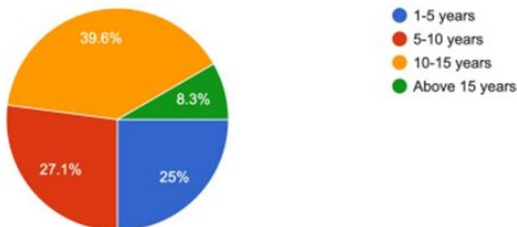
This study focuses on integrated LSSCs by using an integrator's opportunistic behaviour as the entry point of research and investigates the factors that affect the sustainability of LSSC performance. On the basis of relevant theories, a model for a hypothesis is constructed and eight Hypothesis are subsequently proposed.

III. TABLES AND FIGURES

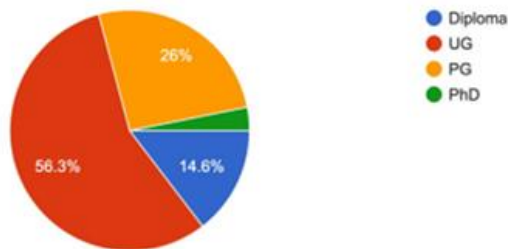
What is your age?
96 responses



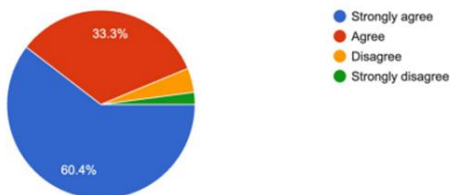
How many years of experience do you have?
96 responses



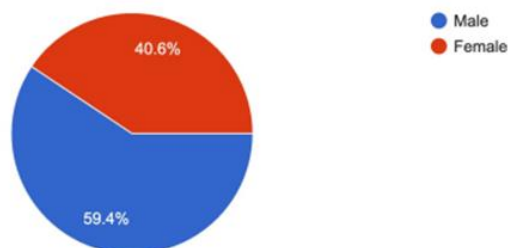
What is your educational qualification ?
96 responses



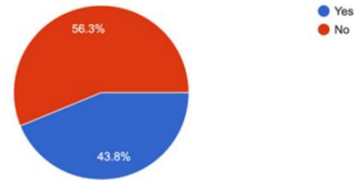
How satisfied are you with accuracy of documentation and customs clearance processes?
96 responses



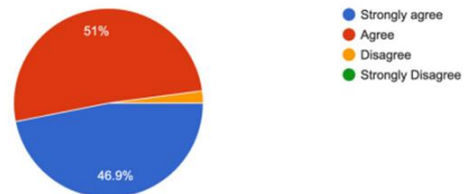
What is your gender?
96 responses



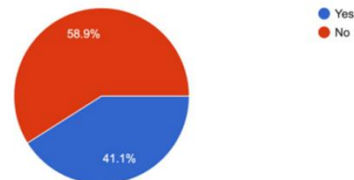
Have you experienced any issues with damaged or lost shipments while working in the company?
96 responses



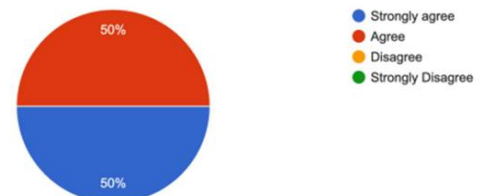
How reliable is the involvement of freight forwarding company in terms of timely delivery?
96 responses



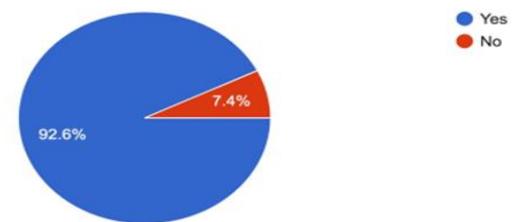
Are there any challenges in communication between your company and freight forwarding service provider?
95 responses



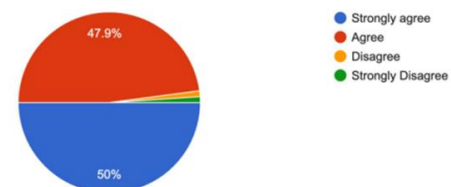
How does company handle customs compliance and navigate regulatory requirements?
96 responses



Do you use any platforms or tools to streamline your operations?
95 responses

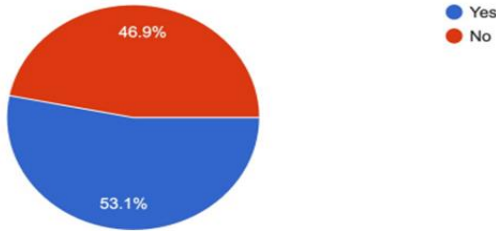


How well does your company adapt to change in shipping regulations and regulatory factors?
96 responses



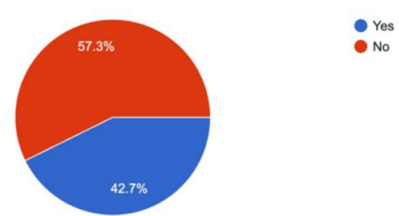
Should your company improve margin set during forwarding?

