

ABSTRACT

This project examines the design and implementation of cross-docking in supply chain management for TOPS SUPERMARKET.

The project goals are defined to perform a feasibility study how to implement cross-docking in a real warehouse of TOPS SUPERMARKET and to find strategies for implementing it to solve the problem of inventory handling costs. In detail, the project describes the background logistics concepts of supply chain management and efficient consumer response of which part of market-oriented logistics strategies is efficient replenishment. One of the most improvement supply side activities under efficient replenishment is cross-docking technique. The project identifies the problems why TOPS SUPERMARKET keeps a high stock level and analyzes the current system in a structured system model, data flow diagram.

The project makes the justification of problem solving to reduce stock of value to the users and the business by data flow diagram to be a proposed system using cross-docking operation which is categorized into cross-dock and flowthru. The project makes a comparison between the current system and proposed system of which the benefits of cross-docking are supported. Flowthru is the most satisfactory solution to be selected for implementation with an action plan. The project uses cost-benefit analysis technique to evaluate economic feasibility of flowthru solution and shows the worth of the solution from which the business gains the overall logistic cost savings by the reduced stocks.