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A Study of the Impact of Logistic Inbound and Outbound Operations in Organizational Performance with Reference to Bindhu Engineering Coimbatore

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ABSTRACT

This study is made to understand the logistics management where it is one of the significantcomponents in the competitive market being the blend of business and major activities of the different business. The supply and distribution actions collectively known as logistics activities. Thevalue chain has been renowned as a tool to analyse and compare the activities within competitors orindustry role players. Two major events within the value chain are inbound logistics and outbound logistics. The objective of the research is to investigate the influence of inbound and outbound logistics on the competitiveness pump textile company it was also made to study the customers' satisfaction towards the logistics performance in the company that may influence. The collective questionnaire from the previous finding formed the primary research tool for this study. This helpedus to make an attempt to understand the local supply chain and help to impact businesses to restrainon the indispensable parts of the logistics management.

Keywords: Inbound Logistics, Outbound Logistics, Customer satisfaction, Supply chain, pump industry

CHAPTER 1

1.1 INTRODUCTION

The importance of global supply chain has influenced the main role of logistics servicein both size and boundaries of the manufacturing industry. Logistic services include management logistics, management plans for delivery, stocking of goods and services in termsof warehousing, value conformance, transport, and the importation and exportation compliance. Furthermore, it gives avenue for the receiving of orders from customers and making invoices once the products have been purchased. Consequently, high-quality logistics services provide additional benefits that result in the product being available, which keeps the manufacturer ahead of its competitors.

Logistics relates to the overall management of the collection, storage and transportationof resources to its end destination. Logistics management includes the identification and determination of productivity and accessibility of potential wholesalers and suppliers. Typically, in any organization, the activities are inbound and outbound. Logistics managementfunctions at varying degrees include customer service, production planning and scheduling, packaging, sourcing and procurement, and assembly. The use of logistics becomes very important in an organization as most manufacturing sector has different locations in which transportation of goods needs to be moved from the production centre to areas where they are needed.

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The idea of logistic inbound and outbound management is to assess the planning, execution and control of the transportation of materials and finished products from manufacturing centers to final consumers. The interconnected activities always begin with an order by the customer and this is only completed when the goods get to the hand of the customers that demanded for them. However, in order to ensure that goods are delivered to the end-users, there a need for a network from the various parties that include those that bought in small quantities, dealers, suppliers, producers, and the suppliers of rough product.

It is therefore important that industries must strive to ensure that manufacturers providethe right things in the right places in order to post maximum profits. Today, one of the companies that deal with logistic inbound and outbound practices is the industry. This is because there is an increasing demand for the government, firms and private individuals. The means through which products get to the end users are very important after the productions

hence there is need for logistics to be in place for smooth distribution of the finished product to areas where they are needed. It can be described theoretically as a material of adhesively andcoherence which allows mineral fragments to be bonded to a complete compact complex.It's practically a need that has no near alternatives.

In today's competitive and dynamic market, companies are trying to find new ways of changing their warehousing and logistics operations to increase the value for customers. Due to the storage of large stock-keeping units (SKU), assortment, and volatility in demand, organizations are facing complexities in their warehousing operations. The ultimate goal of warehousing is to match product supply with demand. Warehousing plays a critical role as no supply chain will function without appropriate design and management of warehouse locations.

Furthermore, warehousing plays a major role in delivering the perfect order. Accentuates that lean is an important tool for the elimination of non-value adding activities. Lean tools such as kaizen and 5S enable managers and co-workers to engage in waste removalinitiatives. Furthermore, organizations apply lean management (LM) to reduce inventory levels, less space usage, improve employee morale, and increase profitability.

The collaborative planning, forecasting, and replenishment model (CPFR) enableintegrating planning amongst actors in the supply chain. It aims to increase supply chain visibility and 2 efficiency through synchronizing multiple actors in the supply chain in joint forecasting and planning. Moreover, the CPFR model is an important business model that hasbeen proven to reduce inventory, cost, and lead times while also increase forecasting accuracy and sales volumes. Moreover, CPFR enhances interdepartmental synchronization amongst supply chain partners.

