



**ORIGINAL RESEARCH PAPER**

**Management**

**A STUDY OF IMPROVEMENT IN LOADING AND UNLOADING IN WAREHOUSE OPERATION IN MANIPUR**

**KEY WORDS:**

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**ABSTRACT**

Improvement of Loading and unloading in warehouse operation is very much essential in this modern world to ease the connectivity. The aim of the study is to find a strategy that will optimise the residence time of any lorry in the warehouse. Research will also discover questions through the application of scientific procedures. The main aim of analysis is to seek out the reality that is hidden and which has not been discovered thus far research methodology has many dimension and research method to constitute a part of research methodology. The research will focus on proper documentation as even in this 21st century many courier service are unable provide from information about any old consignment and it will also help in reduction of human error. The research will also focus on appropriate analysis to reduce damage as loading and unloading.

**1. INTRODUCTION:**

Logistics is a diverse and dynamic function that is flexible and according to the various constraints and demands imposed upon it. It has realistically, no precise name or definition that can be universally applied because Products, organizations and systems differ.

Many terms are therefore used interchangeably, in literature in the humanitarian world. Once quite frequently accepted view in the humanitarian sector is **Logistics = Supply + Material management + Distribution.**

Logistics is worried with physical material data and knowledge and data flows type staple through to the ultimate destination of the end product. Major stress is currently placed on the importance of the knowledge still as physical flows, and a further and extremely relevant factors is that of reverse provision – The flows of the product and packaging through the system.

There is invariably typically confusion between “Logistics” & “Supply chain management”. Provision is one activity of finish – to – end method of supply chain management. On the opposite hand, “Supply chain management deals with management of fabric, information, and money flows in a very network consisting of suppliers, producing distribution, and customers.

Services and knowledge between the purpose of origin and also the point of consumption so as to fulfil the consumer's necessities.

**2. Rationale OfThe Study:**

- (i) The purposed of research is to discover questions through the application of scientific procedures. The main aim of analysis is to seek out the reality that is hidden and which has not been discovered thus far research methodology has many dimension and research method to constitute a part of research methodology
- (ii) The research will focus on proper documentation as even in this 21<sup>st</sup> century many courier service are unable provide from information about any old consignment and it will also help in reduction of human error
- (iii) Proper handling of consignment, the consignee only pays for the purchase of the merchandise once a sale has been made. They must send their revenue from the sale to the sender at the same time. If the products aren't sold, they can be returned. This means that the consignee does not have to bear the costs associated with unsold inventory.

- (iv) The research will also focus on appropriate analysis to reduce damage as loading and unloading operations are common in industries such as logistics and transport. To prevent injuries among workers carrying out these operations, proper securing and safe loading and unloading practices are crucial.

**3. Statement OfThe Problem**

- At the time of loading and unloading process human error are occurs
- At the time of scanning the consignment on loading and unloading duplicate of waybill number happen
- Due to the negligence of the labour sometimes the waybill label sticker damage
- When the trucks are not parking on its dock its find difficult to load the consignment and takes more time
- For the loading and unloading Safexpress need to be hire basic educated and skill labours
- Different Material handling equipment are less need to be upgrade
- While loading in to the truck labour must handle the consignment properly according to the labeling of the consignment

**4. Objectives OfThe Study**

- To understand the process of Loading and Unloading in warehouse operation
- To know the reason why Safexpress need more to be improve in Loading and Unloading the consignment
- To evaluate in transportation management, handling outbound, inbound and internal transportation is prioritized in daily and monthly basis.
- To analyse the problems faced by the company at the time of Lees than Truck Load distribution process and need of improvement.

**5. Research Methodology**

Research methodology is a way to consistently solve the analysis downside it should be understood as a science of finding out however analysis is finished scientifically. Research methodology has many dimensions and research method does constitute a part of it. The scope of analysis methodology is wider than that of research strategies.

The methodology of study explain the systematic way of finding the answer to predetermined questions Moreover , this provide the clear path of accomplishment and achieve the clear solution for the problem started. The reliability, strength and accuracy of the study mainly depend upon the methodology. The following are the stage through which

research has passed through the collection, analyzing and interpretation the various type of information pertaining to the study. Methodology shall be consider as a method used this study in selecting samples, sample size, data collection and various tools for data analysis interpretation.

The purposed of research is to discover questions through the application of scientific procedures. The main aim of analysis is to seek out the reality that is hidden and which has not been discovered thus far Thus research methodology has many dimension and research method to constitute a part of research methodology

- The data shall be collected from different firm.
- The major sources of information for the study will be collected from the office/field/employees of Safe Express, Manipur

**Method Of Data Collection**

Data collection is a systematic approach to gathering information from a variety of source to get a complete and accurate picture of an area of interest. Information shall be collected for a research. There are handful methods of data collection. The method deployed here is the collection of secondary data

Secondary data is the data that have been already collected and recorded by someone else and readily available from other sources. The purpose of secondary data is all about extracting the relevant information from other sources, previous studies, fact finding; available. Such data was amassed from acknowledge sources. The data is gathered from the company.

