



Business Portfolio

Prepared by :
Group 02

Prepared For : DARAZ Warehouse pvt LTD



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COMPANY INTRODUCTION AND BACKGROUND



INTRODUCTION

Daraz is a premium online shopping platform in Sri Lanka. It provides trendy Clothes, Mobiles, Electronics & many more with great prices all across Sri Lanka. Daraz Warehouse is the one and only warehouse Daraz and it serves as a crucial logistical hub, ensuring the smooth flow of products from sellers to customers.



No.481, Biyagama rd, Pethiyagoda, Kelaniya, Sri Lanka



077 138 0730

The Warehouse consists of 20% of high moving items within customers. By having a warehouse in the country, Daraz can store inventory closer to customers, enabling faster order processing and delivery.

BACKGROUND

Daraz Warehouse, established in 2018, serves as the central nerve center for one of the leading e-commerce giants, Daraz. Under the leadership of Warehouse Head Lahiru Wijethunga, the facility efficiently manages the inflow and outflow of goods. Comprising a dedicated team of 6 management staff and specialized personnel, the warehouse plays a pivotal role in ensuring swift order processing and seamless deliveries to millions of customers across the e-commerce platform. As part of an ambitious project, the warehouse's key business processes, including inbound, outbound, inventory management, and troubleshooting, are under the lens of Business Process Reengineering (BPR) concepts to optimize operations and enhance efficiency. The goal is to elevate Daraz's position as a market leader and deliver a superior shopping experience to its vast customer base.

CONTACT POINT & PROOF

1 First Contact

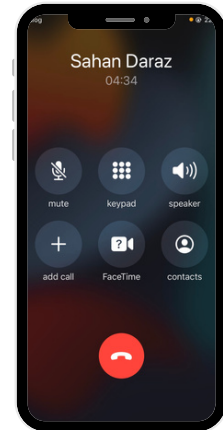
Friday , 14th July

Initial Call was made to the contact Person



Mr. Sahan Kuruppu

Manager - Fulfilment, Daraz Warehouse



2 Request E-Mail

Friday , 14th July

An official Request Email was sent to Mr. Sahan Kuruppu

sahan.kuruppu@daraz.lk



Manager - Fulfilment, Daraz Warehouse

3 Email Confirmation

Friday , 14th July

An official Confirmation Email was sent by Mr. Sahan Kuruppu

sahan.kuruppu@daraz.lk



Manager - Fulfilment, Daraz Warehouse

4 Discussion

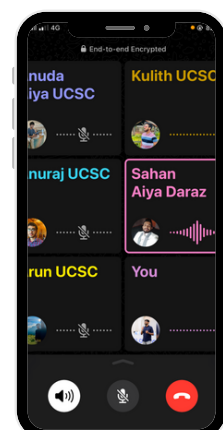
Friday , 14th July

A group discussion with the entire Team and Mr. Sahan took place via WhatsApp



Mr. Sahan Kuruppu

Group 02 Team Members



EXISTING BUSINESS PROCESSES

In-Bound Logistics

In the Daraz warehouse, process of receiving and handling incoming goods can be defined as In-Bound process. The Warehouse keep high moving items within customers. They have a specific team consist of 8 employees for this process.

Out-Bound Logistics

The process of preparing and shipping goods or materials to customers when the order received can be referred as Out-bound in the warehouse. They have delivery hubs to keep goods for few days also. They have a specific team consist of 12 employees for this process.

Inventory Management

There is a process and a team consist of 8 employees named Inventory in the warehouse of Daraz and they make sure about the expiry and the quality of the goods or products whether they have damages.

Troubleshooting

There is a 7 member team for troubleshooting process in Daraz Warehouse. They mainly have to focus on identifying and resolving issues that arise within the warehouse operations and delivery operations. The problems can happened any of the other business processes

REFERENCES : <https://www.daraz.lk/#>
<https://daraz.com/>