



## A STUDY ON THE STANDARD OPERATING PROCEDURE AND IT'S ISSUES IN KRISHYA LOGISTICS LLP.

**Dr. Bharathi\***                      **Durga.V\*\***

*\*Head of the Department, School of Management, MBA, Dhanalakshmi Srinivasan University, Samayapuram, Trichy .*

*\*\*School of Management, MBA, Dhanalakshmi Srinivasan University, Samayapuram, Trichy .*

### **Abstract**

*Container Freight Stations (CFSs) emerged as a strategic response by ports to address congestion issues within port premises. This study focuses on analyzing the standard operating procedures (SOPs) followed at Krishya Logistics LLP, particularly within the framework of CFS operations. The objective is to understand the business models adopted by CFSs, the value propositions offered to customers, and how these contribute to organizational profitability.*

*Our study included learning about various import/export procedures, documentation, and the handling of different commodities. It was observed that most CFSs, including Krishya Logistics LLP, approached customers directly for business and relied less on port rebates as a revenue source. Additionally, many CFSs have evolved their operating methods to adapt to a dynamic logistics environment. Therefore, establishing clear guidelines and SOPs is essential to ensure consistency, compliance, and efficiency.*

*The findings underline the importance of well-defined SOPs in improving performance and addressing operational issues, especially considering that CFSs were initially established to mitigate port congestion.*

**Key Points: Objective: To examine the effectiveness and challenges of SOPs in Krishya Logistics LLP.**

**Method: Data collected through staff interviews and process observations.**

### **Key Issues**

- Lack of standardization.
- Poor communication.
- Inadequate training.

Impact: Operational delays, errors, and reduced efficiency.

Recommendations: Update SOPs, train staff, and digitize processes for better compliance.

### **Introduction**

In dynamic and competitive business environment, operational efficiency, compliance, and consistency have become essential pillars for organizational success. One of the key tools used by organizations to achieve these objectives is the implementation of Standard Operating Procedures (SOP's). Are detailed, written instructions designed to guide employees through the routine and complex tasks necessary to meet organizational goals.

They serve as a foundation for maintaining quality standards, enhancing productivity, and ensuring uniformity in performance, irrespective of personnel changes or external challenges.

The concept of SOPs is not new. Originating from military and manufacturing roots, SOPs have



evolved to become indispensable in a wide range of industries, including healthcare, pharmaceuticals, information technology, education, aviation, hospitality, and public administration. In sectors governed by strict regulatory requirements—such as healthcare and pharmaceuticals—SOPs are not just best practices but legal necessities. In other domains, they help streamline operations, minimize risks, and ensure that knowledge is preserved and passed on within the organization.

The relevance of SOPs extends beyond routine operations. During crises—such as pandemics, natural disasters, or cyberattacks—having clear SOPs can be the difference between resilience and failure. SOPs facilitate faster decision-making, clarify roles and responsibilities, and ensure that critical operations continue with minimal disruption.

Moreover, SOPs serve as a key component in employee training, on-boarding, and performance evaluation, helping organizations cultivate a culture of accountability and continuous improvement. Despite their importance, many organizations struggle with poorly designed or outdated SOPs that hinder rather than help. Common challenges include lack of clarity, failure to update documents, insufficient employee engagement in the SOP development process, and limited integration with day-to-day operations. These gaps can result in inefficiencies, compliance failures, and diminished morale among staff.

### **Standard Operating Procedure (SOP)**

Krishya Logistics LLP follows a structured Standard Operating Procedure to ensure seamless and efficient daily operations. The SOP covers major functions such as:

#### **Booking & Dispatching:**

Consignment orders are recorded manually or via basic ERP tools. Dispatch schedules are created, and drivers are assigned routes and delivery timelines.

#### **Loading & Unloading:**

A predefined process for safe loading/unloading is followed with manual checks for quantity, packaging, and weight.

#### **Documentation:**

Each shipment is accompanied by a set of documents including the invoice, delivery challan, e-way bill, and proof of delivery (POD), which are often tracked manually.

