Sonargaon University (SU)

Thesis Report
on
Supply Chain Management Practices in Bangladesh: A Case Study on "Service Nin Dot Com".

Submitted by:

Md. Rashedul Islam
ID: RMBA2301028006
Program: Regular Master of Business Administration
Major: Supply Chain Management (SCM)
Department of Business Administration
Sonargaon University (SU)

Submitted to:

Department of Business Administration
Faculty of business
Sonargaon University (SU)

Submitted for the partial fulfillment of the degree
of Regular Master of Business Administration

Date of Submission: 7th January, 2025

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Lecturer
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Submitted for the partial fulfillment of the degree
of Regular Master of Business Administration

Date of Submission: 7th January, 2025

Letter of Transmittal

Date: 7th January, 2025

To,
Mst. Marium Akter
Lecturer
Department of Business Administration
Faculty of Business
Sonargaon University (SU).

Subject: Submission of Thesis Report Titled "Supply Chain Management Practices in Bangladesh: A Case Study on Service Nin Dot Com".

Dear Madam,

This is my pleasure to present my thesis paper entitled **Supply Chain Management Practices in Bangladesh: A Case Study on Service Nin Dot Com.** It is my pleasure to inform you that I have already finished my thesis paper in a reputed organization in **Service Nin Dot Com**. It was an interesting opportunity for me. The main purpose of this report is to learn about importance of supply chain management in Logistics sector in Bangladesh. Supply chain management of Coffee sector is very complicated, because of abnormal demand at unexpected period. I have tried my best to prepare this report. This report has been prepared based on the practical experiences and different ideas obtained during working at **Service Nin Dot Com.**

Therefore, I sincerely hope that you will appreciate my effort and I shall be grateful if my report is accepted for the appropriate purpose.

Yours Sincerely,

_____

Md. Rashedul Islam
ID: RMBA2301028006
Program: Regular Master of Business Administration
Major: Supply Chain
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Student's Declaration

This is **Md. Rashedul Islam**, a student of Regular Master of Business Administration (RMBA) ID: RMBA2301028006 from Sonargaon University (SU) would like to solemnly declaration here that this Thesis Paper on "**Supply Chain Management Practices in Bangladesh: A Case Study on Service Nin Dot Com"** has been authentically prepared by me under supervisor of **Mst. Marium Akter**, Lecturer, Department of Business Administration, Sonargaon University.

I didn't breach any copyright act internationally. I am further declaring that I did not submit this report anywhere for awarding any kind of degree or certificate.

Sincerely Yours,

Md. Rashedul Islam
ID: RMBA2301028006
Program: Regular Master of Business Administration
Major: Supply Chain
Sonargaon University (SU).

Letter of Authorization

I, **Mst. Marium Akter**, Lecturer, Department of Business Administration, Sonargaon University (SU) hereby certify that the Thesis work entitled as "**Supply Chain Management Practices in Bangladesh: A Case Study on Service Nin Dot Com".** has been prepared by **Md. Rashedul Islam**, ID: RMBA2301028006, Department of Business Administration, Sonargaon University (SU) and submitted as a requirement for the partial fulfillment for the degree of the Regular Master of Business Administration with major in SCM. To the best of my knowledge, the above-mentioned work has been conducted by the student himself. Any option or suggestion made in this study are entirely that of the author of this thesis paper. The report is an original work and prepared as a partial requirement of the degree the Regular Master of Business Administration.

_____

Mst. Marium Akter
Lecturer
Department of Business Administration
Faculty of Business
Sonargaon University (SU)

Acknowledgement

At first, I would like to thank my honorable thesis report supervisor from Sonargaon University, Mst. Marium Akter, Lecturer, faculty of Business Administration for providing me such an opportunity to prepare a Thesis Paper on "**Supply Chain Management Practices in Bangladesh: A Case Study on Service Nin Dot Com".**

I would like to place my gratitude to Farhad Hossain, (AGM) (SCM) and Md. Minnat Ullah, Manager (SCM) of Service Nin Dot Com, enable me to complete my thesis paper in their esteemed organization.

During my preparation of the project work I have come to very supportive touch of different individuals (respondents from Service Nin Dot Com) & friends who lend their ideas, time & caring guidance to amplify the report's contents. I want to convey my heartiest gratitude to them for their valuable responses.

I would like to acknowledge my fellow classmates and friends for their camaraderie, encouragement and constructive discussions throughout this research. Their support has made this journey more enjoyable and fulfilling.

Lastly, I wish to express my deepest appreciation t my family for their unwavering support and belief in my abilities. Their encouragement and understanding during the demanding phases of this research have been my greatest motivation.

Thank you all for your contribution to this thesis and fo being a part of my academic journey.

Executive Summary

Service Nin Dot Com is the largest, Unique, loyalty maintainable & Compliance's dependable service provider company in Dhaka City. For all kinds of home, factory, office apartment, high rise building & any kinds of business center services. We help you to hire expert a moral manpower who are service partner without any kind of hassle. Please Download the app and fill up some steps for need your necessary & Emergency service.

Service Nin Dot Com is giving 15+ categories services. If you hire one of our experts found them loyal, moral & 100% professional. Service Nin Dot Com successfully completed a lot of central air conditioning projects in Dhaka city like Commercial Buildings, Hospitals, Shoping Malls, Govt. Offices, Airport, etc. Softlogic's footprint in Bangladesh along with Global Cynax, committed to provide international standard HVAC solutions in commercial & industrial sectors, hotels, restaurants, convention hall, large residential house, etc. For industrial solution, we provide electric chiller, absorption chiller & ventilation system in all industries.