This model will be reconstructed and combine lean as the enablers highlighted requiresshort- and long-term changes. Lean will help standardize and actively reduce waste and costs whilst integrating what is highlighted in the conceptual framework. Customer satisfaction is becoming increasingly vigorous with the uncertainty in demand in terms of forecast errors, changes in the order, and product mix. One approach undertaken by organizations to deal withuncertainty on demand is through the application of demand management. Demand management practices focus on integrating demand functions with supply activities. The overreaching goal is to deliver the right product volumes, quality, delivery, and cost

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STATEMENT OF THE PROBLEM

The aspects of logistics in terms of inbound and outbound to be put in place so as to geteffective and efficient provisions of goods and services. In the industry plays strong role as regard growth and development of the nation in terms of job creation, contributing to the grossdomestic products and helping in the building of different sectors of the economy. Due to the important role of this industry there are increasing numbers of players which has led to highlycompetitive behavior in the industry. As a result, different industries are devising several means to ensure that they surpass their competitors. One of the strategies put in place is the aspect of logistics which is both inbound and outbound. It is believed that this method is usefulin ensuring efficiency in industries. Despite many views and studies in the literature in the areaof the impact inbound and outbound logistics practices on the organizational structures scholarshave not considered to determine the combine effect of both the outbound and inbound logistics practices on the performance of an organization in the industries.

1.2 OBJECTIVES OF THE STUDYPrimary objective:

A study is to examine the impact of inbound and outbound operations on organizationalperformance towards Sindhu Engineering, Coimbatore.

Secondary objectives:

- To examine the supply chain partnerships required for the logistics performance.
- To study the extent to which efficient inbound and outbound logistics help toeffectively manage its supply chain.
- To optimize outbound logistics, put effort into relationships and negotiations.
- To study the agreed level of inbound logistics, it can be optimized in theoperations department.
- To identify the level of effective inbound and outbound logistics that can improveoverall performance.
- To examine the satisfaction level of efficient inbound logistics of supplies and lowercosts for raw materials.

1.3 SCOPE AND SIGNIFCANCE OF THE STUDY

- The purpose of the research has been identified above as investigating the influence ofinbound and outbound logistics on the competitiveness of the Pump industry. The importance of the study of logistics has been identified as an influencing factorcontributing to the competitiveness and strategies followed by the role players in the industry.

- Inbound logistics processes move inventory, raw materials, or supplies from a supplierto a business outbound logistics, on the other hand, move finished products from a business to the end customer

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or user.

1.4 LIMITATION OF THE STUDY

Despite the contribution to knowledge, the study is limited to some constraint

1. The study may have been limited by time constraints, preventing a comprehensive examinationof all relevant factors or long-term effects of logistics operations on organizational performance.
2. Methodological Limitations Certain methodological choices, such as the selection of performance metrics or statistical techniques, may have introduced limitations or biases into thestudy's results.
3. External factors beyond the scope of the study, such as economic conditions, regulatory changes, or technological disruptions, could influence organizational performance but were not fully accounted for in the analysis.
4. The study may have focused on specific industries or regions, which could limit the applicability of the findings to other sectors or geographic areas.

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CHAPTER 2 REVIEW OF LITERATURE

Charles Lagat, Josphine Koech & Ambrose Kemboi (2016)[1], customer satisfaction enhances customer loyalty, there is need for firms to improve the quality of their services, products and treat customers as their number one priority so that they become loyal to the firmand also recommend the firm‘s products/services to others. Customer service satisfactionhas avital result on customer loyalty. Specifically, customer service leads to customer retention which in turn generates a loyal customer base which is an added advantage to a firm. Logisticsservice practices enhances customer satisfaction and customer loyalty.

