

**PROJECT REPORT**  
**"A STUDY ON SUPPLY CHAIN OPERATIONS MANAGEMENT AT**  
**BIGBASKET.COM"**

Submitted By  
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**USN: 4AL19MBA08**

Submitted To



**VISVESVARAYA TECHNOLOGICAL UNIVERSITY, BELGAUM**

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

**MASTER OF BUSINESS ADMINISTRATION**

Under the guidance of

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**AIET, Mijar**  
**Karnataka**

**EXTERNAL GUIDE**

**Mr. Abhishek**  
**HR Manager**  
**Bigbasket**



**PG DEPARTMENT OF BUSINESS ADMINISTRATION**  
**ALVAS INSTITUTE OF ENGINEERING AND TECHNOLOGY**

**August-2020-21**

**INNOVATIVE RETAIL CONCEPTS PVT. LTD**  
Regd. Office: Divine Nithya Heights, Old #143/1, New#7/1  
Next to Gopalan Signature Mall, Nagevarapalya  
Old Madras Road, Bengaluru 560 083  
CIN: U74130KA2010PTC052192  
bigbasket.com



TO WHOM SO EVER IT MAY CONCERN

This is to certify that Mr. ARUN KUMAR. N with the USN No. (4AL19MBA08) 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 26/Feb/2021 to 10/Apr/2021 At innovative retail concepts PVT LTD (Big basket) under the guidance of Mr. ABHISHEK HR Manager.

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

We wish him success in his future endeavors

A handwritten signature in black ink, appearing to be 'Abhishek', is written over a faint circular stamp.

Authorized signature  
HR Deputy Manager





## ALVA'S INSTITUTE OF ENGINEERING AND TECHNOLOGY


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20 July 2021

### CERTIFICATE

This is to certify that **ARUNKUMAR N** bearing USN **4AL19MBA08**, 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 BIG BASKET** " is prepared by him under the guidance of Mr. Neeraj S Rai, 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.

  
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Name & affiliation

Signature of External Examiner  
Name & affiliation



## DECLARATION

I **ARUN KUMAR N** declare that project entitled "A Study on the supply chain in operations management with reference to Big basket.com" prepared by me under the guidance of Mr. **Neeraj Rai** P G Department of Business Administration, Alva's Institute of Engineering and Technology and External assistance by Mr. **Abhishek**, HR Manager Big basket

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 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.

ARUN KUMAR

Place: Bangalore

Signature

Date: 22/07/2021

(4AL19MBA08)

## ACKNOWLEDGEMENT

I ARUN KUMAR. N, 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 undertaking this project study as a part of the fulfillment of master of business administration.

I express my deep gratitude to my internal guide Mr. NEERAJ S RAI, Assistant Professor,

Alva's institute of engineering and technology, Mijar, Moodbidri, for his valuable guidance, supervision, and encouragement, which I received from him 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 MBA, Alvas's Institute of Engineering and Technology, Mijar, Moodbidri, for their cooperation extended to me during my Internship report.

ARUN KUMAR

Place: Mijar

Signature

Date: 22/07/2021

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## **Executive summary**

I have undertaken my internship with A Study on Supply Chain in Operation Management Regarding 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 the supply chain in receiving process and with the help of some company people I select a topic that is **SUPPLY CHAIN IN OPERATIONS MANAGEMENT**

Today, stock out is a huge issue in the retail industry, which is relatively new in India. Different people like different things, and they have different customs and preferences, therefore the stock out problem is a major concern. Damages/wastages of inventory are the second elements of my problem, and they are more essential than shortages because when merchandise is damaged, there is a financial loss for the vendor or the company, as well as a shortfall 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 the company and the hub of the company.

I try to comprehend their working style, as well as the causes of shortages and damages in the warehouse and during delivery. I'm attempting to comprehend how a hub operates. In the second phase, I visited the company's many hubs in the Bangalore region, as well as the warehouse's shortages and damages.

After working at the warehouse for a while, I recognized that there are some issues that lead to shortages and damages, and I tried to offer some recommendations to assist solve these issues. As a result, I've detailed all of the challenges and remedies in my report based on this.