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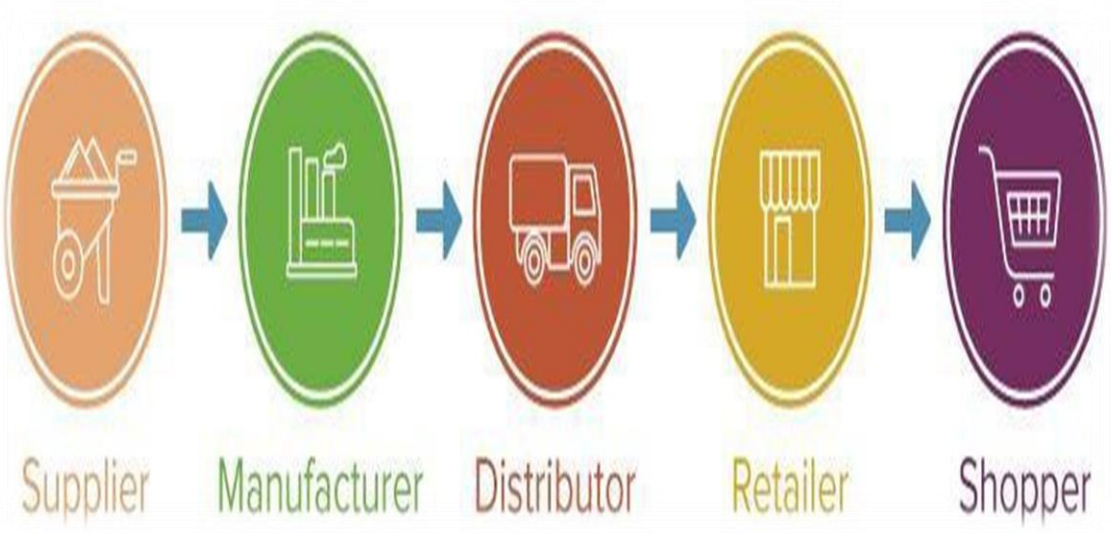
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Chapter 01
Introduction

1.1 Introduction

Supply chain management (SCM) is perhaps the premier operations management strategy for companies seeking to establish and maintain competitive advantage in today's global marketplace. SCM is important because businesses have come to recognize that their capacity to continuously reinvent competitive advantage depends as much on their ability to look *outward* to their channel partners as it does leverage their internal capabilities. Channel partners assist companies to generate the innovative ideas and resources necessary to assemble the right blend of competencies that will resonate with their own organizations and the wants and needs of their marketplaces. Today, no corporate leader believes that their organization can survive and prosper acting independently of its suppliers and customers. In fact, perhaps the ultimate core competency an enterprise may possess is not to be found in a temporary advantage it may hold in a product or process, but rather in its ability to continuously assemble and implement market- winning capabilities arising from collaborative alliances with their supply chain partners.



1.2 Objectives of the Study

Broad Objective

- Process at **"Supply Chain Management Practices in Service Nin Dot Com".**

Specific Objective

- Logistics, Purchase process, supply chain, distribution, marketing and contingency theory apply in supply chain management (SCM).
- Basic operation process and performance for treatment and perceive information disclosure as a loss of power.
- Companies is not seeking for achieve cost reductions or profit improvement at the expense of their supply chain partners.
- Chain level-supplier's supplier, customer's customer.
- Effective supply chain integration requires effective implementation.
- Time and space variables making complexity of SCM.
- If willingness collaborates each other instead of isn't possible good chain.

1.3 Scope of the Study

The study is concerned with the description of supply chain management as a responsible strategic for industrial company. Each industrial company must have supply chain manager for operates overall that at its headquarters. Specifically, the researcher will collect data to establish why supply chain manager is a key for industrial company, how supply chain manager handles the all activities of their company, the challenges faced a supply chain manager as well as the others department concern manager. The data sources mainly primary from questionnaires and secondary from company annual reports and internet. The researcher may face problem from the respondents who may not be willing to reveal information may be due to lack of trust and assumed lack of confidentiality. The respondents may feel they are going against the organizations rules and ethics. But they will be reassured that the information is needed for research purpose only. The researcher may experience constraints of time to carry out the research.

1.4 Research Methodology

Primary information:

Primary information is directly collected from to Farhad Hossain, (AGM) (SCM) and Md. Minnat Ullah, Manager (SCM) company training, directly supplier visiting information and my cooperative colleague of supply chain department.

Secondary information:

Secondary data are collected from website of Service Nin Dot Com https://www.servicenin.com/, Fb page https://www.facebook.com/bdServicenin different reports on internet, newspaper, magazine etc.

1.5 Limitations of the Study

During the thesis making time I face some Complexity which is:

- Time constraints of the semester require making a-research but less time.
- May be ideal for an ethnographic study.
- Data collected from different sorts of sources.
- Moving around & waiting for Data. Etc.

So, there may be some type of errors. But I am trying to collect the best of data from different resources.

Chapter 02
Organization Overview

2.1 History of Service Nin Dot Com

The Service Nin Dot Com has been delivering sustainable profit growth while building a solid business foundation amidst a challenging operating environment. My mission is to extend this trajectory into the future and turn the Service Nin Dot Com into a leading global company. We continue to face new challenges in our business environment; the pace and scale of change are unprecedented. In order to overcome these challenges, the Service Nin Dot Com has undergone an organizational transformation that includes initiatives such as globalization and restructuring. These improvements will enable us to become faster at identifying and addressing shifts in the landscape. But there is more to be done, and we remain fully committed to strengthening our capabilities and to further evolving the organization going forward.

Service Nin Dot Com is the largest, Unique, loyalty maintainable & Compliance's dependable service provider company in Dhaka City. For all kinds of home, factory, office apartment, high rise building & any kinds of business center services. We help you to hire expert a moral manpower who are service partner without any kind of hassle. Please Download the app and fill up some steps for need your necessary & Emergency service.