Bajram Korsita & Luftim Cania (2016)[2], the effectiveness in logistical management was notat a high level. Among the main reasons that influenced the effectiveness were inventory management and transportation of products. The slow inventory turnover of the companies in the supply chain brings obstacles, delays, products obtained not by expectations of consumers,etc. At the same time, problems in transportation of products bring deterioration effectively managing logistics operations. The packaging shows positive correlation in this study. The highest positive impact brings improvement in sharing and communication between each member in the supply chain.

Ristovska, Kozuhharov and Petkovski (2017)[3] assessed the impact of logistics managementpractices on company‘s performance among 80 examinees from 80 different companies in theRepublic of Macedorva. Using survey method, findings revealed that in order to reduce the overall cost of companies, adequate inventory, storage, warehouse, transport and information management should be a paramount target for logistics managers in the companies. To interrogate the impact of the key inbound and outbound logistics practices on organizational performance at industry.

[1] Charles Lagat.,Josphine Koech.,Ambrose Kemboi (2016), European Journal of Business and Management,
–Supply Chain Management Practices, Customer Satisfaction and Customer Loyalty‖, Volume 8, Issue 21, pg.8

[2] Bajram Korsita.,Luftim Cania (2016), European Virtual Conference on Management Sciences and Economics,
–Effective management of logistics - an empirical study of Albania‖, pg.50

[3] Natasha Ristovska.,Sasho Kozuharov.,Vladimir Petkovski (2017), International Journal of Academic Research in Accounting, Finance and Management Sciences, –The Impact of Logistics Management Practices on Company‘s Performance‖, Volume 7 Issue 1, pg.250

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Francesco Querin & Martin Göbl (2017)[4], expertise at the fee of logistics withinside the average buy enjoy and on its contribution to patron pride with its presence in all levels of a buy, from the stock to the achievement and the eventual returns, logistics participates to the complete patron enjoy. It appears clean that the primary driver, each in phrases of expectanciesand significance, is the price. Customers appear to assume on line stores to provide decrease expenses and that is determinant while buying from a desired store. However, a sum of the logistics elements appears to quantity to over 45% significance while buying from a desired store and to over 46% in phrases of widespread prospects.

Gursharan Kaur & N.K.Batra (2017)[5], A warehouse acts as a helping feature for logistics and performs a key position in accomplishing the general goal of the firm‘s logistical deliver chain system. The overall performance of the warehouse is judged through its operations including well timed consumer service, retaining music of items, decrease running costs, harm loose shipping and better stock turnover. The effectiveness of common operations of a businessenterprise may be appreciably improved through right choice on targets for green warehousing.Warehousing community performs a main position withinside the achievement of the bodily distribution of products

Natasha, Sasho & Vladimir (2017)[6], One of the primary goals of any organization must be continuous improvement of operations and the effectiveness and output increase. To promote a positive example of implementing efficient logistics management practices by companies pay attention to stock control, to effective storage selection, to proper transportation options, how information has been stored, whether companies implement proper coordination and integration of business activities and how companies benefit from reduced operations costs. While, control the levels of stocks, or keep records electronically of the minimum amount of inventory and thus decrease the amount of so-called "dead" capital that stands in storage. Wheninventory control is easier, more flexible the procurement is and the costs are lower.

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[4] Francesco Querin.,Martin Gobl (2017), Journal of Applied Leadership and Management, ―An analysis on the impact of logistics on customer service‖, Volume 5, pg.95

[5] Gurshan Kaur.,NK Batra (2017), ―Warehousing efficiency and effectiveness in the logistics management process‖, pg.20

[6] Natasha Ristovska.,Sasho Kozuharov.,Vladimir Petkovski (2017), International Journal of Academic Research in Accounting, Finance and Management Sciences, ―The Impact of Logistics Management Practices on Company‘s Performance‖, Volume 7 Issue 1, pg.250

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(Ahmed, 2017)[7] None of the studies have been able to determine the effect of both inbound and outbound logistic practices on organizational performance a gap which this research intends to fill so as to guide the policy makers in the manufacturing sector on how to formulatetheir policy to ensure free flow of movement of goods from the where they are been producedto the destination so as to improve the quality and efficiency of the companies.Also, most studies in this area have, in most cases neglected the industries which are one of the importantindustries that deal with incoming and outgoing of goods and services. This study so justifies its focuses on the Industry which is also considered as the biggest t Industry.

