Minimization of Order Processing Time in order to Improve On-time Delivery to Customer

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Abstract

Nowadays every company works in competitive world as it has become customer centric. Companies continuously try to increase the revenue through customer satisfaction. One of the ways to increase customer satisfaction is to improve on-time delivery of product. This project describes about various efforts taken to minimize order processing time i.e. time taken to deliver the product after receiving order from customer. Gilbarco Veeder Root company, producer of fuel dispensers, receives order from all across the globe. Various factors observed which can be optimized to improve delivery of product. Out of those, three predominant factors are chosen to work upon. These are replacing manual process with automated process using MS Excel eliminating human error, assembly time reduction though time study and prioritizing issue faced during assembly to deal with to optimum utilization of resources.

Keywords
Project management, time study, assembly time, issue prioritization and MS Excel.

Biographies
Mr. Prathamesh Kulkarni is pursuing a post-graduation course in Project Management from Veermata Jijabai Technological Institute (VJTI), Mumbai. Mr. Kulkarni holds bachelor of Engineering in Mechanical Engineering and have two years of work experience in oil and gas sector.

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