Abstract

In today’s fast paced business environment, superior logistics performance is a prerequisite to become and stay competitive. Though there has always been effort to optimize operations for improved performance yet Optimization at confide level may lead to off the track business practices and therefore it is necessary to identify the competitors’ best practices and act according to the same. Benchmarking and gap analysis takes care of the measures to be taken for competitive edge while prioritization takes care about the dynamic behavior of the business practices and guides towards the priority based gap fulfillment for trend aligned business and thus safeguard against astray. This thesis presents an approach for the competitive and efficient distribution and warehousing operations in a logistic centric supply chain. The approach identifies major trends in distribution and warehouse logistics operations and brings out the untapped opportunities. This thesis includes the analysis & evaluation of various approaches and respective tools & technique for identifying best one suited for focus logistics practices, it also includes procedure for development of a user interface template for priority based gap analysis for deferent parameters through multi-criteria decision making method and an Interface which provides the graphical representation of result for better grasping of the best of the best practices against current performance.