(Hadrawi, 2019)[8] The fundamental aim of the research unit of an organization is to adapt the logistics management model carried out by different factors. It is important that to prevent thewaste of material resources, time and energy; successful logistics supervision and management need not to involve the company size operate but need to ascertain the adoption of cost-effectiveand relevant processes. It is relevant that organizations focus on the management of logistics in those areas that will affect positively both inbound and outbound activities.

Khan and Rattanawiboonsom (2019)[9] investigated the effect of inbound logistics capability on the performance of firm using Bangladesh Garment Industry. The study focused on both tangible and intangible benefits of the organization using 120 garment factories. Structural equation model was employed and findings revealed that effective inbound logistics capabilities in an organization has a positive relationship with the performance of the firm in terms of return on Asset, reducing cost and improving productivity and negatively correlated with tangible performance of the firm in terms of customers satisfaction. The study also failedto examine the effect of the different inbound logistics variables which would havebeenable to describe which of these variables really affect the performance of the firm.

[7] Ahmad, M.N. (2017), _Impact of outbound logistic in purchase decision of small electronic home appliance traders in Chittangong‘, International Journal of Applied Logistics, 7(2), pp52 – 62.
[8] Hadrawi, H.K. (2019) _The impact of firm supply performance and lean processes on the relationship between supply chain management practices and logistic performance‘, Uncertain Supply Chain Management, 7, 341- 350[9] Khan, S.R & Rattanawiboonsom, V. (2019) _The effect of inbound logistics capability on firm performance-A study on garment industry in Bangladesh‘, Journal of Entrepreneurship Education, 22(2), pp20 – 32.

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(Hye, Miraz, Sharif & Hassan, 2020)[10] Companies should understand the strategic value of logistics in order to compete effectively, adapt to new technologies and adopt relevantcreative approaches. Best practices of strategic logistics companies can boost operatingperformance, guarantee customer loyalty and increase productivity. The emergence of technology and the advent of globalization has created a plethora of challenges and opportunities in business that need to be employed and mastered by the manufacturing sector. Effective logistics in the industry provides the avenue to generate a sustainable better benefit in the provision of goods and services.

Hasan Uvet (2020)[11]**,** any company who wants to create a competitive advantage in business should give importance to satisfy customers‘ desires. Therefore, logistics companies cannot build any long-term relationship without understanding the fundamental factors behind the customers‘ behavioral intentions. One of the business implications of this research, logistics service providers can easily target what areas to concentrate for the purpose of the improve their LSQ. Additionally, by getting feedback from their customers, firms can easily enhance their service quality and can build a long-term relationship with their customers by meeting their expectations.

Tonggo and Nazaruddin (2020)[12] examined the effect of supply chain management on competitive advantage and operation organization performance in PT. PLN Persero North Sumateria region. Employing stratified random sampling for a total of 109 respondent and using structural equation model with smart PLS, they found that a supply chain management has a significant effect on competitive advantage of organizational performances. Although, the findings of their study show a good outcome, however, their study only focused on the aspect of Logistic outbound operation in the company and failed to analyzed the effect of the Logistic inbound. The failure to capture the effect of the Logistic inbound may have an after-mat effect on the organization.

[10] Hye, A.K.M., Miraz, M.H., Sharif, K.J.M & Hassan, M.G. (2020) ‗Factors affecting logistic supply chainperformance: Mediating role of block chain and adoption‘, Test Engineeringand Management, 2, 9338-9348.

