



An Analytical Study on the Integrated Process of Supply Chain Management and Logistics: A Study at Sky Sea Logistics

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Abstract

This research study looks at how Sky Sea Logistics integrates Supply Chain Management (SCM) and logistics processes to increase operational efficiency, save costs, and improve customer satisfaction. The study employs primary data gathered during an internship via interviews, observations, and questionnaires. The findings suggest that warehouse, transportation, and documentation teams work well together, and that digital tools like as GPS tracking assist them. However, there are gaps in automation, data synchronisation, and warehouse optimisation. Adopting sophisticated ERP systems, improving digital integration, and employing lean logistics practices to increase efficiency are among the recommendations.

Keywords: Supply Chain Management, Operational Efficiency, Freight Forwarding, Transportation Management, Import-Export Operations, Custom Clearances.

1. Introduction

Companies involved in freight forwarding and cargo movement require efficient supply chain and logistics integration. Sky Sea Logistics, headquartered in Belapur, Navi Mumbai, offers freight forwarding, customs clearing, warehousing, and transportation services.

With increased worldwide trade complexity, the corporation must coordinate different tasks to ensure smooth cargo flow. This study looks at how Sky Sea Logistics handles its integrated supply chain operations and suggests areas for operational improvement.

2. Literature Review:

Supply Chain Management combines procurement, warehousing, transportation, distribution, and customer service to guarantee that materials and information move smoothly. According to SCM theory, integration improves responsiveness, shortens lead times, and increases customer satisfaction. Logistics, a critical component of SCM, entails planning, implementing, and managing the movement and storage of commodities. Recent research has highlighted the importance of technology such as ERP, IoT, and tracking systems in boosting visibility and collaboration. This study uses these concepts to assess Sky Sea Logistics' integration procedures.

3. Research Methodology:

A qualitative study design was used to analyse primary data obtained during the internship at Sky Sea Logistics.

The primary data sources were:

Interviews with logistics managers, warehouse supervisors, and documentation workers
Monitoring of everyday operations, cargo tracking, and warehouse workflows
Questionnaires on communication flows, digital systems, and difficulties

Secondary data sources included:

The corporate documents, industry papers, and SCM literature. The methodology assisted in identifying real-time discrepancies between theoretical SCM models and practical logistics operations.

3.1 Research Hypothesis

H₀ (Null Hypothesis):

Integrated Supply Chain Management and Logistics processes do not significantly improve the operational efficiency of Sky Sea Logistics.

H₁ (Alternative Hypothesis):

Integrated Supply Chain Management and Logistics processes significantly improve the operational efficiency of Sky Sea Logistics.

4. Data Analysis and Finding

4.1 Integration of Supply Chain and Logistics

Sky Sea Logistics expertly manages transportation, warehousing, documentation, and customer service. Real-time vehicle tracking and digital communication improve internal workflows. Departments work together to ensure cargo goes smoothly from booking to final delivery.

4.2 Operating Efficiency

GPS tracking, digital delivery updates, and simple software tools are used by the company to monitor shipments. Route planning and scheduling speed up turnaround time. However, data entry duties continue to be performed manually, resulting in documentation and coordination delays.

4.3 Challenges Identified

- Limited automation in the warehouse and documentation.
- Manual data entering can lead to errors.
- Lack of a centralised ERP system.
- Inconsistent communication among departments.
- High workload during high cargo seasons.

4.4 Potential for Improvement

- Introducing sophisticated ERP and Transportation Management Systems (TMS).
- Improving warehouse architecture and storage efficiency
- reducing manual interventions through automation
- Improving digital integration across departments

5. Discussions

According to the report, Sky Sea Logistics has a solid operational basis, which is supported by experienced staff and good

coordination. However, as logistics becomes more technologically orientated, the organisation requires greater integration of SCM activities and digital technologies. Aligning its operations with contemporary SCM principles will increase visibility, shorten lead times, and facilitate improved decision-making.

6. Conclusion

Sky Sea logistical displays effective integration of supply chain and logistical processes, yet there is room for modernisation. By implementing modern digital tools, optimising warehouse operations, and boosting internal coordination, the company can considerably improve its competitive position. The study indicates that targeted technical upgrades and operational optimisation will enable the organisation to efficiently manage future logistics difficulties.

7. References

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