2.2 Vision:

To be a Nationally acclaimed HVAC & Electro-Mechanical Solutions & Contracting Company, giving Total Engineering Solutions to the entire Satisfaction of the Customers.

2.3 Mission:



Our mission is to give our customers peace of mind, which is delivered through in-depth knowledge of customer applications & need and best of class services through association with world renowned brand.

2.4 Services

OUR HVAC SERVICES

- Design & Estimation
- Supply & Installation Works including Ducting
- Project Implementation
- Commissioning & Testing
- Project Handover
- After Sales Service
- Spare Parts Supply

OUR CORE COMPETENCIES

CHILLER

Chiller is mainly used in larger capacity central air conditioning cases. Apart from that the application of chiller is also in the manufacturing industries for the process machineries & space to maintain a certain level of temperature and moisture. Category wise we can provide solution and supply chillers like electric & absorption both. Our experts offer support from primary level like design stage to project handover & after sales service. For project implementation.



VRF

We provide complete solution of VRF application from 40 Ton to 500 Ton as per client's requirement. If you want to do fully air condition system your house or commercial building, we will do Proper calculations and advise you in selecting the right capacity



2.5 Our Service Field Area

- ✓ Residential House
- ✓ Clinic & Diagnostic Center
- ✓ Bank & Offices
- ✓ Restaurant
- ✓ School & Universities

Our products and services (AC Service)

Sl. No.	Products Details	Products
1	**Split Type AC:** A split system air conditioner has two components, an indoor and outdoor unit.	
2	**Cassette Type AC:** A cassette air conditioner is essentially a type of split system, because it consists of two units; one inside and the other one installed outdoors. The difference with cassette air conditioners is that the indoor unit is installed in the ceiling	
3	**Ceiling Suspended Type AC:** Ceiling suspended air con are exposed unit of indoor unit hung from the ceiling.	
4	**AC Gass charge:** Gas Charging Full (R-410A) (R-32) (R-22)	

Our products and services (Home Appliance Service)

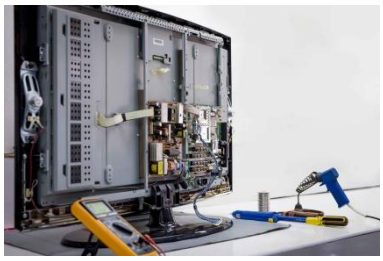
Sl. No.	Products Details	Products
1	**Refrigerator Services** We buy and sell all brands of refrigerators at affordable prices. Especially Whirlpool, LG, Samsung, GE, Bosch, Hitachi, Kelvinator, Panasonic. Besides, we go home and service the refrigerator**.**	
2	**Refrigerator Cleaning** Regular cleaning of the fridge is very important as it is used every day. If you don't clean the fridge regularly, germs can build up inside. There can be various diseases from there. Unclean and frozen refrigerators also lead to higher electricity bills. So, get your fridge cleaned regularly by our skilled cleaners	
3	**Compressor fitting with gas refill** The compressor is the main engine of the refrigerator. It depends on how long the fridge will last and how it will be serviced. If the compressor of your refrigerator is of poor quality, it will cause inconvenience in daily life. Electricity consumption will also increase. The better the fridge compressor, the better the fridge is. We sell and install compressors at affordable prices.	
4	**Fridge Gass charge:** (R-134A) (R-600A) The gas used in the refrigerator helps to maintain the temperature. Hence, it is essential to use good quality gas to ensure that the temperature inside the fridge remains stable. It is never advisable to buy low quality gas at a low price as it reduces the efficiency of the refrigerator. We provide the best gas in the market. Especially	
5	**Microwave Oven Services** It is quite late to return home after finishing office work. Microwave oven will get rid of the worry of eating cold food back home. Just what food is hot! The oven is no match for making a variety of delicious dishes. Take service and bring different brands of ovens. So, we are at your side to purchase and service ovens at affordable prices	
6	**Oven Repair / Servicing** We service various types of oven problems like Capacitor Replacement, Circuit Repair, Buttons Problem, Noise Problem, Heating Problem, Not Working (Electrical Issue), Magnetron Replacement etc.	

7	**Washing Machine** Samsung, Hitachi, Whirlpool and Haier washing machines are available from us at affordable prices	
8	**Washing Machine Check Up Servicing** We service various types of Washing Machine problems like Washing Machine Check Up, Motor Repair/ Replace etc.	

Our Cleaning services

Sl. No.	Products Details	Products
1	**Kitchen Hood Cleaning** Cleanliness is very important in order to stay healthy especially your kitchen hood. That is why Servicenin.com marketplace comes up with kitchen hood cleaning service for you. This service is a proper solution for your kitchen. Our professional service providers will clean your kitchen hood so that you can have clean and healthy cooking. Upon receiving your order online our verified service providers will send cleaners to your doorstep in your specified time.	
2	**PVC Water Tank Cleaning** World Health Organization (WHO) has given a clear guideline regarding the methods for regular cleaning and disinfecting of water reservoir Tanks. Following the guideline, company name introduces UVC (Ultra Violet Ray- band C) as the main aspiration of Cleaning and Disinfection of Water Reservoir Tanks.	
3	**RCC Water Tank Cleaning** RCC Water Tank Cleaning (Reserve and Overhead Tank) Minimum Rate Tk. 4500 Up to 1500cft. In case of excess of 1500cft. to be paid at the rate of 3 Tk. per-cft.	