[11] Hasan Uvet (2020), Operations and Supply Chain Management, ‗Importance of Logistics Service Quality in Customer Satisfaction: An Empirical Study‖, Volume 13 Issue 1, pg.5

[12] Tonggo, S and Nazaruddin, S. I. (2020). ‗The effect of supply chain management on competitive advantage and operation organization performance at PT PLN (Persero)‘, International Journal of Research and Review, 7(4): 80-87.

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CHAPTER 3

3. RESEARCH METHODLOGY

Research Methodology is a systematic way to solve a research problem; It includes various steps that are generally adopted by a researcher in studying the problem along with thelogic behind them. A study on effectiveness of inbound and outbound logistics in warehouse management system towards Bindhu engineering with special reference to Coimbatore.

RESEARCH DESIGN

A Research Design is the arrangement of conditions for collection and analysis ofdata in a manner that aims to combine relevance to the research purpose with the economy in procedure. The research design adopted for the studies is descriptive design. The researcher has to describe the present situation in order to know the behavior of the consumers. Hence descriptive research study is used. Descriptive research can only report what has happened andwhat is happening.

SAMPLING METHOD

Sample Size

The study based only on the employee engage. Total number of sample taken forthe study is 120 respondents.

Sample design

Convenience sampling techniques were used for the study.

DATA SOURCE

It has two types

1. Primary data
2. Secondary data

Primary data:

Primary data means data which is fresh collected data. Primary data mainly beencollected through personal interviews, surveys etc.

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Secondary data:

Secondary data means the data that are already available. Generally speaking secondarydata is collected by some organizations or agencies which have already been processed when the researcher utilizes secondary data; the process of secondary data collection and analysis iscalled desk research.

GEOGRAPHYICAL AREA

Sampling unit is in Coimbatore.

STATISTICAL TOOLS USED

The commonly used statistical tools for analysis of collected data are:

1. Simple Percentage analysis
2. Chi-square Analysis
3. Correlation
4. Anova

SIMPLE PERCENTAGE ANALYSIS

This method is used to compare two or more series of data, to describe the relationship or the distribution of two or more series of data. Percentage analysis test is done to find out thepercentage of the response of the response of the respondent. In this tool various percentage are identified in the analysis and they are presented by the way of Bar Diagramsin order to have better understanding of the analysis.

$$\text{Simple percentage} = \frac{\text{No. of respondents}}{\text{Total No. of respondents}} \times 100$$

CHI- SQUARE ANALYSIS

Chi-square was done to find out one way analysis between socio demographic variable and various dimensions of the program

$$\chi^2 = \frac{(O - E)^2}{E}$$

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where

O – Observed value, E – Expected value

In general the expected frequency for any call can be calculated from the following equation.

$E = RT \times CT / N$

The calculated value of chi-square is compared with the table value of χ^2 given degrees of freedom of a certain specified level of significance. It at the stated level of the calculated value of χ^2 the difference between theory and observation is considered to be significant. Otherwise it is in significant.

CORRELATION

Correlation is computed into what is known as the correlation efficient, which ranges between -1 to +1. Perfect positive correlation (a correlation co-efficient of +1) implies that as one security moves, either up or down, the other security will move in lockstep, in the same direction.

$$r = \frac{\sum XY}{\sqrt{(\sum X^2)(\sum Y^2)}}$$

ANOVA

Appraisal of progress, or ANOVA, is a solid certified method that is utilized to showcapability between at any rate two systems or parts through importance tests. It likewise shows us an approach to manage make various appraisals a few group induces. The Anova test is performed by seeing two sorts of grouping, the variety between the model derives, comparatively as the combination inside the entirety of the models. Under alluded to equation watches out for one way Anova test encounters:

Chi Square Test Null Hypothesis

HO: There is no significance relationship between Experience and Opinion about well-maintained steps of inbound logistics

Alternative Hypothesis

H1: There is a significance relationship between Experience and Opinion about well- maintained steps of inbound logistics

