Case Studies & Guesstimates for E-Commerce Industries

Product Dissection for Flipkart :

1. Platform Selection

Question: Choose a leading platform from a domain related to the **e-commerce** industry. Justify your selection by discussing the platform's popularity, impact, and relevance in its industry.

Answer: Flipkart

Company Overview:

Flipkart, founded in 2007 by Sachin Bansal and Binny Bansal, has revolutionised the e-commerce landscape in India. Acquired by Walmart, Flipkart has become a dominant force in the Indian online retail market, known for its wide range of products, seamless shopping experience, and innovative features. With a focus on providing convenient and affordable shopping solutions, Flipkart has garnered millions of loyal customers, making it one of the leading e-commerce platforms in India.

Flipkart, a pioneering e-commerce platform, has effectively addressed real-world challenges through its innovative product offerings. With a focus on convenience, affordability, and customer satisfaction, Flipkart has transformed the way people shop online in India. By offering a diverse range of products, secure payment options, and reliable delivery services, Flipkart provides practical solutions to the evolving needs of its customers.

Flipkart's intuitive user interface and personalized shopping experience have revolutionised online shopping in India. By providing detailed product descriptions, customer reviews, and product recommendations, Flipkart helps users make informed purchasing decisions, solving the problem of uncertainty and hesitation in online shopping. Additionally, Flipkart's hassle-free return and refund policies reassure customers, fostering trust and loyalty in the platform.

In conclusion, Flipkart's product design has successfully tackled real-world problems by creating a platform that prioritises customer convenience, affordability, and trust. Through its diverse product offerings, user-friendly interface, and reliable services, Flipkart has redefined the e-commerce experience in India, making shopping online more accessible and enjoyable for millions of users.

<u>**2. Core Features and Functionalities**</u>

Question: Research and list the core features and functionalities of the selected platform. Describe how these features contribute to the platform's success and user engagement.

Answers: Core Features and Functionalities of Flipkart.

1. **User Interface and Experience:**

➢ **Website and Mobile App:** Flipkart offers a user-friendly website and mobile app with intuitive navigation, ensuring a seamless shopping experience across devices.

➢ **Personalized Recommendations:** Uses machine learning algorithms to provide personalized product recommendations based on user behavior and preferences.

➢ **Search and Filter Options:** Advanced search functionality with filters for price, brand, category, ratings, and more to help users find products quickly and easily.

2. **Product Listings:**

➢ **Diverse Categories:** Wide range of product categories including electronics, fashion, home appliances, groceries, books, and more. Detailed Product Descriptions:

➢ Comprehensive product descriptions, specifications, and high-quality images to help customers make informed decisions. Customer Reviews and Ratings:

➢ User-generated reviews and ratings to provide insights into product quality and customer satisfaction.

3. **Shopping Cart and Checkout:**

➢ **Shopping Cart:** Allows users to add multiple items, save them for later, and view the total cost before proceeding to checkout.

➢ **Secure Checkout:** Multiple payment options including credit/debit cards, net banking, UPI, and digital wallets. Secure payment gateways ensure transaction safety.

➢ **Order Summary:** Detailed order summary and confirmation at checkout, including product details, pricing, and delivery information.

4. **Payment and Financing Options:**

➢ **EMI Options:** Equated Monthly Installment (EMI) options available for high-value purchases.

➢ **No-Cost EMI:** No-cost EMI options to make expensive products more affordable without additional interest.

➢ **Flipkart Pay Later:** Buy now, pay later option for eligible customers to enhance shopping convenience.

5. Logistics and Delivery:

➢ **Wide Delivery Network:** Extensive delivery network covering urban and rural areas across India.

➢ **Delivery Speed Options:** Multiple delivery options including standard, express, and same-day delivery.

➢ **Order Tracking:** Real-time order tracking through the website or app, allowing customers to monitor their shipment status.

6. Customer Support and Services:

➢ **24/7 Customer Support:** Round-the-clock customer support via phone, email, and chat for queries and issues.

➢ **Return and Refund Policy:** Easy return and refund policy with clear guidelines and hassle-free processing.

➢ **Product Warranty and Repairs:** Warranty services for eligible products and support for repairs and replacements.

7. Seller Support:

➢ **Seller Platform:** Comprehensive seller platform for managing inventory, orders, pricing, and promotions.

