

“A Study on Supply Chain in Operations Management at Bigbasket.com”

Submitted By

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USN: 4AL18MBA34

Submitted To



VISVESVARAYA TECHNOLOGICAL UNIVERSITY, BELAGAVI

In partial fulfilment of the requirements for the award of the degree of

MASTER OF BUSINESS ADMINISTRATION

Under the guidance of:

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Mrs. Priya Sequeira

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External Guide

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ALVA'S INSTITUTE OF ENGINEERING AND TECHNOLOGY

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Submitted on March 2020

INNOVATIVE RETAIL CONCEPTS PVT. LTD

Regd. Office: Divine Nithya Heights, Old#143/1, New #7/1

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Old Madras Road, Bengaluru 560 093

CIN: U74130KA2010PTC052192

bigbasket.com



TO WHOM SO EVER IT MAY CONCERN

This is to certify that K.NIKHIL with the USN No. 4AL18MBA34 studying 2nd year MBA in Alva's Institute of Engineering and Technology, Moodbidri, has successfully completed the project work **"Study on SUPPLY CHAIN IN OPERATIONS MANAGEMENT"** from 1/Jan/2020 to 15/Feb/ 2020 at Innovative retail Concepts PVT LTD (Big basket) under the guidance of Mr. ABHISHEK HR Manager.

We found her sincere in her efforts to study and learn various aspects related to her project work.

We wish her success in her future endeavors.



Authorized signature.

HR Deputy Manager

15.12.2020



ALVA'S INSTITUTE OF ENGINEERING AND TECHNOLOGY

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24 June 2020

CERTIFICATE

This is to certify that **K. NIKHIL** bearing USN **4AL18MBA34**, is a bonafide student of PG Department of Business Administration of Alva's Institute of Engineering and Technology, Mijar, affiliated to Visvesvaraya Technological University, Belagavi. The project report titled "**A STUDY ON SUPPLY CHAIN IN OPERATIONS MANAGEMENT WITH REFERENCE TO BIGBASKET.COM, BANGALORE**" is prepared by him under the guidance of Mrs. Priya Sequeira, Assistant Professor, PG Department of Business Administration in partial fulfillment of the requirements for the award of the degree of Master of Business Administration of Visvesvaraya Technological University, Belagavi, Karnataka.

Mrs. Priya Sequeira
Signature of Internal Guide

Dr. Claret Mendonca
Signature of HOD

Dr. Peter Fernandes
Signature of Principal
PRINCIPAL

Alva's Institute of Engg. & Technology,
Mijar, MOODBIDRI - 574 225, D.K

DECLARATION

I, **K.Nikhil** hereby declare that the Project report entitled “**A Study on Supply Chain in Operations Management**” with reference to **Bigbasket.com**” prepared by me under the guidance of **Mrs. Priya Sequeira**, P G Department of Business Administration, Alva’s Institute of Engineering and Technology and external assistance by Mr.Abhishek, HR Manager, Bigbasket.

I also declare that this Project work is towards the partial fulfillment of the University regulations for the award of Degree of Master of Business Administration by Visvesvaraya Technological University, Belgaum. I have undergone a summer project for a period of Six weeks. I further declare that this Project is based on the original study undertaken by me and has not been submitted for the award of any degree/diploma from any other University/Institute.

Place: mijar

Date:01/07/2020



K.NIKHIL

(4AL18MBA34)

ACKNOWLEDGEMENT

I K.NIKHIL, wish to express my deep sense of gratitude to all concerned people who have helped me, to successfully complete this report.

I'm very thankful to Visvesvaraya technological university for giving opportunity to undertake this project study as a part of the fulfilment of master of business administration.

I express my deep gratitude to my internal guide Prof PRIYA SEQUERIA, Assistant Professor, Alva's institute of engineering and technology, Mijar, Moodbidri, for her valuable guidance, supervision and encouragement, which I received from her throughout my report.

I express my deep gratitude to my external guide Mr.ABHISHEK, big basket for guiding me for extending full support at all stages of this project report.

I am also thankful to the faculty members, teaching and non teaching staff of the department of MBA, Alva's institute of engineering and technology, Mijar, Moodbidri, for their cooperation extended to me during my internship report.

Place: Mijar

K. NIKHIL

Date:01/07/2020

(4AL18MBA34)

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Executive summary

I have undertaken my internship with A Study On Supply Chain In operation Management With Reference To Big basket of Supermarket Grocery Supplies Private Limited. As supply chain as a whole is a very big area for cover in just 45 days so I select a particular area of supply chain in receiving process and with the help of some company people I select a topic that is SUPPLY CHAIN IN OPERATION MANAGEMENT.

Today stock out is the major retail industry is very new and India is a very diverse country different people like different things, they have different culture different preferences so the stock out problem is major issue. The second part of my problem is Damages/wastages of inventory which is more important than shortages because when any inventory is damaged then there is both financial loss either for vendor or to company and also shortage for that damaged inventory in the warehouse.

I divided my project into two parts of one month each. In the first part of my project I visited the warehouse of company and hub of company.

I try to understand there way of working, reasons of shortage and damages in the warehouse and in delivery. I try to understand the way of working in hub. In the second part I visited different hub of company in the Bangalore region and the shortage and damages of merchandise at warehouse.

After practically working in warehouse I realized that are some problems due to which the problems of shortages and damages occurs and I try to give come recommendation which may be helpful in getting out of from these problems. So on these basis I have discussed all problem and solution related to these in my report.