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	Cases					
	Valid		Missing		Total	
	N	Percent	N	Percent	N	Percent
Experience * Opinion about well maintained steps of inbound logistics	120	100.0%	0	0	120	100.0%

Count

		Opinion about well maintained steps of inbound logistics					
		Sourcing materials	Purchasing materials	Transporting materials	Receiving the materials	Storage	Total
Experience	Below 1 Year	6	12	6	7	8	39
	1-2 Years	5	7	6	7	5	30
	2-3 Years	4	2	4	4	1	15
	3-5 Years	1	4	2	4	0	11
	Above 5 years	7	1	8	6	3	25
Total		23	26	26	28	17	120

Case

Processing Summary

Experience * Opinion About Well Maintained Steps Of Inbound LogisticsCrosstabulation

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	16.193[a]	16	.440
Likelihood Ratio	19.155	16	.261
Linear-by-Linear Association	.197	1	.657
N of Valid Cases	120		

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Chi-Square Tests

a. 13 cells (52.0%) have expected count less than

b. The minimumexpected count is 1.56.

	Value	Asymp. Std. Error[a]	Approx. T[b]	Approx. Sig.
Ordinal by Ordinal Gamma	-.038	.097	-.393	.694
Measure ofKappa Agreement	.007	.045	.158	.874
N of Valid Cases	120			

Symmetric Measures

a.Not Assuming The Null Hypothesis.

b.Using The Asymptotic Standard Error Assuming The Null Hypothesis.

RESULT

Interpretation:

The significant value (1.84) is> greater than the P value (0.000). Hence null hypothesisin accepted so there in no significant relationship Experience and Opinion about well- maintained steps of inbound logistics

CORRELATION

The table shows that the relationship between Income Group and Effectivesupplychain planning leads to improved retail customer.

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Correlations

		Income Group	Effective supply chain planning leads to improved retail customer
Income Group	Pearson Correlation	1	-.091
	Sig. (2-tailed)		.323
	N	120	120
Effective supply chain planning leads to improved retail customer	Pearson Correlation	-.091	1
	Sig. (2-tailed)	.323	
	N	120	120

Nonparametric Correlations

Correlations

			Income Group	Effective supply chain planning leads to improved retail customer
Kendall's tau_b	Income Group	Correlation Coefficient	1.000	-.058
		Sig. (2-tailed)	.	.448
		N	120	120
	Effective supply chain planning leads to improved retail customer	Correlation Coefficient	-.058	1.000
		Sig. (2-tailed)	.448	.

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		N	120	120
Spearman's rho	Income Group	Correlation Coefficient	1.000	-.069
		Sig. (2-tailed)	.	.453
		N	120	120
	Effective supply chain planning leads to improved retail customer	Correlation Coefficient	-.069	1.000
		Sig. (2-tailed)	.453	.
		N	120	120

RESULT

This is a positive correlation. There are relationships between Income Group andEffective supply chain planning leads to improved retail customer.

ANOVA

Null Hypothesis H0

There is no significant relationship between department and efficient inbound andoutbound help to effective manage.

Alternative Hypothesis H1:

There is a significant relationship between department and efficient inbound andoutbound help to effective manage.

Descriptives

Department									
		N	Mean	Std. Deviation	Std. Error	95% Confidence Interval for Mean		Minimum	Maximum	Between-Component Variance
						Lower Bound	Upper Bound			
Strongly agree		28	2.54	1.138	.215	2.09	2.98	1	5	
Agree		32	3.09	1.304	.231	2.62	3.56	1	5	

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Neutral		24	2.88	1.424	.291	2.27	3.48	1	5
Disagree		24	2.79	1.141	.233	2.31	3.27	1	5
Strongly disagree		12	2.83	1.403	.405	1.94	3.73	1	5
Total		120	2.83	1.266	.116	2.60	3.06	1	5
Model	Fixed Effects			1.272	.116	2.60	3.06		
	Random Effects				.116[a]	2.51[a]	3.16[a]		
									-.018

a. Warning: Between-component variance is negative. It was replaced by

0.0 in computingthis random effects measure.