➢ **Analytics and Insights:** Access to sales data, performance metrics, and market insights to help sellers optimize their listings and strategies.

➢ **Logistics Support:** Fulfillment services including warehousing, packaging, and delivery support through Flipkart's logistics network.

8. Marketing and Promotions:

➢ **Discounts and Offers:** Regular discounts, offers, and flash sales to attract customers and boost sales.

➢ **Flipkart Plus:** Loyalty program offering benefits like free shipping, early access to sales, and exclusive discounts for members.

➢ **Advertising Solutions:** Advertising tools for sellers to promote their products through sponsored listings, banners, and targeted ads.

9. Technology and Innovation:

➢ **AI and Machine Learning:** Utilization of AI and machine learning for personalized recommendations, fraud detection, and customer service enhancements.

➤ **Voice and Visual Search:** Innovative search options using voice commands and image recognition to improve the shopping experience.

➤ **Augmented Reality (AR):** AR features for virtual try-ons of fashion items and visualizing furniture in home settings.

10. Social and Community Features:

➤ **Customer Engagement:** Interactive features like reviews, ratings, and Q&A sections for product queries.

➤ **Community Initiatives:** Participation in social and community initiatives, contributing to social causes and sustainability efforts.

3. Real World Problems

Question: Identify the real-world problems that the platform aims to solve. Discuss how the platform addresses these problems through its features and functionalities.

Answers: Real-World Problems Addressed by Flipkart.

Flipkart, a trailblazer in the Indian e-commerce industry, has not only transformed the way people shop online but has also addressed significant real-world challenges through its innovative features. By understanding customer needs and leveraging technology, Flipkart has emerged as a customer-centric platform that prioritises convenience, affordability, and reliability.

Problem 1: Convenience in Shopping

Real-World Challenge: Traditional retail often requires physical visits to stores, leading to time constraints and inconvenience.

Flipkart's Solution: Flipkart's online platform provides customers with the convenience of shopping from anywhere at any time. The user-friendly interface and efficient search algorithms make it easy for customers to find and purchase products.

Problem 2:Extensive Product Selection

Real-World Challenge: Physical stores have limited shelf space, restricting the variety of products available.

Flipkart's Solution: Flipkart offers an extensive product selection with millions of items across various categories. This vast inventory provides customers with choices that may not be available in traditional brick-and-mortar stores.

Problem 3:Competitive Pricing

Real-World Challenge: Price comparisons can be challenging in traditional retail, and consumers may not always find the best deals.

Flipkart's Solution: Flipkart's marketplace encourages competition among sellers, driving prices down. Additionally, features like dynamic pricing and customer reviews help shoppers make informed decisions.

Problem 4:Efficient Shipping and Delivery

Real-World Challenge: Slow and unpredictable delivery times in traditional retail.

Flipkart's Solution: Flipkart has invested heavily in logistics and developed a robust delivery network. Services like Flipkart Prime offer fast and reliable shipping, including same-day or next-day delivery options in some areas.

Problem 5:Customer Reviews and Ratings

Real-World Challenge: Lack of easily accessible product information and customer feedback in traditional retail.

Flipkart's Solution: Customer reviews and ratings on Flipkart provide valuable information for shoppers. This transparency helps customers make informed decisions based on the experiences of others.

Problem 6:Personalized Recommendations

Real-World Challenge: Limited personalization in traditional retail environments.

Flipkart's Solution: Flipkart's recommendation algorithms analyze customer behaviour and preferences to provide personalized product recommendations. This enhances the shopping experience and increases the likelihood of customer satisfaction.

Problem 7:Global Accessibility

Real-World Challenge: Geographical limitations in traditional retail may restrict access to certain products.

Flipkart's Solution: Flipkart's global platform allows customers worldwide to access a diverse range of products. International shipping and localized websites enable customers to shop globally.

Problem 8:E-commerce Infrastructure for Small Businesses

Real-World Challenge: Small businesses may struggle to establish an online presence and reach a broader customer base.

Flipkart's Solution: The Flipkart Marketplace empowers small businesses to sell their products online. This provides them with a platform, logistics support, and access to a vast customer base.