Our IT products and services

Sl. No.	Products Details	Products
1	**Laptop Services** Laptop Hardware Services, Laptop Software Services We sell and repair Acer, Asus, Avita, Gigabyte, HP, Lenovo and MSI brand laptops and desktop computers for your organization. We have modern computer lab. So, feel free to service laptop computer	
2	**Desktop Services** Desktop Software Services, Desktop Hardware Services We sell and repair Acer, Asus, Avita, Gigabyte, HP, Lenovo and MSI brand laptops and desktop computers for your organization. We have modern computer lab. So, feel free to service desktop computer.	
3	**CCTV Camera Services** At present, there is no alternative to CCTV cameras to strengthen the security system of offices or homes in the country. We sell and install CCTV cameras of any brand.	
4	**TV Check Up**	
5	**TV Sound Problem, TV Display Problem**	

Our Electrical products and services

Sl. No.	Products Details	Products
1	**IPS Services & Installation** We provide you a platform at Servicenin.com Marketplace so you may work with the top IPS servicing professionals in your area. Everything is available on Servicenin.com, from IPS installation to repairs. We have recognized and trusted personnel who strive hard to provide you the best IPS service at your doorstep.	
2	**Electrical Check Up** This service includes only diagnosis of any sort of electrical issue by an electrician who will go to the client doorstep to perform initial tests.	
3	**Main Circuit Breaker Installation, Main Circuit Breaker Repair**	

Benefits of the Package:

- Best Price.
- 24/7 Customer Support.
- Trusted & Reliable Technicians.
- Expert & Verified Service Providers.
- Our 24/7 customer support is up & above for any queries and issues. Let us know, whenever you need to know anything on our service.

2.6 Global Partner



















2.7 SOME HVAC PROJECT WE COMPLETED

Sl.	Projects		Supply & Service
01	Ibn sina diagnostic & imaging Center	IBN SINA	Maintenance
02	Al Manar Hospital	AL-MANAR HOSPITAL LTD আল-মানার হাসপাতাল লিঃ	Annual Maintenance & servicing
03	Islami Bank Bangladesh PLC		Maintenance
04	Dogma Hospital	We Care, Allah Cure DOGMA	Maintenance
05	First Capital securities Ltd	FIRST CAPITAL	Maintenance
06	Biopharma Ltd.	BIOPHARMA LIMITED Committed to Serving Mankind	Maintenance
07	Impulse Properties Ltd	IMPULSE	Installation & maintenance
08	Daffodil International School Dhanmondi	Daffodil International School	Maintenance
09	Dutch-Bangla Bank PLC	Dutch-Bangla Bank	Maintenance
10	Sara Group	SARA GROUP Indian roots. Global reach.	Installation & maintenance

2.8 SWOT Analysis



Service Nin Dot Com - Strategy, SWOT and Corporate Finance Report, is a source of comprehensive company data and information. The report covers the company's structure, operation, SWOT analysis, product and service offerings and corporate actions, providing a 360˚ view of the company.

➢ Strengths (Internal Factors)

- **Wide Range of Services:**

Service Nin Dot Com offers a variety of services, making it a one-stop platform for users.This diversity helps attract different customer segments and increases the potential for customer retention.

- **Convenient Platform:**

The platform's app and website are user-friendly, making it easy for customers to browse services, book appointments, and make payments. This convenience enhances the customer experience and encourages repeat business.

- **Trust and Reliability:**

By ensuring that service providers are vetted, certified, and trained, ServiceNin.com builds trust with its customers. The reputation for reliable services is a strong competitive advantage in the service industry.

- **Flexible Payment Options**:

The platform offers a range of payment options, including online payments,making it easy for customers topay for services.This flexibility increases customer convenience and satisfaction.

- **Scalability:**

ServiceNin.com's digital business model allows for easy scalability. The platform can expand to new cities, regions, or even countries, offering additional services to meet growing demand.

6. **Cost-Efficiency for Customers:**

By aggregating service providers, ServiceNin.com can offer competitive pricing, which benefits customers. The platform can also help service providers find work without the overhead costs of traditional advertising.

➢ Weaknesses (Internal Factors)

- **Dependency on Service Providers:**

.

ServiceNin.com's success is dependent on the availability and quality of its service providers.Anyinconsistency in service quality or reliability can harm the platform's reputation and customer trust

- **Limited Brand Recognition:**

While ServiceNin.com may be known in certain regions, it may still be striving to build widespread brand recognition in new markets. This limits its ability to compete with established competitors in broader markets.

- **Customer Support and Service Quality:**

Managing customer complaints and ensuring a high level of service quality across all service providers can be challenging. Poor customer support or unresolved service issues could lead to negative reviews and loss of business.

- **Technological Dependence:**

As an online platform, ServiceNin.com is highly dependent on technology. Any technical issues, such as website downtime, app malfunctions, or data breaches, could lead to a negative customer experience and loss of trust.

- **Service Provider Accountability:**

Managing a large network of service providers could result in issues with accountability. If a service provider fails to meet expectations or behaves unprofessionally, it may reflect poorly on the entire platform.

➢ Opportunities (External Factors)

- **Growing Demand for On-Demand Services:**

With increasing urbanization and busy lifestyles, the demand for on-demand services is growing. People are looking for convenient, fast, and reliable service solutions, which presents an opportunity for ServiceNin.com to expand its customer base.

- **Expansion into New Markets:**

ServiceNin.com has the opportunity to expand its services to new geographical regions. By entering new cities, towns, or even countries, the platform can increase its user base and revenue streams.

- **Technological Advancements**:

Advances in artificial intelligence (AI), machine learning, and automation can help ServiceNin.com optimize its platform, improve the matching process between service providers and customers, and enhance customer support through chatbots and predictive analytics.

- **Subscription or Membership Models:**

ServiceNin.com could introduce a subscription or membership model, offering customers discounted rates or priority service. This would provide a consistent revenue stream and encourage customer loyalty.

- **Partnerships and Collaborations:**

ServiceNin.com could benefit from partnerships with real estate companies, property management firms, or home appliance brands. Collaborations with these businesses could drive more customers to the platform and provide bundled services.

- **Growing Middle-Class and Tech-Savvy Consumers:**

As more people in emerging markets become middle-class and tech-savvy, there is an increasing demand for digital platforms offering convenience and quality. ServiceNin.com can tap into this growing market segment.