Test of Homogeneity of Variances

Department

Levene Statistic	df1	df2	Sig.
.545	4	115	.703

ANOVA

Department							
			Sum of Squares	df	Mean Square	F	Sig.
Between Groups	(Combined)		4.734	4	1.183	.732	.572
	Linear Term	Unweighted	.157	1	.157	.097	.756
		Weighted	.265	1	.265	.164	.686
		Deviation	4.468	3	1.489	.921	.433
Within Group			185.933	115	1.617		
Total			190.667	119			

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Robust Tests of Equality of Means

Department				
	Statistic[a]	df1	df2	Sig.
Welch	.768	4	46.842	.552
Brown-Forsythe	.709	4	83.485	.588

a. Asymptotically F distributed.

Homogeneous

Department

Efficient inbound and outbound help to effective manage		N	Subset for alpha = 0.05
			1
Student-Newman-Keuls[a]	Strongly agree	28	2.54
	Disagree	24	2.79
	Strongly disagree	12	2.83
	Neutral	24	2.88
	Agree	32	3.09
	Sig.		.606
Tukey B[a]	Strongly agree	28	2.54
	Disagree	24	2.79
	Strongly disagree	12	2.83
	Neutral	24	2.88
	Agree	32	3.09

Means for groups in homogeneous subsets are displayed.

a. Uses Harmonic Mean Sample Size = 21.401.

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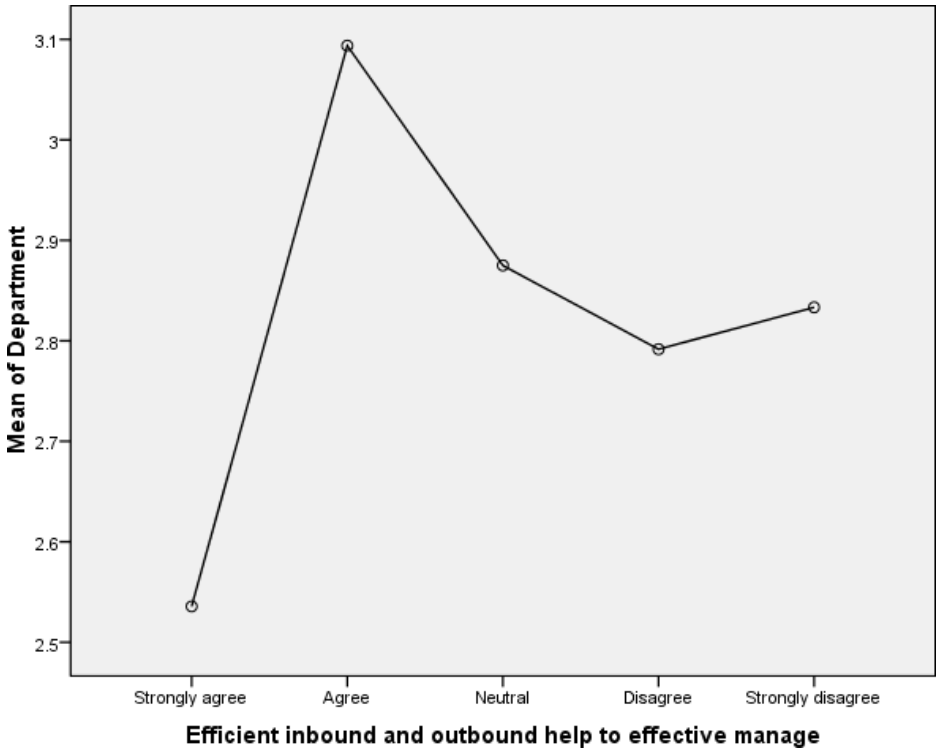
Mean