Conclusion:

Flipkart's journey from a startup to a market leader is a testament to its ability to understand customer needs and provide innovative solutions. By prioritizing convenience, affordability, and reliability, Flipkart has reshaped the

e-commerce landscape in India, making online shopping more accessible and enjoyable for millions of users. This case study highlights how Flipkart's customer-centric approach and continuous innovation have established it as a trusted brand in the Indian market, setting new standards for excellence in e-commerce.

Database Management & Schema Design:

4. Schema Design

Question: Based on the features and functionalities you have identified, design a schema that reflects the platform's data structure. Define the key entities, attributes, and relationships that underpin these features.

Answers: Schema Design for Flipkart

The schema for Flipkart comprises various entities that represent different aspects of the e-commerce platform. These entities include Shipment, Customer, Order, Payment, Cart, Product, Order_Item, Wishlist, and Category. Each entity has specific attributes that describe its properties and relationships with other entities.

Key Entities and Attributes

1. **User Entity:** A registered user of the website who can place orders.

Attribute	Type	Description
id	Primary Key	A unique identifier for the row.
user_id	Text	A foreign key to relate to the user who left the review.
ordered_product_id	Text	A foreign key to the order_line table, to relate to the product that was ordered.
rating_value	Number	A value, such as from 1 to 5, that the user has left as part of the review for this product
comment	Text	A text comment or written review for this product.

2. User_address Entity: A record of each of the addresses that a user has over their lifetime in the system.

Attribute	Type	Description
user_id	Foreign key to the site_user table	which represents the user record.
address_id	Foreign key to the address table	which represents the address record.
is_default	Boolean	A Boolean value to indicate whether this address for this user is the user's default address when placing an order.

3. Address Entity: A list of all of the addresses entered into the system, which are used to deliver orders.

Attribute	Type	Description
id	Primary Key	A unique identifier for each row.
house_number	Text	The house number for this address.
street_number	Text	The street number for this address.
address_line1	Text	This will usually contain the street name and type of street.

address_line2	Text	This will usually contain the suburb, but could contain other information depending on the country.
city	Text	The city that the address is in.
state	Text	The state that the address is in.
postal_code	Number	The postal code for this address.
country_id	Foreign key to the country table	to represent the country for this address.

4. Country Entity: A lookup table for countries which are used for addresses.

Attribute	Type	Description
id	Primary key	A unique identifier for the row.
country_name	Text	The name of the country.

5. User_review Entity: A record of a review left by a user for a product.

Attribute	Type	Description
id	Primary Key	A unique identifier for the row.
user_id	Foreign key to relate to the user	who left the review.
ordered_product_id	Foreign key to the order_line table	to relate to the product that was ordered.
rating_value	Number	A value, such as from 1 to 5, that the user has left as part of the review for this product
comment	Text	A text comment or written review for this product.

6. Payment_type Entity: A lookup table of payment types for the payment methods.

Attribute	Type	Description
id	Primary key	A unique identifier for the row.
value	Text	The payment type name or details.

7. User_payment_method Entity: A list of payment methods that the user has set up for their account

Attribute	Type	Description
id	Primary Key	A unique identifier for each row.
user_id	foreign key to the user table	to indicate the user that this payment method is for.
payment_type_id	A foreign key to the payment_type table	to indicate the type of payment.
provider	Text	The provider of this payment method.
account_number	Number	The bank account number or credit card number for this payment.
expiry_date	Date	The expiry date for the payment method, if applicable.
is_default	Boolean	A boolean value to indicate whether this is the default payment method for the user.

8. Shopping_cart Entity: A record of the shopping carts that a user can set up for their account.

Attribute	Type	Description
id	Primary key	A unique identifier for the row.
user_id	A foreign key to the user table	to indicate which user owns the shopping cart.

9. Shopping_cart_item Entity: The products that belong to a shopping cart for a user.

Attribute	Type	Description
id	Primary Key	A unique identifier for the row.
cart_id	Foreign key to the shopping_cart table	to indicate which shopping cart this record. belongs to.
Product_item_id	Foreign key to the product_item table	to indicate which product_item is included in the shopping cart.
qty	Number	The quantity of this item for the shopping cart.