➢ Threats (External Factors)

- **Intense Competition:**

The on-demand service marketplace is highly competitive, with numerous players offering similar services. New startups and established businesses could pose a threat to ServiceNin.com's market share. Competitors may offer lower prices, better services, or more attractive incentives.

- **Economic Downturn:**

Economic recessions or downturns can reduce consumer spending power, leading to a decrease in demand for non-essential services. This could impact revenue, especially for premium or discretionary services.

- **Regulatory and Legal Risks:**

ServiceNin.com must comply with local laws and regulations, including consumer protection laws, data privacy laws, and labor laws. Any changes in regulations or failure to comply could result in legal challenges or penalties.

- **Customer Trust and Reputation:**

A single negative experience or a scandal involving a service provider could damage the platform's reputation. Negative reviews or a failure to handle customer complaints properly could lead to a loss of trust and customers.

- **Technological Risks:**

As ServiceNin.com relies heavily on its online platform, any technological failures (such as website downtime, app glitches, or cybersecurity breaches) could affect the user experience and lead to a loss of business.

- **Changing Consumer Preferences:**

Customer preferences and behaviors can change over time. If customers start to prefer direct interaction with service providers or seek alternatives to online platforms, it could impact the demand for ServiceNin.com's services.

2.9 The Need for Supply China Management

- The need to improve operations
- Increasing levels of outsourcing
- Increasing transportation costs
- Competitive pressures
- Increasing globalization
- Increasing importance of e-commerce
- The complexity of supply chains
- The need to manage inventories

Chapter 3:
Supply Chain Management Practice in Bangladesh

3.1 Supply Chain Management (SCM)

Investopedia 2 define supply chain management (SCM) as 'Supply chain management is the management of the flow of goods and services and includes all processes that transform raw materials into final products. It involves the active streamlining of a business's supply-side activities to maximize customer value and gain a competitive advantage in the market place.'

Techopedia 3 define SCM as 'The management and oversight of a product from its origin until it is consumed. SCM involves the flow of materials, finances and information. This includes product design, planning, execution, monitoring and control.'

