



Impact of mobility solutions on Logistics and Supply Chain Management

Students:

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ABSTRACT

The study is about the Impact of mobility solutions on Logistics and Supply Chain Management.

[1] Tarun Nagar the Founder & CEO of Dev Technosys, a global ranking Web and Mobile App Development Company helping enterprises and governments with Digital and Agile transformation using open technologies, defines Mobility Solutions as the usage of mobile devices like smart phones, tablets by employees for various business purposes. It reviews the vital roles played by mobile devices to reduce overall complexities that are involved in the management of logistics and supply chain companies. Mobility solutions have limited congestion during travel periods, they have helped with route optimization and location tracking. Mobility solutions also helped with improved communications between customers and suppliers, accessing data, advertising and making everyone to stay connected through various ways such as emails, social media platforms and other mobile applications such as Amazon and Flipkart.

Keywords: Mobility Solutions, Digital Transformation, Applications, Essentials, Mobile devices, Global Supply Chain, Green Supply Chain

1.INTRODUCTION

The COVID-19 crisis was a tipping point of historic proportions for digital adoption. Supply chain management covers all of the coordination between partners that have a role in this network, including sourcing, manufacturing, transporting, storing and selling. The ultimate goal of Supply chain management is to find processes that ensure a smooth, efficient flow of goods that give customers an excellent experience and drive the business forward. Supply chain management sets the strategy and directs daily logistical activities that happen in factories, warehouses, local shipping centers and other facilities. Logistics is an aspect of the supply chain that stores or delivers

finished goods or services to the customer, whether that's a manufacturer, distributor or consumer. The goal of logistics is to get goods and services to the customer on time and at a competitive price. Logistics and supply chain management focuses on the flow of goods from the point of origin to the endpoint. With the growing competition and peer pressure from the manufacturing industry, the supply chain and logistics sector picked up the speed. The COVID-19 pandemic caused chaos across every local, national and global supply chain, from product shortages to facility closures and beyond. It was time for the mobile app development companies to see the spurge of growth. With almost every industry going digital, the mobile app development sector experienced a sudden boom. Mobility solutions in supply chain industry experienced a great boom and everybody involved. It reduced the time spent on communication by half but will also cut down the costs associated with transportation. This made it the right time to invest in a quality supply chain management system to help grow businesses. Mobile development helps operators to detect movement of the fleet and provides information about their location. The supply chain management apps provides more support to businesses in numerous ways. With features like navigating customers through GPS, finding the best route to a destination become easier via real-time traffic analysis.

2.REVIEW PAPERS

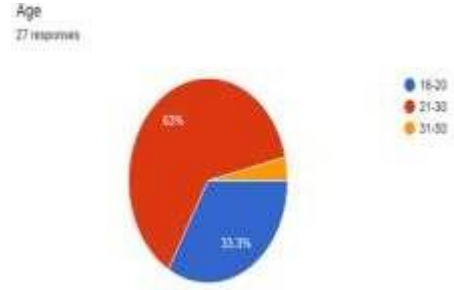
[2] (Logmore Blog 2 April 2019), Supply chain management forms the backbone of most economies and successful multinational companies today. [3] (blumeglobal.com 10 April 2019), Logistics became very important during World War II, as military organizations needed efficient supply chains at home and in Europe. At home, supply chains were necessary to manufacture military hardware and supplies, while abroad, it was essential to get supplies and support to troops as quickly as possible. [4] (Caridi, et al., 2010), Success depends on building the process that can design, make and deliver innovative, high-quality theories concerning supply chain management are presented to formulate an understanding of the framework that firms in supply chain are able to learn to leverage their internal resources to build up the value chain. [5] (Philip Kamisky and Edith Simchi Levi, due), explain the that introduction of mobile devices and technologies like RFID and GPS complete visibility in movement of goods is assured resulting into efficient logistic and warehouse management. [6] (Stridelysolutions.com) mobility solutions have impacted the logistics and supply chain industries. Ecommerce is on the increase and with it, there lies the need to create an organization that can influence the Omni channel business and craft ways to deploy demands in real-time. Using industrial tables or software such as CAY, organizations can capture, establish and analyze data. The present-day business depend on data. With more data being produced each day by billions of users, enterprises strive to put the data to use and improve their business operations. While manually operated supply chain restricts the availability and accessibility of data, the use of a mobile app to do the same, gives leaders the ease to use the data and convert it into meaningful information. Data can then be analyzed, studied and modelled to drive significant insights that further promote data-driven decisions.