10. Shop_order Entity: A record of an order that a user has placed for one or more products.

Attribute	Type	Description
id	Primary Key	A unique identifier for each row.
user_id	foreign key to the user table	to indicate the user that this payment method is for.

order_date	Date	The date and time that the order was placed.
payment_method_id	Foreign key to the payment_method table	to indicate the payment method used for this order.
shipping_address	Foreign key to the address table	to indicate the shipping_method chosen for this order.
shipping_method	Foreign key to the payment_method table	to indicate the shipping_method chosen for this order.
order_total	Number	The total amount paid for this order, which may include product prices and the shipping method price.
order_status	Foreign key to the order_status table	to indicate where in the lifecycle that this order is up to.

11. Order_line Entity: A record of a product for an order.

Attribute	Type	Description
id	Primary Key	A unique identifier for the row.
Product_item_id	Foreign key to the product_item table	to indicate the product item added to this order.
order_id	Foreign key to the shop_order table	to indicate which order this record is for.
qty	Number	The quantity of this item for the shopping cart.
price	Number	The price of this product_item for this order.

12. Shipping_method Entity: A lookup table of all of the shipping methods available for users.

Attribute	Type	Description
id	Primary Key	A unique identifier for the row.
name	Text	The name or description of this shipping method.
price	Number	The price the user pays for this shipping method.

13. Order_status Entity: A lookup table of the different statuses that an order can have.

Attribute	Type	Description
id	Primary key	A unique identifier for the row.
status	Text	The name of the order status that is readable by the user.

14. Product_category Entity: A list of categories that the products belong to. It also allows for subcategories.

Attribute	Type	Description
id	Primary Key	A unique identifier for the row.
parent_category_id	Foreign key to another record in this table	to indicate the parent category of this category.
category_name	Text	The name of the category which is shown on the website.

15. Product Entity: A representation of a product that is shown on a list of products page.

Attribute	Type	Description
id	Primary Key	A unique identifier for the row.
category_id	Foreign key to the product_category table	to represent the category this product belongs to.
name	Text	A name of the product which can be shown on the product page or list of products page.
description	Text	A long description of the product.
product_image	Text	A URL for the image for this product.

16. Product_item Entity: An instance of a product with all of its variations.

Attribute	Type	Description
id	Primary Key	A unique identifier for the row.
product_id	Foreign key to the product table	to indicate which product this item relates to.
SKU	Text	A unique identifier for a product which may be shown on the website.
qty_in_stock	Number	The number of items that the company has in stock.
product_image	Text	A URL for the image for this product item, so that users can see different variations of the product on the page.
price	Number	The price of this specific product item.

17. Variation Entity: A list of properties that can be configured for products within a category, such as Size and Colour.

Attribute	Type	Description
id	Primary Key	A unique identifier for the row.
category_id	Foreign key to the product_category table	to represent the category this product belongs to.
name	Text	The name of this variation, which could be shown on the product page or used in filters.

18. **Variation_option Entity:** A list of the possible values for each of the variations (such as S, M, L for the variation of Size).

Attribute	Type	Description
id	Primary Key	A unique identifier for the row.
variation_id	Foreign key to the variation table	that represents the variation for this record.
value	Text	The value that represents this option.

19. Product_configuration Entity: A combination of all of the variation options for a product item, such as the "Nike Basic Jogger" having a Colour of Black and a Material of Cotton.

Attribute	Type	Description
product_item_id	Foreign key to the product_item table	to indicate the product item for this record.
variation_option_id	Foreign key to the variation_option table	to indicate the variation_option for this record.

Relationships are :

- **Customers and Orders:**

  The relationship between customers and orders allows Flipkart to track individual customer purchases and manage order processing efficiently. It enables customers to place orders for products they intend to purchase, which is fundamental to an e-commerce platform.

- **Products and Categories:**

  Organizing products into categories helps users navigate through Flipkart's vast inventory more easily. By categorizing products, customers can quickly find items of interest, leading to improved user experience and increased sales.

- **Customers and Payments:**

  The relationship between customers and payments facilitates secure transactions and ensures a smooth checkout process. It allows Flipkart to process payments for orders made by customers using various payment methods, enhancing convenience and trust.

- **Customers and Carts:**

  The association between customers and carts enables users to add products to their carts before completing the purchase. This feature allows customers to review and modify their selections, providing flexibility and convenience during the shopping process.

