CHAPTER 6
CONCLUSION

6.1 INTRODUCTION

In the above preceding chapters, many in-depth insights are night out with the scope of sustainable supplier selection, particularly focused on the CSR based supplier selection in order to integrate sustainability in supply chain management. This report addresses many issues in CSR within the supply chain management in different industrial sectors. The aim of this concluding chapter is to provide the following:

- To summarize the overview of this research within the scope of the thesis.
- To pose the effective outcome of the research in the field of CSR based supplier selection.
- To summarize the limitations of the research which is reported in this dissertation.
- To communicate and suggest the possible future enhancements in this research area.

6.2 SUMMARY OF THE RESEARCH

The main objective of this research is to integrate and implement the sustainable strategies in supply chain management through supplier selection which is a one of the tedious processes in supply chain management generally. In this regard, the CSR is integrated with the supplier selection process, in which CSR is a sustainable strategy which completely fulfills all
dimensions of sustainability rather than any approach. Hence this research considered CSR as a core concept which further applied in the Indian scenario where the CSR issues are quite common. This study attempts to analyze the interaction and interrelationship among common CSR issues and further the CSR issues are evaluated through the weightage of issue. The analyzing and evaluation of CSR issues is done with the assistance of MCDM tool (ISM, AHP and Fuzzy AHP) thorough the proposed framework which is further validated with the Indian case industries. In this study, three industries are considered, namely firework industry, manufacturing, sectors, textile industry, whereas the CSR considered a much needed strategy. The results revealed many insights within the scope of CSR in supplier selection which are highly helpful in the purchasing and industrial managers in the time of supplier selection to the consideration of CSR.

6.3 OUTCOME OF THIS RESEARCH STUDY

This research considers various real life scenarios along with uncertainties and develops various models in different chapters of this thesis particularly focussed in CSR based supplier selection. The summary of the major contribution and the outcome of the research is given below:

- An extensive review was made to explore the impact of CSR and its issues in supply chain along with the need in the contemporary business environment, particularly focus on Indian context with the relation of societal concerns.
- An ISM model is developed for analyzing the interactions and the interrelationship of corporate social responsibility issues in the supplier selection problem. With the assistance of case study in firework industry the developed model is demonstrated.
• An Analytic hierarchy process approach is proposed for the CSR based supplier selection process based on CSR issues and its sub issues through the assistance of manufacturing case sector.

• A Fuzzy AHP approach is proposed for the evaluating the effectiveness and essential CSR issues for supplier selection under fuzzy environment to tackle the uncertainties and increase the accuracy of the results. The developed model is demonstrated by a case in logistics company.

• This research assists the purchasing managers to select the best supplier based on the CSR rating, which was derived from the research and it aids the decision making team to choose the best sustainable supplier.

• It also helps the firm to stay in the global supply chain and international trading by meeting the global standards in all aspects including the codes of conduct. It further leads to improve the revenue of the nation which is very essential for developing a nation like India.

• Along with the above scientific contributions, this CSR based supplier selection model includes many societal insights. For instance, lack of job opportunity, low wages, discrimination of human rights, child labour, etc. Can be eliminated with this implication of the model.

6.4 LIMITATIONS OF THE RESEARCH STUDY

Even though this study serves many scientific and societal contributions, still it is having its own limitation as like other studies. The limitation of the research is as follows.

• This study purely depends on the decision makers who are less in numbers. Hence generalization is a tough one and also in India there
are more diversities, culture and other factors which influence the CSR implementation.

- The selection of decision maker became a responsible one because this model is mainly based on the decision maker’s opinion. Hence this model purely depends upon the decision maker.

6.5 SCOPE FOR FUTURE RESEARCH

Along with the potential benefits of this study, it also sheds light on the future endorsement in the field of CSR in the supply chain and supplier selection. The future scope in the research field is stated below.

- The proposed model in this study is mainly validated case study approach, even though it provides sound information. But it needs the statistical evaluation to increase the reliability of the results.
- This study can be extended with generalization concept, by comparing different industrial application sector to explore whether the CSR issues vary with different application sectors.
- Also, this study can be extended to more CSR issues which can be analyzed using different hybrid MCDM tools.
- Also there is huge chaos between the sustainable supplier selection and CSR based supplier selection, so, there is need to define these interrelated terms clearly.
- This study only considered three sectors, but in real life, many Indian sectors facing more CSR issues, hence there is separate study is needed to analyze those problems especially in sectors like mining, minerals, pharmaceuticals, electrical, etc.
- Also there is need to compare the status of CSR with supplier selection with other developing markets especially with China through an inter-organizational studies.