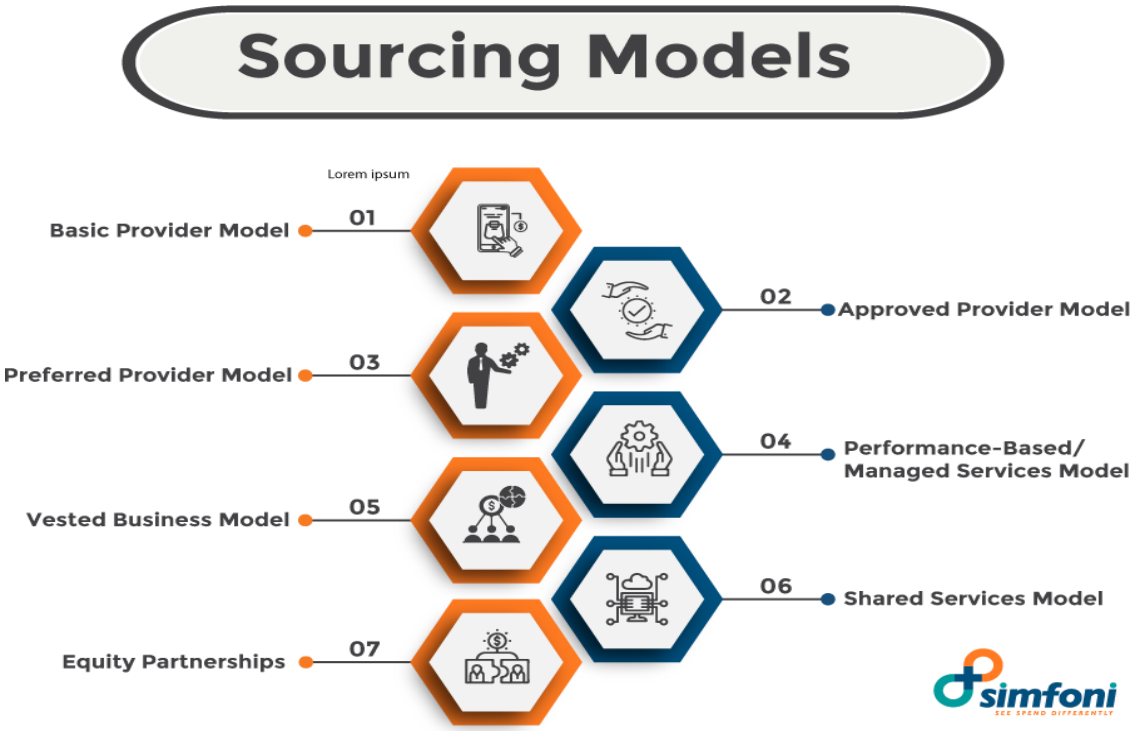


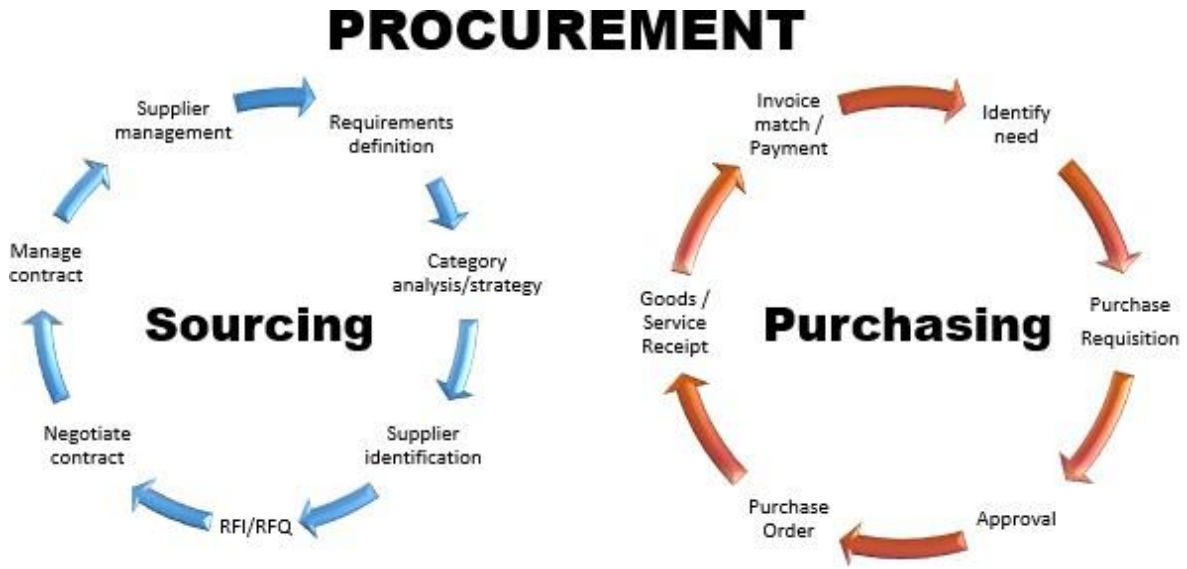
Fig: Supply Chain Management



Flow

3.2 Define sourcing:





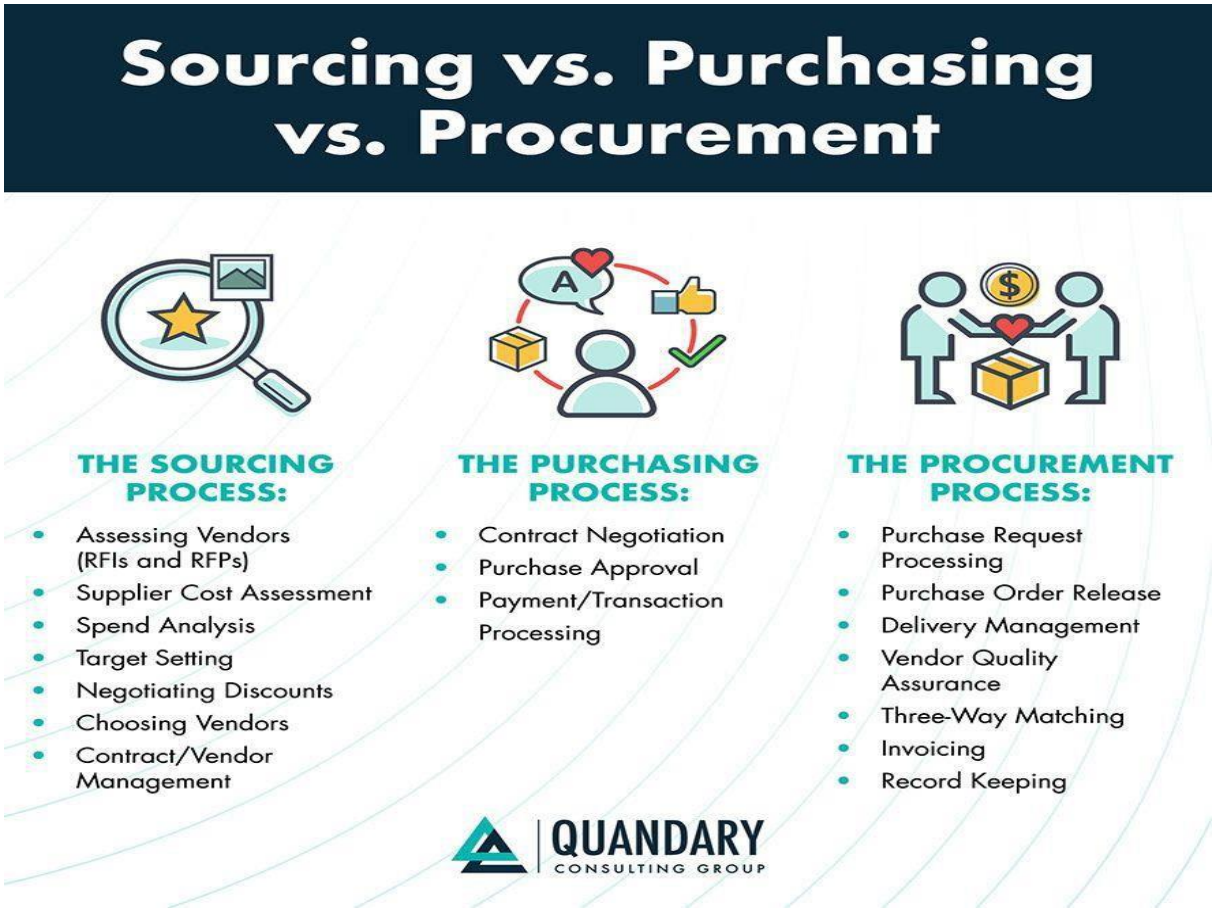


Fig: Differentiate of Sourcing, Purchasing & Procurement.

3.3 Define Procurement

CIPS Australia 1 motivated a debate on an agreed procurement lexicon. The following statements were proposed:

- Procurement is the business management function that ensures identification, sourcing, access and management of the external resources that an organization needs or may need to fulfil its strategic objectives.

- Procurement exists to explore supply market opportunities and to implement resourcing strategies that deliver the best possible supply outcome to the organization, its stakeholders and customers.

- Procurement applies the science and art of external resource and supply management through a body of knowledge interpreted by competent practitioners and professionals.

The author offers two more definitions of procurement.