- **Products and Orders:**

  The link between products and orders is crucial for inventory management and order fulfilment. It allows Flipkart to track which products are included in each order, update stock levels accordingly, and ensure timely delivery to customers.

- **Customers and Reviews:**

  Customer reviews play a vital role in informing purchase decisions and building trust among users. By allowing customers to leave reviews for products they have purchased, Flipkart fosters transparency and encourages user-generated content, which can influence buying behaviour.

5. ER Diagram Creation

Question: Utilise tools like the Miro platform or similar applications to create an illustrative Entity-Relationship (ER) diagram. This diagram should vividly depict the entities, attributes, and relationships present within your schema design.

Answer: Let's construct an ER diagram that vividly portrays the relationships and attributes of the entities within the Instagram schema. This ER diagram will serve as a visual representation, shedding light on the pivotal components of Flipkart's data model. By employing this diagram, you'll gain a clearer grasp of the intricate interactions and connections that define the platform's dynamics.
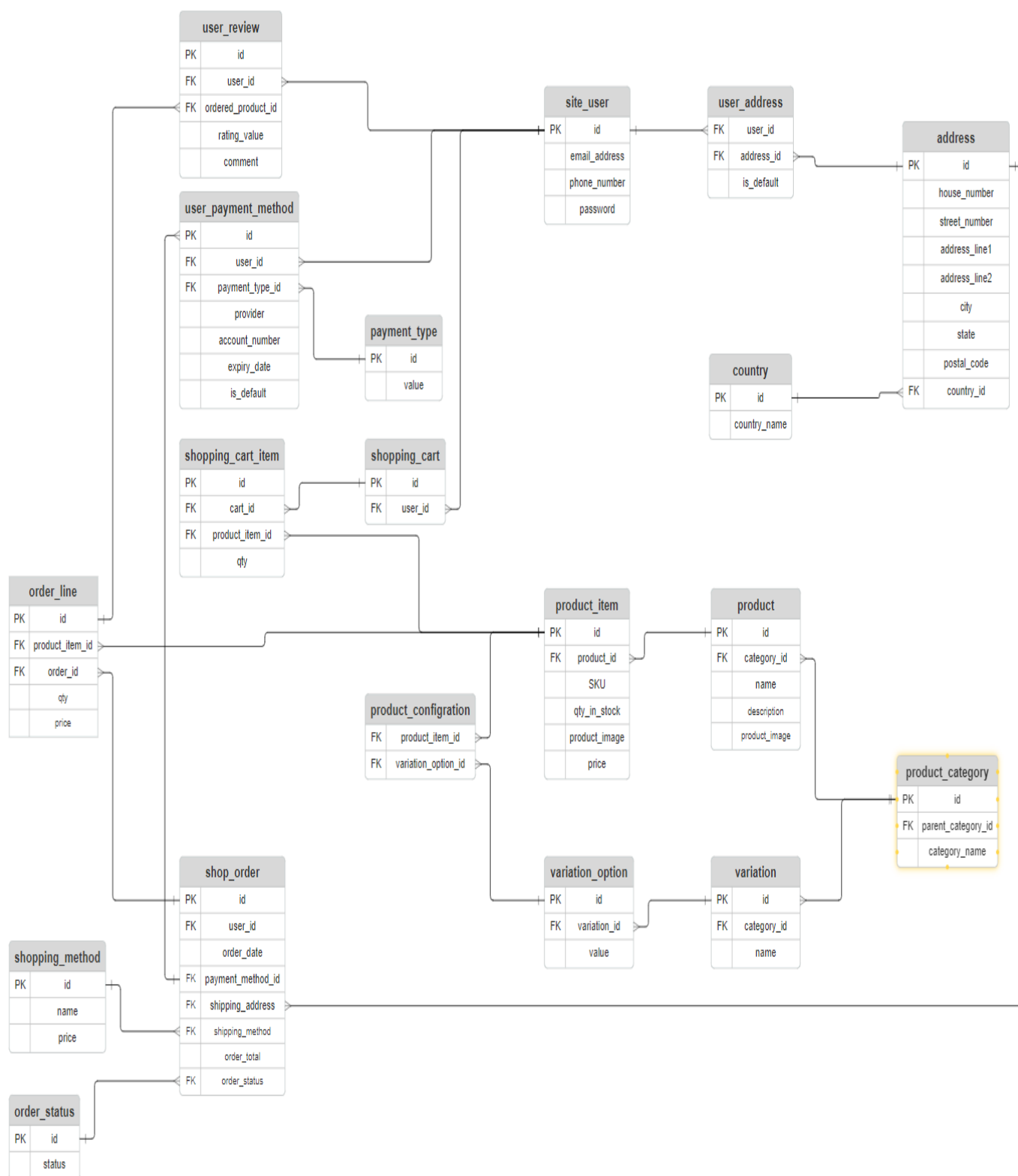
Case Study: Revenue and Profit Growth Strategies