CHAPTER 5

5. FINDINGS, SUGGESTION AND CONCLUSION

5.1 FINDINGS

1. Majority 56.7% of the respondents are Female.
2. Mostly 29.2% of the respondents‘ age group between 25 – 30 years.
3. Mostly 30.8% of the respondents are Storing and warehousing department.
4. Mostly 32% of the respondent is Below 1 years‘ experience.
5. Mostly 43.3% of the respondents are of Below Rs.20000.
6. Mostly 23.3% of the respondent is well maintenance is receiving the materials.
7. Mostly 22.5% of the respondent are belong to Sharing of resources about supplychain partnership required.
8. Mostly 28.3% of the respondent are prefer Improved Inventory Management about benefits in organizational performance.
9. Mostly 26.7% of the respondent are Agree that inbound and outbound hep toeffective manage.
10. Mostly 26.7% of the respondents are Agree that improve retail customers.

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11. Mostly 35.8% of the respondent are agree that handling cost.

12. Mostly 39.2% of the respondent are Agree that increase service delivery.

13. Mostly 35.8% of the respondents are Agree that adopt modern transport.

14. Mostly 38.3% of the respondents are Agree for improved customer satisfaction

15. Mostly 40.0% of the respondents are Agree that overhead cost.

16. Mostly 22.5% of the respondents are inventory management help to improveprofitability.

17. Mostly 25.8% of the respondents are belonging to Improved Flow of Goods andIncreased Inventory & Order Accuracy.

18. Mostly 35.0% of the respondents are preferred agree for Adapt to current inventory strategies.

19. Mostly 36.7% of the respondents are suggesting to agree for Enhancing customer experience about inbound logistics can be optimized.

20. Mostly 43.3% of the respondents are preferred agree that improved the flow ofgoods for effective of inbound and outbound logistics performance.

21. Mostly 48.3% of the respondents are belonging to agree for steady productionrates about lowest cost of raw materials.

22. Mostly 30.8% of the respondents are belonging to increasing logistics costs aboutthe challenges of inbound-outbound logistics process

5.2 SUGGESTIONS

1. The elaboration of particular factors of the logistics can assist managers from the sphereof engineering control to pick out a suitable approach of logistics engagement easily andcreate cost of their deliver chains greater efficiently.

2. It is recommended to replace the customer support via a control data machine and ultimately get at the side of the logistics overall performance altogether for the higher overall performance of the business enterprise.

3. Industries should engage in Logistic and Inbound and Outbound operations so as to help ease their means of distribution on the good produced to where they are needed.

4. There is need for effective transportation system in order to ease movement of finishedproducts and warehouse for keeping raw materials prior to when it will be needed.

5. Industries should ensure on time delivery of their goods to customers so as not to bring unnecessary additional costs that may scare away customers.

6. Inventory control is needed to ensure that stocks and raw materials are kept in a betterplace so as to guide against stock outfall or over stocking.

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5.3 CONCLUSION

Logistic is an important parameter for Sindhu engineering industry to grow. As a result, the place of both inbound and outbound logistics in an organization cannot be underestimated as they provide the Bindhu engineering a free flow of resources and ensure efficiency in the distribution of resources from the source tothe various destinations where these goods are needed. The study has been able to examine the effect of logistic inbound and outbound operations on the organizational performance of Industries and concluded asfollows:

i. That the key logistic inbound operations in the Industry are transportation, inventory control and warehousing. These logistics helps in effective performance of the organization.

ii. That the key Logistic inbound and outbound operations contributed positively to the performance of the organization and stand as a significant factor that determines the organizational performance in terms of effective distribution of goods.

iii. That the Logistics inbound variables in terms of transportation, inventory control and warehousing havesignificant positive relationship with the organizational performance of Industry.

iv. That the Logistic outbound variables have positive and significant relationship with the organizational performance.

v. That for effective and efficient flow of materials in the company, there is need for the acceptance of Logistic inbound and outbound operations.

vi. That the results also support the theoretical and empirical evidence of previous studies showing significantconsequences for organization's performance in the Bindhu engineering industry by logistical inbound and outbound operations

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