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# BIZTECH

## MAGAZINE



Impact of  
COVID-19  
on logistics  
sector

13

Top HR  
companies

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Evolution and  
Human Resource  
management

22

Human  
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# Impact of Covid-19 on Logistics Sector

**Most sectors throughout the world have been affected by the COVID-19 epidemic. This has a significant influence on the transportation and logistics industry.**

Because of the COVID-19 worldwide epidemic, about 90 percent of the planet's population is restricted from travelling internationally. As a result, travel demand has slowed, posing substantial challenges for airlines. As a result, airline companies like Air Mauritius and Virgin Australia have voluntarily gone into insolvency. Africa is anticipated to lose over half of its aviation traffic in 2020, resulting in a loss of USD 6 billion in operating profit and roughly half of the sector's workforce. Such limitations will have a significant influence on the global economy. In 2020, the United States was estimated to lose USD 400 billion in travel expenditure, resulting in a USD 900 billion loss in industrial productivity.



Despite this, the virus provides an opportunity for some, while posing obstacles for others. While on one hand, the e-retail operations, on-demand, and last-mile delivery sectors are some of the fastest-growing because of the Coronavirus outbreak, the automobile, oil and petroleum transport, infrastructure, and steel manufacturing industries, on the other hand, have witnessed a significant drop in demand.

The transportation and logistics industry is susceptible to economic downturns. Companies are working hard to fulfil demand and adjust their portfolios, with merchant vessels transporting about 80% of global trade volumes.

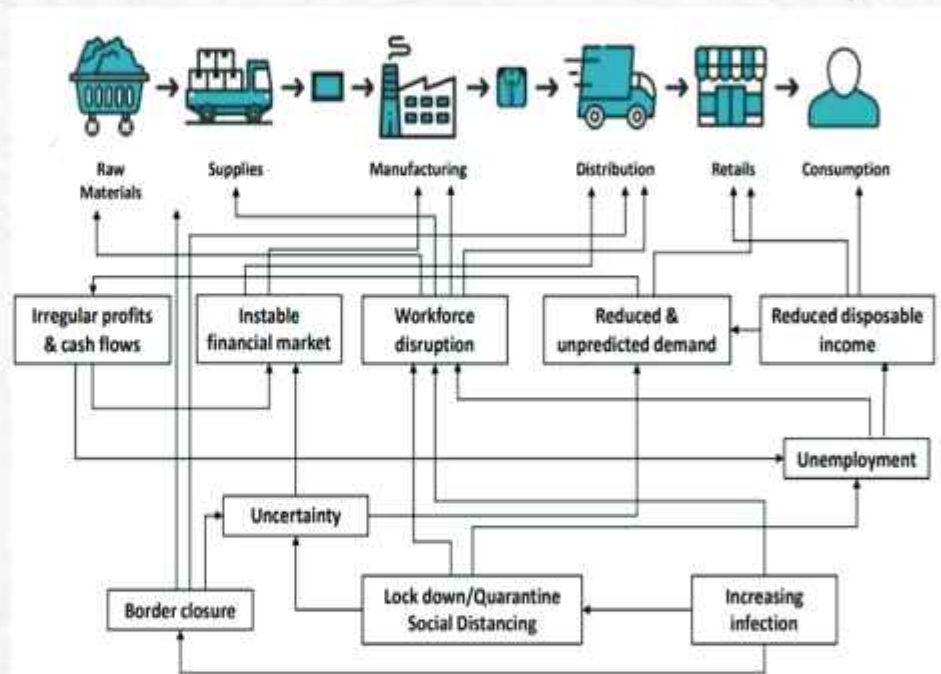
Despite this equilibrium and the predicted uptick in demand for logistics services after the coronavirus problems subside, the shipping sector is likely to face volume reductions of 20-25 percent. Several airlines are altering their jets to allow passenger jets to serve as cargo flights to minimize fatal economic interruptions.

Countries, particularly those with excellent road connections, are taking steps to guarantee that trade continues and commodities achieve their locations, with the least amount of disruption to all supply chains. For vital air cargo operations, the EU, for instance, advises its Member States to make it easier to deploy passenger aircraft for cargo-only operational activities and to temporarily eliminate or impose night curfews or slot limitations at airports flexibly.

China, for instance, reduced cargo release time to 45 minutes by producing different counters and green lanes at crucial ports throughout the country, gave pick-up facility for foreign-made medicines and medical devices upon landing, and conducted on-board or door-to-door safety checks, among other things.