3.RESEARCH METHODOLOGY

This approach aims to understand and interpret the impacts of mobile devices in supply chain and logistics. When researchers use this approach they want to understand deep or inner understanding of the challenges and opportunities brought by mobility solutions. Mostly used on supply and logistics companies around the world. The study focused of Flipkart and Ekart Logistics, This is done by naturalistic methods of study, and analyzing responses received by the researchers from the subjects. The researcher used a combination of quantitative and qualitative methods to gather data for this research. The researcher used internet sources, surveys, case studies to collect data and structured questionnaires. A sample Size of 27 people was used.

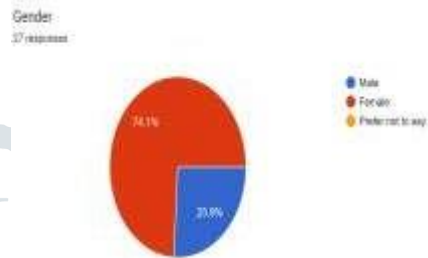
1.Age

| | |
|-------|--------|
| 18-20 | 33, 3% |
| 21-30 | 63% |
| 31-50 | 3, 7% |



2.Gender

| | |
|------------|--------|
| Male | 25, 9% |
| Female | 74, 1% |
| Not to say | 0% |



3.Qualification

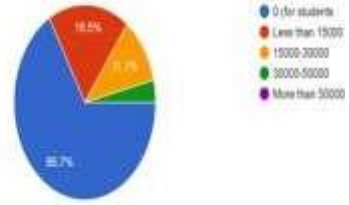
| | |
|----------------|--------|
| Undergraduates | 74, 1% |
| Graduates | 7, 4% |
| Post Graduates | 18, 5% |
| PHD | 0% |



4.Income per month

| | |
|--------|--------|
| Rs 0 | 66. 7% |
| 15,000 | 18, 5% |
| 30,000 | 11, 1% |
| 50,000 | 3, 7% |

Income (per month)
27 responses



5.Designation

| | |
|---------------|--------|
| Students | 85, 2% |
| job holders | 11, 1% |
| self-employed | 3, 7% |

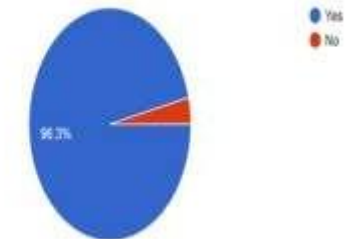
Designation
27 responses



6.Have you ever used online applications?

| | |
|-----|--------|
| Yes | 96, 3% |
| No | 3, 7% |

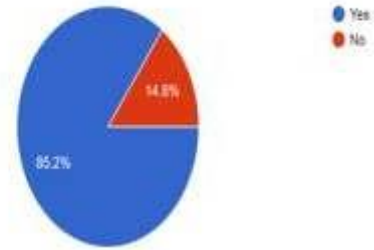
Have you ever used online shopping applications
27 responses



7. Have you ever used Flipkart?

| | |
|-----|--------|
| Yes | 85, 2% |
| No | 14, 8% |

Have you ever used Flipkart
27 responses



8. How long have you been using Flipkart?

| | |
|------------------|--------|
| less than 1 year | 25, 9% |
| More than 1 year | 66, 7% |
| never used | 7, 4% |

How long have you been using Flipkart?
27 responses



9. How did you know about Flipkart?

| | |
|--------------|--------|
| social media | 63% |
| Friends | 25, 9% |
| Ads | 11, 1% |

