

TO-BE PROCESS- Process Improvement

BRIDGING GAPS & ITS IMPACTS:

1.Customer Satisfaction:

A. Continue as a Guest: More features and options have been added to give value to customer flexibly with web portal improvements, that is if customer don't want to register, they can continue as a guest only where they do not have to register and we will record the email only from where they have logged in to maintain our database.

Impact: By simplifying the process, it reduces waiting time for customer and as guest checkout minimizes the risk of data entry errors that can occur when customers are required to input their information to create an account. This helps prevent issues such as incorrect shipping addresses or contact information, which can lead to additional costs associated with returns, exchanges, or reshipping orders.

B. Allow Making Changes to Order: After shopping the customer have access to update, change the quantity of product or type of product, while the management update the required according to the changes and recheck the inventory and update for both company and customer.

Impact: Reduce waiting time for customer and removing waste as it can help companies better manage their inventory levels, associated with overproduction, underutilized capacity, or expedited shipping costs. Businesses can optimize inventory levels and lower the risk of overstocking by allowing customers to change their purchases. Because of its flexibility, there are fewer returns and exchanges needed, which reduces waste and related expenses.

C. Not Approved Order: If the order is not approved due to some technical error website will not crash but will auto save the order changes and whenever customer access back the online portal they can continue from bucket list.

Impact: By adding a feature that automatically saves orders in the event of a technical malfunction, client data loss and frustration can be avoided. It guarantees consistency throughout the buying process, which lowers the possibility of lost sales and abandoned carts. In addition to ensuring operational efficiency, this increases customer pleasure and loyalty by reducing order fulfilment process disruptions. In the end, it helps to make business processes quicker and seamless, which promotes happy customers and increased sales.

D. Customer Feedback: Customer feedback often highlights pain points or areas of inefficiency within company processes. By analysing this feedback, businesses can pinpoint where processes are slowing down or causing frustration for customers, allowing them to prioritize improvements in those areas.

Impact: Customer feedback serves as a valuable source of insights into areas for improvement within company processes, enabling businesses to address pain points and

inefficiencies proactively. By prioritizing improvements based on customer feedback, companies can enhance operational efficiency and customer satisfaction, ultimately leading to increased loyalty and retention. This iterative process of gathering and acting upon customer feedback fosters continuous improvement, driving long-term success and competitiveness in the market.

By understanding customer needs and preferences, companies can eliminate unnecessary steps, reduce complexity, and ultimately speed up their processes. Check if our process is effective and to maintain the same, by updating, changing the required according to there feedback.

2.Manufacturing Operations:

A. Efficient Production: For analysing the demand and current trend of the product after order confirmation the information is updated with manufacturing team that help lay foundation for creating the design or update the existing one and to predict the sales and only produce accordingly.

Impact: By utilizing demand analysis and current trends for directing production, companies can optimize their manufacturing operations. Businesses can limit excess inventory and lower the risk of overproduction by matching production to projected sales and customer demand. This simplified method boosts the company's profitability by cutting waste and increasing operational efficiency.

B. Test Quality: A process has been introduced to manufacturing team that is testing the quality and inspection of each product on sample basis, it is assumed to be done without biasness for that a team will be chosen from existing responsible members of manufacturing team and ensure that quantity is also according to published and predicted analysis, the report must be reviewed by management.

Impact: By guaranteeing consistency and dependability, a quality testing procedure improves customer satisfaction and product reliability. Businesses can reduce the risk of expensive recalls or consumer complaints by detecting and addressing faults early with the help of a dedicated team and strict adherence to established standards. In the end, this methodical approach to quality management boosts consumer trust, enhances brand reputation, and increases market competitiveness.

C. Inventory Management: Optimizing and recording the requests, cost , inward and outward movement of inventory while maintaining the data for analysing the future demand is also essential ,for that also a team will be chosen from existing responsible members of supply team that will save the cost and time too and they have to report and publish reports to management.

Impact: Removing waste for company's resources, time, material, cost while ensuring smooth functioning of operations. Accurately tracking and analysing inventory movements enables efficient inventory management, which reduces shortages and overstocking for firms. Businesses can increase efficiency and cut costs by assigning a specialized staff to inventory optimization duties. Management can make better decisions and allocate resources more profitably when timely reporting and analysis are available.