COVID-19 is proliferating over the world, and it will most probably continue to do so in the coming months. Authorities, businesses, and organizations will need to not only deal with the current crisis but also plan for possible supply chain risks caused by similar occurrences in the potential - pandemics, environmental change, and so on.

- Sai DeepakKonreddy






# Essential Factors to Revamp Logistics Sector Post Pandemic

Increased infrastructure funding is promised in the Union Budget 2021, with an emphasis on new and enhanced economic corridors, as well as road and railway facilities.







Users of logistics services have become more aware of how constrained their supply chains are and how prone they are to interruptions because of the Covid-19 outbreak. As a result, many businesses have redesigned their supply chains, adding redundancy for essential commodities while choosing a leaner just-in-time approach in other instances. The sector will need to work even more than before on establishing efficient supply chains with timely shipment across endpoints.

To do so, first and foremost, an emphasis on digitization is critical. During the epidemic, it has taken on a new significance. Automation and the internet of things may help businesses streamline their supplier selection procedures, simplify and monitor supplier relationships, and improve transport and logistics procedures. On a case-by-case basis, logistics service providers must connect their operations with their clients and deliver customized services.

The greater reliance on warehousing is the second essential component. This must go past infrastructures; a greater emphasis on service quality, time-defined and optimized services, and upgraded technology will significantly impact.

The third factor is to enhance multifunctional service acceptance. Instead of perceiving rail and road as independent forms of transportation, the pandemic has demonstrated the necessity and potential to harness both rail and road far more efficiently and in cooperation with one another. Companies have understood the need for real-time transparency and first-last-mile delivery to facilitate major businesses with optimal efficiency. Infrastructure development, quicker regulatory backing, and creating a technological ecosystem will all help make this happen.

Increased infrastructure funding is promised in the Union Budget 2021, with an emphasis on new and enhanced economic corridors, as well as road and railway infrastructure. The government's efforts to improve port, road, and rail infrastructure through different investments, projects, and initiatives would help India's logistics business grow even faster. Not only would the logistics industry gain from the speedier building of the Dedicated Freight Corridors and roads, but it will also be able to provide considerable assistance to our domestic production projects.

- Sai DeepakKonreddy



# TOP HR COMPANIES

## Capitalizing Human Resource



Every human has a set of skills which he/she is very good at. When these skill sets are put to the proper use, the person can work efficiently and effectively, providing the best results with optimum cost. This is when HRM comes into the picture. The human resource department identifies the person with defined skills and allocates them to the job where they can perform their best. Identifying, assigning, hiring is the task of the human resource



development, training, manager.

Several companies seek other companies to outsource their HR operations for several reasons. One of the reasons includes cost savings and freeing the HR operations to HR professionals to focus on developing human resources and enhancing their skills and expertise. According to Airidian Global Services (AGS), a Ranking and Review Publishing Entity that publishes materials, rankings, and independent reviews of leading firms and practises from around the world in different sectors -

The top Human Resource companies:

### Automatic Data Processing (ADP) LLC

ADP is an American provider of Human Resource software and practices. This company has been delivering business solutions for over 70 years and has been named "World's Most Admired Companies" to Forbes magazine list for 14 consecutive years.

Source: <https://bit.ly/71CuWpD>  
 Image Source: <https://bit.ly/6110M6t>



ADP is ranked top 1 for its tailored services, and it also provides HR Outsourcing and PEO (Professional Employer Organisation) services in more than one type of industry.

*PEO is a company that acts as a legal employer for the employee in another country while the employee works for his actual employer company (Client)*

#### Exude Review

Exude is a nationally recognised HCM company that was founded in 1996 and is situated in Philadelphia. Employee benefits, human capital consulting, and risk management are among the firm's strengths. It serves as an outsourced HR team in addition to providing HR advice and executive coaching.

This is one of the human resource outsourcing companies to consider, in assisting both remotely and on-site activities. It also works on the specific project and offers a consultant with the necessary abilities.

Other HR companies in the Ranking list are **Helios HR, Insperty, Mosteller and Associates, Nonprofit HR**, and many more. Having such top companies available to companies who are looking to increase the capability of their human capital along with cost-effectiveness is fortunate. These companies come to the rescue with their perfect planning strategies and flexible solutions for businesses of all sizes, from those with a few employees to those with thousands.