How did you know about Flipkart?
27 responses

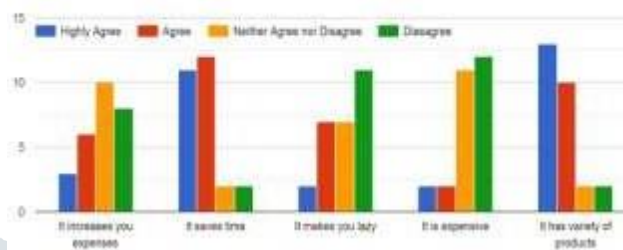


10. What is your opinion towards Flipkart services?

| | |
|-------------------------|---|
| Increase expense | 3 highly agree, 6 agree, 10 neither agree nor disagree, 8 disagree |
| Saves time | 11 highly agree, 12 agree, 2 neither agree nor disagree, 2 disagree |
| Make you lazy | 2 highly agree, 7 agree, 7 neither agree nor disagree, 11 disagree |
| Is expensive | 2 highly agree, 2 agree, 11 neither agree nor disagree, 12 disagree |
| Has variety of products | 13 highly agree, 10 agree, 2 neither agree |

| | |
|--|--------------------------|
| | nor disagree, 2 disagree |
|--|--------------------------|

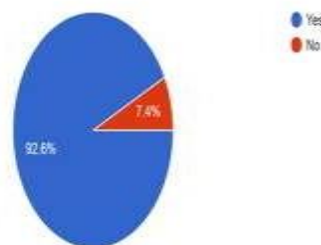
What is your opinion regarding Flipkart services?



11. Would you recommend your family and friends to use Flipkart?

| | |
|-----|--------|
| Yes | 92, 6% |
| No | 7, 4% |

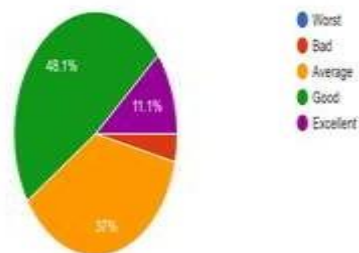
Would you recommend your friends and family to use Flipkart?
27 responses



12. How do you evaluate the performance of Flipkart?

| | |
|-----------|--------|
| Worst | 0% |
| Bad | 3, 7% |
| Average | 37% |
| Good | 48, 1% |
| Excellent | 11, 1% |

How do you evaluate the performance of Flipkart?
27 responses



13. How do you evaluate Flipkart pricing structures?

| | |
|-----------|--------|
| Worst | 0% |
| Bad | 0% |
| Average | 63% |
| Good | 33, 3% |
| excellent | 3, 7% |

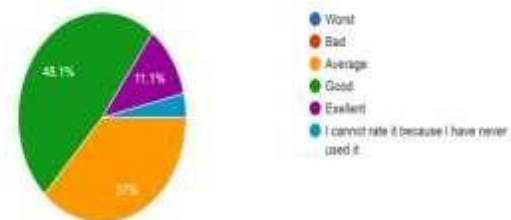
How do you evaluate Flipkart pricing structures?
27 responses



14. How do you rate your experience with the app?

| | |
|------------|--------|
| Worst | 0% |
| Bad | 0% |
| Average | 37% |
| Good | 48.1 % |
| Excellent | 11, 1% |
| Never used | 3, 7% |

How do you rate our experience with the app
27 responses



CONCLUSION

The study explored the impacts of mobility solution on logistics and supply chain management. It is safe to conclude that the strategically designed mobile applications integrate fleet management solutions. Mobility solutions reduced the overall complexities that are involved in the management of the company data on various mobile devices. The study showed various objectives of mobility solution in logistics and supply management, which include limiting congestion during travel periods, route optimization, and location tracking. Mobility solutions helped to keep an eye on the package, accessing data, and how everyone stays connected throughout the whole process. The study also brings out how strategically designed applications assist in staying up to date and keeping up with globalization. The industry will lean more on to artificial intelligence and machine learning to make the process self-orchestrated and completely autonomous

SUGGESTIONS

A number of factors are affecting the logistics and supply chain management, one of which is reverse logistics which has increased losses and business reputation. Reverse logistics affects customer expectations which gives a bad name and bad review to the business given the situation that the customer expectations of the products are not met. This can be avoided improving customer service, investing in monitoring systems, reducing, reusing, recycling, and creating clear return policies.

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