#### **Tracking & Reporting:**

Shipment status is updated by field staff using phone calls or basic digital logs. Clients are informed manually or via emails/calls.

#### **Billing & Payments:**

Invoices are prepared manually or through accounting software, and payment tracking is maintained by the finance department.

### **3. Identified Issues in the SOP**

Despite having a structured SOP, Krishya Logistics LLP faces several challenges due to its reliance on manual processes:

### **Need and objective**

In dynamic and highly competitive business environment, organizations must operate with precision, consistency, and compliance to maintain quality and meet customer expectations. Standard Operating Procedures (SOPs) are critical tools that help achieve these goals by providing structured, step-by-step instructions for carrying out routine and complex tasks. SOPs ensure that employees



follow uniform methods, which enhance operational efficiency, reduce errors, improves safety, and ensures compliance with industry standards and legal regulations.

Despite their importance, many organizations struggle with poorly designed, outdated, or inconsistently applied SOPs. Inadequate documentation, lack of employee training, and failure to regularly update procedures can result in inefficiencies, miscommunication, compliance risks, and reduced productivity. Additionally, as industries evolve and adopt new technologies, SOPs must also adapt to remain relevant and effective.

This study is necessary to understand the role SOPs play in improving overall organizational performance. It aims to evaluate the effectiveness of existing SOPs, identify common challenges in their implementation, and explore ways to improve their design, execution, and maintenance. The study will provide insights that can help organizations strengthen their internal processes, reduce operational risks, support employee training, and enhance service quality in a structured and sustainable way.

A Standard Operating Procedure (SOP) is a documented set of step-by-step instructions compiled by an organization to help workers carry out complex routine operations. SOPs aim to achieve efficiency, quality output, and uniformity of performance, while reducing miscommunication and failure to comply with industry regulations. The significance of this study lies in its potential to highlight the importance of SOPs in minimizing human error, training new employees effectively, and maintaining quality control and assurance.

## **Review of the Literature**

### **1. Definition and Importance:**

According to the World Health Organization (WHO, 2009), Standard Operating Procedures are defined as "detailed, written instructions to achieve uniformity of the performance of a specific function." SOPs are crucial for maintaining quality, consistency, and compliance in various settings.

De Treville et al. (2005) emphasize that SOPs are fundamental to operational excellence and can significantly improve organizational performance when properly implemented.

### **2. Development and Implementation:**

Akyra (2012) outlines the process of developing effective SOPs, highlighting the importance of involving relevant stakeholders, using clear language, and regularly reviewing and updating procedures.

Barbosa et al. (2011) stress the significance of employee training and engagement in SOP implementation, noting that proper training can lead to better adherence and overall effectiveness.

### **3. Benefits and Challenges:**

A study by Magnani (2011) identifies several benefits of SOPs, including:

- Reduced errors and variability
- Improved quality and consistency
- Enhanced regulatory compliance
- Facilitated employee training

However, Drummer et al. (2009) point out potential challenges in SOP implementation, such as resistance to change and the need for continuous updates to keep procedures relevant.

### **4. SOPs in Different Industries:**

Healthcare: Rozich et al. (2004) demonstrate how standardized processes in healthcare can significantly



reduce medication errors and improve patient safety.

### **Manufacturing**

Unban (2006) explores the role of SOPs in knowledge management within manufacturing organizations, showing how they can capture and transfer best practices.

#### Research and Laboratory Settings:

Yorio et Al. (2015) discuss the importance of SOPs in ensuring laboratory safety and maintaining research integrity.

#### 5. Digital Transformation of SOPs:

More recent literature, such as Agarwal et Al. (2021), examines the digitalization of SOPs, exploring how technologies like augmented reality and artificial intelligence can enhance SOP effectiveness and user engagement.

#### 6. SOPs and Organizational Culture:

Hale and Borys (2013) investigate the relationship between SOPs and organizational safety culture, emphasizing the need for a balance between standardization and flexibility.

#### 7. Continuous Improvement:

Lundgaard et al. (2013) highlight the importance of continuous improvement in SOP management, suggesting methodologies for regular review and updates to maintain relevance and effectiveness.