- Procurement is a pro-active, strategic corporate activity to ensure a continuing supply of goods and services to enable world-class organizational performance.

- Procurement manages supply chain risks through effective negotiation of contracts, cost and price models, quality and other essential supply characteristic



3.4 Inventory Management

"A list of items which are kept to the stock for future purpose" this is called inventory. Inventory management refers to the process of ordering, storing, using, and selling a company's inventory. This includes the management of raw materials, components, and finished products, as well as warehousing and processing of such items. There are different types of inventory management, each with its pros and cons, depending on a company's needs.

3.5 The Benefits of Inventory Management

A company's inventory is one of its most valuable assets. In retail, manufacturing, food services, and other inventory-intensive sectors, a company's inputs and finished products are the core of its business. A shortage of inventory when and where it's needed can be extremely detrimental.

At the same time, inventory can be thought of as a liability (if not in an accounting sense). A large inventory carries the risk of spoilage, theft, damage, or shifts in demand. Inventory must be insured, and if it is not sold in time it may have to be disposed of at clearance prices—or simply destroyed.

For these reasons, inventory management is important for businesses of any size. Knowing when to restock inventory, what amounts to purchase or produce, what price to pay—as well.

1. Just-in-Time Management (JIT)

This manufacturing model originated in Japan in the 1960s and 1970s. Toyota Motor (TM) contributed the most to its development. The method allows companies to save significant amounts of money and reduce waste by keeping only the inventory they need to produce and sell products. This approach reduces storage and insurance costs, as well as the cost of liquidating or discarding excess inventory.

JIT inventory management can be risky. If demand unexpectedly spikes, the manufacturer may not be able to source the inventory it needs to meet that demand, damaging its reputation with customers and driving business toward competitors. Even the smallest delays can be problematic; if a key input does not arrive "just in time," a bottleneck can result.

2. Materials Requirement Planning (MRP)

This inventory management method is sales-forecast dependent, meaning that manufacturers must have accurate sales records to enable accurate planning of inventory needs and to communicate those needs with materials suppliers in a timely manner. For example, a ski manufacturer using an MRP inventory system might ensure that materials such as plastic, fiberglass, wood, and aluminum are in stock based on forecasted orders. Inability to accurately forecast sales and plan inventory acquisitions results in a manufacturer's inability to fulfill orders.

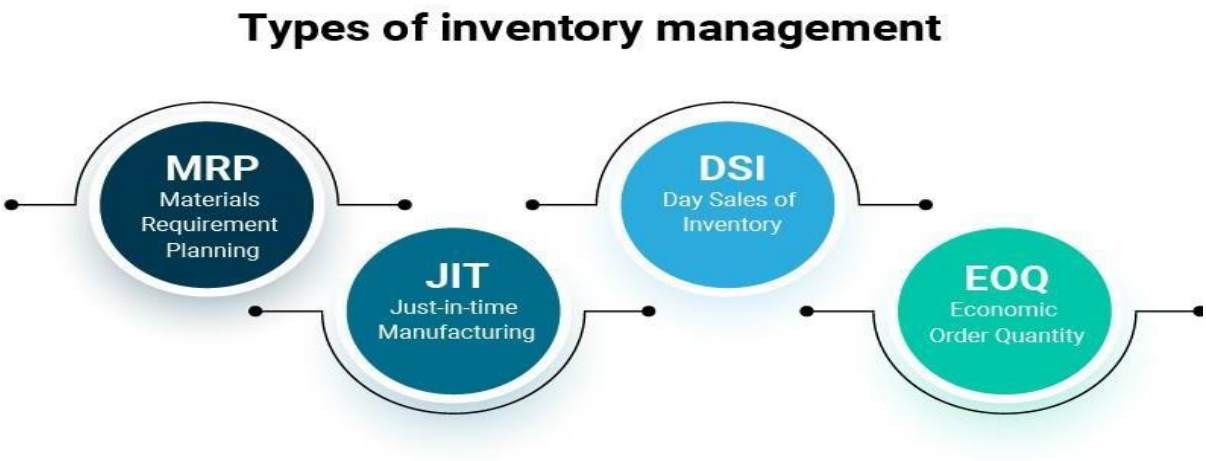
3. Economic Order Quantity (EOQ)

This model is used in inventory management by calculating the number of units a company should add to its inventory with each batch order to reduce the total costs of its inventory while assuming constant consumer demand. The costs of inventory in the model include holding and setup costs.

The EOQ model seeks to ensure that the right amount of inventory is ordered per batch so a company does not have to make orders too frequently and there is not an excess of inventory sitting on hand. It assumes that there is a trade-off between inventory holding costs and inventory setup costs, and total inventory costs are minimized when both setup costs and holding costs are minimized. The formula used to estimate EOQ is as follows:

4. Days Sales of Inventory (DSI)

This financial ratio indicates the average time in days that a company takes to turn its inventory, including goods that are a work in progress, into sales. DSI is also known as the average age of inventory, days inventory outstanding (DIO), days in inventory (DII), days sales *in* inventory or days inventory and is interpreted in multiple ways.
Indicating the liquidity of the inventory, the figure represents how many days a company's current stock of inventory will last. Generally, a lower DSI is preferred as it indicates a shorter duration to clear off the inventory, though the average DSI varies from one industry to another



Definition of Logistics Management

The management process which integrates the movement of goods, services, information, and capital, right from the sourcing of raw material, till it reaches it send consumer is known as Logistics Management. The objective behind this process is to provide the right product with the right quality at the right time in the right place at the right price to the ultimate customer. The logistic activities are divided into two broad categories they are:

- **Inbound Logistics**:

The activities which are concerned with procurement of material, handling, storage and transportation

Outbound Logistics:

The activities which are concerned with the collection, maintenance, and distribution or delivery to the final consumer.