Question: After completing the product dissection and schema design steps for the chosen platform, conduct a comprehensive case study on the above chosen industry. Your goal is to identify and propose strategies to increase the **profit of the industry by at least 25%**.

Create a detailed report summarizing your findings and proposals. Include data-driven justifications for each proposed strategy and present your case study using visual aids such as charts, graphs, and diagrams to illustrate your points. Outline the steps, resources, and timeline required to achieve the desired revenue and profit growth.

Focus on the following aspects:

I.Analysing Flipkart's Current Status

To solve scenario-based questions such as increasing Flipkart's profit by 25%, we adopted an **inside-out** methodology. This approach involved analysing internal factors first—examining company expenses, customer behaviour, and revenue strategies—to drive profitability.

Category	Details
Current Financial Data	**Collect Financial Data**
	the source of revenue - through the sale of products on its platform. **Revenue**: ₹56,013 crore (US$6.7 billion) (FY 2022-23)
	Analyze Current Profit
	Profit Calculation: ₹−4,834 crore (US$−580 million) (FY 2022-23)
	Profit Trends: Flipkart reported 42% growth in operating revenue for financial year 2023 to Rs 14,845 crore, while its total loss narrowed by 9% to Rs 4,026 crore, according to regulatory filings.
Sources of Revenue	**Identify Revenue Streams**
	Product Sales: ₹55,824 crore (FY 2022-23)
	Other: Income from other services or other subsidiaries like Myntra, Flipkart health+, clear trip - ₹1,023 crore.
	Advertising: Flipkart Internet, the marketplace arm of Flipkart, revenue from this segment rose 60% to Rs 3,325 crore.
	Analyse Revenue Contribution
	Segmentation: Break down the revenue by each stream to understand the contribution of each segment.
	Top Products/Services: Mobile phones, Fashion and Apparel, Electronics and gadgets, Home and kitchen appliances, Beauty and personal care, Books and Stationary, Toys and Games, etc.

Sources of Expenses	**Identify Major Expenses**
	Supply Chain Costs: Costs related to storage, and transportation of goods for Flipkart is nearly 10% of its revenue i.e. nearly 5000 crores.
	Marketing and Advertising: The advertising expenses of the company have dropped by 35% from Rs 18.1 crore in FY22 to Rs 11.7 crore in FY23.
	Technology: Investments in maintaining and upgrading the platform, including servers, software, and security is nearly $100 million.
	Analyze Expense Distribution
	Segmentation: Cost of buying the product, processing payments, processing returned goods, running warehouses to hold the goods, disposing unsold goods, Salaries for engineering, customer service and operations staff, Salaries for logistics/ delivery team, digital advertising (Google, fb, etc), running servers
	Cost Efficiency: Streamline Shipping and Delivery for Timeliness, Favor Product Exchanges as an Alternative, etc.
Customer Acquisition & Retention	**Analyse Customer Acquisition Channels**
	Channels: social media, search engines and advertising campaigns generate more customers for Flipkart.
	Understand Customer Behaviour and Retention
	Customer Data: Analyse data on customer behaviour, including purchase history, browsing patterns, and feedback.
	Retention Rates: Calculate the retention rates and identify factors that contribute to customer loyalty.
	Churn Analysis: Identify reasons why customers stop using Flipkart and develop strategies to reduce churn.

By analysing the current status of Flipkart, including its financial data, revenue sources, expenses, and customer acquisition channels, data science students can develop a comprehensive strategy to increase the company's profit by 25%. Focusing on optimizing expenses, enhancing revenue streams, and improving customer satisfaction and retention will ensure sustainable growth and profitability for Flipkart. Using data-driven insights at each step will lead to more effective and strategic decision-making.

