AN INVESTIGATION ON HOW LOGISTICS CHALLENGES AFFECT ORGANISATION EFFICIENCY. A CASE STUDY OF ZIMPAN INVESTMENTS

BY

OMRI MUTAZU

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ABSTRACT

The aim of this research work is to investigate on how logistics challenges affect organisation efficiency on a firm focusing on Zimpan Investments. The statement of the research was on the delays in logistics which are caused by poor documentation with poor order consistence, poor communication with user departments and poor transport service. The objective of this research study is to highlight the causes and effects of logistics challenges and the delays that are affecting the flow of information, goods and services in logistics. Based on the Literature Review and the results of the study, the researcher then recommended certain measures that Zimpan Investments should adopt in order to make sure that logistics challenges are eradicated. Questionnaires were forwarded to select respondents which constituted 11 managers. Interviews were also carried out with 4 managers. Data was presented in the form of bar graphs and tables. A conclusion was established on the causes and effects of logistics on company performance and there were reasons why there were delays in logistics and recommendations were made. The logistics challenges was characterized by delays which had a negative impact to company performance with poor customer response, delays in delivery, poor communication in logistics channels hence hindering the smooth flow of movement of goods, information and services. Recommendations were suggested that the company need to put strategic proper logistics policies, procedures in procurement, monitoring and effective control of movement of goods and service from point of origin to point of consumption.