Inventory Management vs Warehouse Management:

Before getting into the details of warehouse management, it may help to understand a few common terms. For example, the terms inventory management and warehouse management are often interchangeably, but there are key differences.

Inventory management

Inventory Management is centered on efficiently and effectively ordering, storing, moving, and picking the materials needed to make products or fulfill orders.

Stock Management

Stock management is often used as another term for inventory management, but it's important to recognize the difference between "stock" and "inventory," particularly for companies involved in manufacturing products. Stock generally refers to finished product ready for sale or distribution. Inventory, however, includes everything in the warehouse: raw materials, materials that are in the process of being built into products and finished products (stock).

Stock management is therefore a subset of inventory management that focuses specifically on holding as little stock as possible—to save space and costs—while still being able to meet customer demand

Inventory analysis

Helps you determine the right amount of stock to keep on-hand to fill demand while avoiding spending too much on inventory. Inventory is an asset on a balance sheet and represents the product a company plans to sell to its customers eventually.

Chapter 4:
Analysis of the Study

4.1 Present Key Activities of SCM

Department 1 Procurement

As per product requirements based on market demand, analysis has been accomplished to find out exact quantity within the right time of raw materials and packaging materials. This analysis report submitted to the top-level management.

After getting the approval from management, based on requirements advised to raise SPR.

2 Inventory

Manage margins with a clear view into inventory costs, turn rates and inventory profitability
Effectively and efficiently meet customer demand, helping drive and maintain superior customer service levels.

3 Production

Based on forecast production plan provide to the factory and meet demand from the stock.

Ability to maintain low but sufficient covers stock to counter the challenge of market demand.

4 Planning

- Strategy for managing all resources that goes toward meeting customer demand for their product & services.
- Utilize resources at optimum level to achieve efficiency through inventory and production planning.
- Distributions planning to improve utilization levels of transportation.
- Depot management has done in a planned way to achieve efficiency and effectiveness.
- Optimize collaboration with suppliers, customers and partners.

Increase transparency and reaction capabilities in the value creation chain.

Order processing & Distribution

- Co-ordinate with receipt order from customer, take immediate steps for approval & make DO for fast delivery.
- Organize transport program, so that it is different in cost & service
- Use third party transport as well as own vehicle to distribute the product.

Customer Order Cycle Time

The customer order cycle time refers to the average amount of time (in days) that lapses between the date the customer places an order and the actual delivery date. If the cash-cash cycle is increasing but customer order cycle time is decreasing or staying the same, then there may be issues with the management of payables, receivables, or inventory

On-Time Delivery

In a fast-moving world where virtually every business is struggling to meet customer demand amid supply-chain uncertainty, rapid delivery times are more important than ever. For both commercial customers and consumers, the ability to deliver products promptly is an increasingly important factor in purchasing decisions. If you can't deliver what the customer needs when they need it, they'll go somewhere else.

Chapter 5:
Findings

5.1 Findings

- **SCM for Internal personnel:** In Service Nin Dot Com there have much lacking's of Skilled SCM Experts. That's why this group facing too many Problems.

- **Communication with the supplier:** A bottom point of Supply chain management is smooth communication with suppliers at always times. There are some gaps here.

- **Network channel:** A goods channel with suppliers makes benefits others in the future of others' products into the market. There have some lacking's in network channels.

- **Supply chain network at Service Nin Dot Com:** At the beginning to finish product how to supply of manufacturer to the ultimate customer at the below point.

- **Supplier:** A person who responded to supply raw materials, machinery, or others. In MGI too much supplier is ready to provide their goods. Some time it will be harmful to choice right supplier to take right Products.

- **Manufacturer:** Getting materials and then starting to make the final product. Here has little bit quality issue to make declare the final products.

- **Warehouse:** A stock house of the factory that to the measurement of the present stock of materials or final goods. This is the big issue of Service Nin Dot Com because they don't have any warehouse. They want to make the products & sell the products.

- **Distribution:** Circle of the channel to distribute all things at ultimate purpose. In Service Nin Dot Com there have lacking's of own transportation.

- **Retailer:** A nominee person who sells the final product to the consumer for making a profit. In Service Nin Dot Com to make an enlisted retailer is very lengthy process.

- **Customer:** Ultimate customer who buys our company product for consumption. In MGI have little bit lacking's for brandings. If branding of the products is good then customer will increase.

- **Inventory Accuracy:** To count number of items physically, is not possible for us were inventory is located in factory and depot. It will be more effective if physical quantity.

Chapter 6:
Recommendations & Conclusion

6.1 Recommendations

- Enhance Brand Awareness: Invest in targeted marketing and local partnerships to increase brand visibility, especially in new markets.
- Improve Service Provider Quality: Implement continuous training, feedback systems, and stricter vetting to ensure service consistency and customer satisfaction.
- Leverage Technology: Optimize the app and website for faster, smoother experiences and implement AI for personalized service recommendations.
- Offer Subscription Models: Introduce subscription-based services to encourage customer loyalty and provide recurring revenue.
- Expand Customer Support: Enhance support with 24/7 availability, AI chatbots, and proactive communication for a better customer experience.
- Focus on Security: Strengthen cybersecurity measures and ensure data privacy to build trust with customers.
- Explore Strategic Partnerships: Collaborate with brands, real estate companies, or other platforms to expand reach and offer bundled services.

6.2 Conclusion

"*Get reliable service, Have a restful day***"**

Service Nin Dot Com is an app and web-based service-oriented marketplace. To make the busy urban life hassle-free and easier, you can find solutions to all your technical problems for both your office and home under one roof. Customers won't have to search for technicians, and technicians won't have to face any hassle in finding work. By registering on our platform, anyone can avail services and also provide services by acquiring skills. The responsibility of keeping your property safe and maintaining the services with security is ours. Service Nin Dot Com is our promise to provide services everywhere, for everyone.

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