**Stistical Tools**

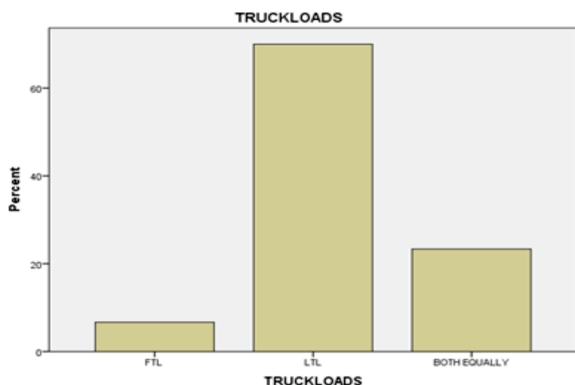
Statistical methods involved in carrying out a study include planning, designing, collecting data, analysing, drawing meaningful interpretation and reporting of the research findings. The statistical analysis gives meaning to the meaningless numbers, thereby breathing life into a lifeless data. The results and inferences are precise only if proper statistical tests are used. This article will try to acquaint the reader with the basic research tools that are utilised while conducting various studies. The article covers a brief outline of the variables, an understanding of quantitative and qualitative variables and the measures of central tendency. An idea of the sample size estimation, power analysis and the statistical errors is given. Finally, there is a summary of parametric and non-parametric tests used for data analysis.

**6. Data Analysis And Interpretation**

**Percentage Analysis**

- **Frequent truck loads dealt by the firm**

TRUCKLOADS	Frequency	Percent	Valid Percent
FTL	2	6.7	6.7
LTL	21	70.0	70.0
BOTH EQUALLY	7	23.3	23.3
TOTAL	30	100.0	100.0

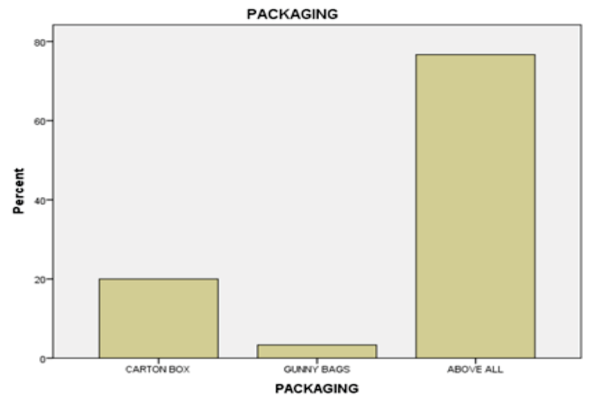


**Interpretation**

This chart shows that out of 30 employees 6.7% of them choose FTL consignment, 70.0% of them choose LTL consignments and 23.3% of them choose BOTH EQUALLY

**Types of packaging's used in the firm**

PACKAGING	Frequency	Percent	Valid Percent	Cumulative Percent
CARTON BOX	6	20.0	20.0	20.0
GUNNYBAGS	1	3.3	3.3	23.3
ABOVE ALL	23	76.7	76.7	100.0
TOTAL	30	100.0	100.0	



**Interpretation**

This chart shows that out of 30 employees 20.0% of them choose CARTON BOX PACKING, 3.3% of them choose GUNNY BAG PACKING and 76.7% of them choose ABOVE ALL

**7. Findings Of The Study**

**Percentage Analysis**

- From the above analysis 6.7% of the employees choose FTL consignment, 70.0% of them choose LTL consignments and 23.3% of them choose BOTH EQUALLY. It shows that firm mostly deals with LTL consignments.
- From the above analysis 66.7% of the employees stated that LTL consignment are usually distributed through HUB&SPOKE model, 33.3% of them choose sometimes it is delivered through HUB&SPOKE model.
- From the above analysis 26.7% of the employees choose 1hr for the loading of consignments, 66.6% of them choose 2hrs and 3.7% of them choose 3hrs
- From the above analysis 13.4% of the employees choose 1hr for the loading of consignments, 83.3% of them choose 2hrs and 3.3% of them choose 3hrs
- From the above analysis 30% of the employees were satisfied about their material handling equipment, 40% of them were neutral and 30% of them were not satisfied
- From the above analysis 16.7% of the employees stated YES as they know the local areas of Manipur and 83.3% of them stated NO as they don't know the local areas of Chennai.

**8. Recommendation And Suggestions**

- The firm could use new material handling equipment to reduce the loading and unloading time of the consignments
- Proper instruction should be given to the loaders and employees to reduce human error in the process of distributing LTL consignments as human errors are usually occurs on the dock
- To prevent the loss of consignment in between the distribution process the firm must implement a better inventory management software or form up a response team for the movement of consignment inside the hub.
- Most of the employees are uneducated and don't how to read and write in English and are not aware about the local area names of Chennai, so therefore the firm should store

the consignments for the local areas on the basis of their pin-code which will decrease time period for the distribution of LTL consignments.

### 9. CONCLUSION

The study tell about distributional process of LTL consignments and the problems occurs in between the distributional process of LTL consignments, as it was effective to know about the problems faced by the employees or loaders at the time of distribution process and also was effective to know about the human errors caused by the loader which creates various problem for the distribution of LTL consignments. It was effective as it states various other factors which affects the distribution of LTL consignment like lack of better material handling equipment, inefficient loaders, lack of basic knowledge's among loaders as the waybills are in English etc. To overcome this problems the firm should use better material handling equipment, also should organize their local area dock according to pin- code format, so that they can reduce the time period for the distribution process and also to reduce the losses and damages of LTL consignments in between the distribution process.

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