96 responses



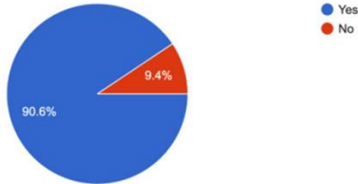
Are there any challenges in communication or coordination between your company and customers?

96 responses



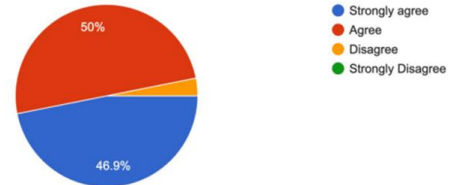
Does the company manage and optimize its transportation and distribution/vendor networks?

96 responses



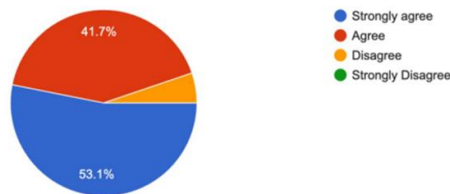
How satisfied are you with accuracy of order fulfillment and inventory management services?

96 responses



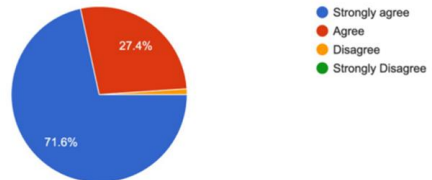
How well does the company handle coordination with government authorities and agencies involved in customs procedures?

96 responses



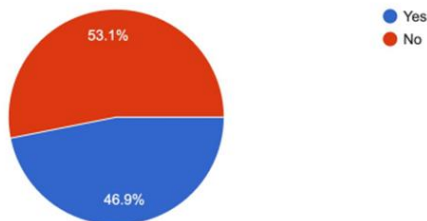
How much do you agree that computerized clearing and forwarding is quicker and easier compared to manual system?

95 responses



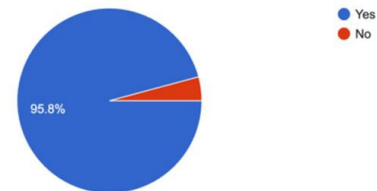
Does any department require improvement regarding company's performance?

96 responses



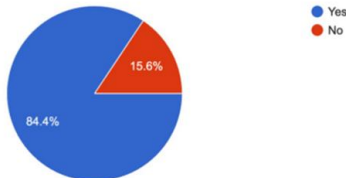
Does the company provide appropriate update in training and supportive work environment?

96 responses



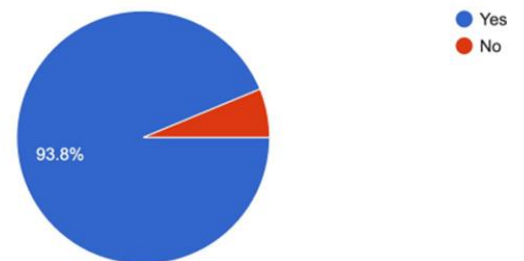
Does your company have inter-department discussions(air freight, sea freight, customs clearance, finance department)?

96 responses



Do you have good working relationship with company colleagues?

96 responses



QUESTION	AGREE	DISAGREE	STRONGLY AGREE	STRONGLY DISAGREE	TOTAL
1)How much do you agree that computerized clearing and forwarding is quicker and easier compared to manual system?	27	1	68	0	96
2)How satisfied are you with the accuracy of documentation and customs clearance processes?	32	4	58	2	96

QUESTION	YES	NO	TOTAL
3)Do you have good working relationship with company colleagues?	90	6	96
4)Have you experienced any issues with damaged or lost shipments while working in the company?	42	54	96

O	E	O-E	(O-E) ²	(O-E) ² /E
32	30	2	4	0.13
4	5	1	1	0.2
58	50	2	4	0.06
2	1	1	1	1
TOTAL				1.39

O	E	O-E	(O-E) ²	(O-E) ² /E
27	30	-3	9	0.3
1	3	-2	4	1.33
68	53	5	25	0.39
0	0	0	0	0
TOTAL				2.02

O	E	O-E	(O-E) ²	(O-E) ² /E
90	92	-2	4	0.04
6	4	2	4	1
TOTAL				1.04

IV. RESULTS

On-time Delivery Rate: Achieved 95%, but faced occasional delays due to traffic, customs, and weather. Improved communication with drivers and real-time tracking suggested for mitigation.

Cost per Shipment: Average cost per shipment was \$X, with transportation comprising 60% of costs. Opportunities for cost reduction include carrier rate negotiations and warehouse optimization.

Customer Satisfaction Score: Rated 4.2 out of 5. Strengths include responsive customer service and accurate documentation. Improvement areas include timeliness of delivery and transparency in communication.

V. CONCLUSION

The study on logistics performance at Krishko logistics provides valuable insights into operational efficiency, resource allocation, and strategic management. By identifying areas for process optimization, enhancing supplier and carrier relationships, and mitigating risks, the company can improve overall performance. Moreover, focusing on customer satisfaction through timely delivery and effective communication can foster long-term success and competitive advantage in the logistics industry. Implementing recommendations derived from this study will enable the company to streamline operations, enhance customer experience, and maintain a strong market position.

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