### **Research Methodology**

Research methodology is a way of explaining how a researcher intends to carry out their research. It's a logical, systematic plan to resolve a research problem. A methodology details a researcher's approach to the research to ensure reliable, valid results that address their aims and objectives.

This chapter explains various methodologies that were used in gathering data and analysis which is relevant to the research. The methodology will include areas, such as research design, sampling and sample size, and types of data, data collection method and its management.

This research aims to describe the current state of Standard operating procedures within an organization also helps to identify the factors that influencing standard operating procedures and provide corrective action for standard operating procedures.

### **Research Design**

A research design is the arrangement of conditions for collection and analysis of data in a manner that aims to combine relevance to the research purpose. The below factors are included in research design.

Questionnaires: A structured questionnaire can be used to collect data from employees. Observations: This method can be used to collect information from employees.

Descriptive research: This method can be used to determine the factors that contribute to standard operating procedures.

Data analysis: Anova, correlation, chi-square is used to analyse the collected data.



### **Sampling Techniques Population**

A population is the entire group that you want to draw conclusions about. It can mean a group containing elements of anything you want to study about and here 200 is the total population of the study of Krishya Logistics LLP, Thoothukudi.

### **Sample Size**

Sample size measures the number of individual samples measured or observations used in a survey or experiment. Sample size is a direct count of the number of samples measured or observations being made. And here 100 is the sample size of the study.

### **Data Collection Methods**

Data was collection through both primary and secondary

#### **Primary Data**

Primary Data was used in this research study. In order to achieve the objective of this study, primary data were collected by using closed- ended questionnaire which was designed for this study purpose distributed among the employee at Joseph Eye Hospital's Personal information consists of the information regarding Gender, Age, Qualification, Monthly Income, Department and Total Experience in Work.

#### **Secondary Data**

I have collected feedback from staff through surveys or reports related to workplace wellbeing, which can provide useful information on the effectiveness of existing workplace logistics management programs. Review relevant studies and literature on standard operating procedures in Krishya Logistics LLP to gather insights into effective logistics management strategies implemented elsewhere and adapt them to the organization context.

#### **Internet-Websites Newspaper**

Statistical tools USED FOR Analysis, Tools or instruments used to analyse the collected data to reach meaningful conclusions are called analysis tools in research.

Anova, chi-square and Correlation in SPSS are used in this study for analyzing the data.

Software Tools Used (if applicable).

Microsoft Excel: For data entry, analysis, and visualization. ERP

Reports (e.g., SAP): For generating STO and dispatch data.

SPSS or Google Sheets: For statistical computation and organizing survey results.

#### **Statistical tools used for Analysis**

Tools or instruments used to analyse the collected data in order to reach meaningful conclusions is called analysis tools in research. Nova, chi-square and Correlation in SPSS are used in this study for analyzing the data.

#### **ANOVA Analysis**

ANOVA test can be defined as a type of test used in hypothesis testing to compare whether the means of two or more groups are equal or not. This test is used to check if the null hypothesis can be rejected or not depending upon the statistical significance exhibited by the



parameters. The decision is made by comparing the ANOVA test statistic with the critical value.

### One Way ANOVA

The one-way analysis of variance (ANOVA) is used to determine whether there are any statistically significant differences between the means of two or more independent (unrelated) groups.

Null Hypothesis,  $H_0: \mu_1 = \mu_2 = \mu_3 = \dots = \mu_k$  Alternative Hypothesis,  $H_1$ : The means are not equal Decision Rule: If test statistic > critical value then rejects the null hypothesis and conclude that the means of at least two groups are statistically significant.

## ORGANIZATIONAT CHART



### Conclusion

The examination of Standard Operating Procedures (SOPs) within Krishya Logistics LLP reveals a complex interplay between structured guidelines and the practical challenges encountered during their implementation. While SOPs are designed to standardize operations, ensure compliance, and enhance efficiency, several issues have surfaced that hinder their effectiveness.