CHAPTER 9

CONCLUSIONS AND FUTURE RESEARCH DIRECTIONS

9.1 CONCLUSIONS

The following conclusions can be drawn from this study:

1) The empirical findings of this study offers the practitioners the opportunity for a better control of the overall logistical costs.

2) We have considered the replenishment process from the backroom, which is a part of replenishment process in Indian environment settings while it has not been considered in the earlier model [76].

3) The effect of the work pace of a worker shows that worker 1 is more efficient than worker 2. Also, less THT/PU for efficient worker indicates that our hypothesis is valid. This result suggests that worker training is an important aspect to reduce THT/PU.

4) F-statistics and other statistics considered indicate that independent variables and regression as a whole is significant. Thus, our model is valid.

5) Histogram of regression residual indicates that normality assumption is not violated.

6) Collinearity test performed indicates no problem with regard to multicollinearity for the estimated model.

9.2 FUTURE RESEARCH DIRECTIONS

Four research avenues emerge as important future research directions.

1) Since, we focussed on operational costs; total shelf space and the assortment are assumed to be known. Assortment planning and shelf
space allocation are important issues in retail. So tradeoff between shelf space, inventory costs etc. should also include handling costs in future work.

2) Time lost due to interruption during transportation of an items from backroom to shelf location due to movement of the crowd in the store or helping the customer are not considered in the estimation of THT/PU. This time loss could be considered in future work.

3) The effect of human resource variables such as employee turnover, training and workload on handling inaccuracy also needs to be examined.

4) In addition, the future researchers may examine the effect of the execution of the handling operations on other financial or non-financial measures of store performance.

We hope that the analysis and empirical study presented in this research will provide the foundation for future research that will advance the state of the art in retail supply chain management and provide significant additional value for retailer’s supply chain operations.