II. Focus Areas for Increasing Flipkart's Profit by 25%

To increase Flipkart's profit by 25%, the company must strategically focus on several key areas. These focus areas include internal management, product strategy, market expansion, post-sales management, and branding. By addressing these areas with targeted initiatives, Flipkart can enhance its operational efficiency, customer satisfaction, and market reach.

Category	Measures
Internal Management	**Cost Optimization:** Review and reduce operational costs across departments. **Talent Development:** Invest in training and development programs to increase employee efficiency and retention. **Performance Metrics:** Implement performance metrics and KPIs to monitor and improve operational efficiency.
Supply Chain Management	**Logistics Optimization:** Enhance logistics networks and delivery routes to reduce costs and improve delivery times. **Inventory Management:** Implement advanced inventory management systems to minimize stockouts and excess inventory. **Reverse Logistics:** Improve processes for product returns and refurbishment to reduce losses and maximize value recovery.
Product Strategy	**Diversification:** Expand product categories to include higher-margin items and exclusive brands. **Quality Assurance:** Ensure high product quality and customer satisfaction to reduce returns and enhance brand reputation. **Pricing Strategy:** Implement dynamic pricing strategies based on market demand and competitor analysis.
Market Expansion	**Geographical Expansion:** Enter new geographic markets or strengthen presence in existing markets. **Partnerships and Alliances:** Form strategic alliances with local retailers or service providers to expand product offerings.
Branding & Marketing	**Brand Awareness:** Increase brand visibility through targeted advertising campaigns and sponsorships. **Customer Loyalty Programs:** Implement loyalty programs to retain existing customers and attract new ones. **Data-driven Marketing:** Use analytics to personalize marketing efforts and optimize ROI on marketing spend.

By focusing on internal management, product strategy, market expansion and branding, Flipcart can strategically enhance its profitability by 25%. Each focus area should be approached with data-driven insights to ensure that initiatives are effective and aligned with customer needs and market demands. Implementing these strategies will not only increase profitability but also strengthen Flipkart's position in the competitive e-commerce market.

III. Defining Strategies

Category	Details
Enhance Revenue Streams	**Strategy**: Increase the range of Flipkart's own branded products. **Benefit:** Higher profit margins compared to third-party products.
	Strategy: Launch or expand subscription services like Flipkart Plus. **Benefit:** Generates recurring revenue and enhances customer loyalty.
	Strategy: Offer data analytics services to sellers for a fee, providing them insights on customer behaviour and market trends. **Benefit:** Creates a new revenue stream while helping sellers optimize their strategies.
Market Penetration in Tier-2 and Tier-3 Cities	**Strategy:** Focus on expanding Flipkart's presence in smaller cities with targeted marketing and localized services.
	Benefit: Taps into a growing market with increasing internet penetration and purchasing power.
Sustainable Practices	**Strategy:** Implement eco-friendly practices such as reducing packaging waste and offering sustainable product options.
	Benefit: Appeals to environmentally conscious consumers and can reduce costs in the long run.
Technology Investments	**Strategy:** Invest in cutting-edge technologies like AR/VR for virtual product trials and blockchain for supply chain transparency.
	Benefit: Enhances the shopping experience and builds trust with transparent supply chains.
Improve Customer Satisfaction and Retention	**Strategy:** Use AI and machine learning to provide personalized product recommendations and offers. **Benefit:** Enhances customer satisfaction and increases sales conversion rates. **Strategy:** Strengthen customer support through chatbots, 24/7 helplines, and effective issue resolution mechanisms. **Benefit:** Improves customer trust and retention by resolving issues promptly and efficiently.
	Strategy: Enhance loyalty programs to offer better rewards and exclusive benefits. **Benefit:** Encourages repeat purchases and builds long-term customer loyalty.

By adopting an **inside-out methodology,** one can systematically address key areas to drive profitability. Focusing first on enhancing revenues, then enhancing technological investments, Market Penetration in Tier-2 and Tier-3 Cities and finally customer satisfaction and retention provides a structured approach to achieving a significant profit increase. Using data-driven insights at each step ensures that decisions are based on solid evidence, leading to more effective and sustainable improvements. This comprehensive approach will help Flipkart to achieve the desired 25% profit increase.