- Gaddam Shashank & R Varshitha Reddy



## 4V's & 7R's

### Modules for smooth run of logistics and processes

For an organization to excel, the need for utilization of its resources to the maximum is an important part along with successful management of the resources and delivery of the goods and services. The supply chain management deals with the management planning, implementing, and controlling the flow of goods, services, and inventory from the point of initial or the start point to the point of consumption that is the end point. Investing in supply chain management helps in the reduction of operational costs, minimize delays, and increases the material distribution and information.

The notion of 7R's in supply chain management covers all the points required for a firm to deliver the products, goods, and services. "R" in the 7R module represents 'right'. Delivering the right product in the right quantity in the right condition at the right place at the right time to the right customer and at the right price is the module. Operation processes take inputs to give outputs in different ways.

**Volume:** The key of the business flow is the volume in the business chain. The best example is McDonald's or Burger King, the production of hamburgers and fast food is low. The systemization is necessary as the operation involves the repetition of the tasks. Standard protocol is followed to reduce the production cost.

**Variety:** The property of this dimension is the variety of goods and services produced to sell to the customers and consumers. Variety dimension adds flexibility to the organization, or the domain applied. The example here can be the difference between bus transport and a taxi. A bus has a defined route, hence definite outcome, whereas a car doesn't have a specific route, the room for desired outcomes is more. Variety dimension helps in formulation of a low-cost model with less variety.

**Variation:** The dimension refers to the change in the delivered product due to the change in external or environmental factors.



Source: <https://www.linkedin.com/pulse/4-vs-operation-management-principles-eshelby/>  
<https://www.kim-learn.com/info/notes/principles-global-management-logistics-wirefull/drgp0204/>



The example cited here can be of the sale of different material clothes differing with the season. The operation process can be smoothly run when this factor or dimension is taken into consideration as it eyes on the need of the market.

**Visibility:** The visibility is the tracking of the customer experiences or the product through the process of delivery. Processes like parcel delivery need high visibility for the customer to trust the logistics while the outcome of the process is looked for when software delivery is concerned which is low visibility.

- C Meghana



# Human Resources: Reinvented

Propelling the most profound employment revolutions in human history

Corporations, throughout much of the global economy are combating the Coronavirus outbreak by necessitating or stimulating workers to operate from homes. Working from their residences is becoming the new reality and the newest norm as the bacterium advances. Even when serious financial troubles hovered over them, industrial executives' first goal was ensuring their employees and household's safety. Companies began collaborating with their Human Resources division to provide adaptability, monetary, and moral assistance to its workforce and households while simply expressing that the staff would be taken care of. Several were forced to make difficult decisions such as reducing compensation and laying off a percentage of their personnel.



Image Source: <https://www.businessinsider.com/marketing/ibm-study-covid-19-pandemic-impacted-9-in-10-customer-consumption>  
<https://www.arvindaregistry.com/files/industry/2020/jul/13/overwatched-home-214988.html>  
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<https://www.forbes.com/sites/paramonides/2020/07/11/the-impact-of-the-coronavirus-on-hr-and-the-new-normal-of-work/>  
<https://hr.ccsnoidirectsolutions.com/news/industry/impact-of-covid-19-on-hr-practices-and-human-resources/>



This outbreak significantly heightened the importance of the Human resource parameter of "human connect" element. Human resource opera-

priority, and Hr departments collaborated with various departments to develop strategies for assuring worker health and social distance adher-

the other hand, are expected to persist for a considerable period. Because of the virus's composition and ability to spread, it's evident that physical isolation



tions stepped up to deliver pivotal relevant data on safety requirements, sanitary guidelines, hotline contacts, hospital listings, rehabilitating and isolation regulations, among many others amid a quickly spreading healthcare catastrophe. Several corporations moved above and beyond to assist the staff cope with pressure via establishing virtual workshops for workplace wellbeing and productivity.

Worker wellbeing constituted a top

priority in companies & facilities that remained open. Despite minimal marketplace availability, frequent decontamination of buildings, workplaces, vehicles, as well as communities and acquisition of shields, handwashes, and disinfectants, was vital. The pandemic crisis has highlighted the importance of human resources in ensuring that the staff is engaged, committed, healthy, and efficient. The WFH principle and close to the bottom staffing scenario, on

will be the accepted standard practice for a while.

Several of the developments are exhilarating because they can revolutionize. Human resources will serve a significant impact in reshaping, maybe fundamentally, the overall character of said workforce in the not-too-distant tomorrow. Conventional participation and absence of regulations, for example, will no more be effective. Organizations would need to put a greater



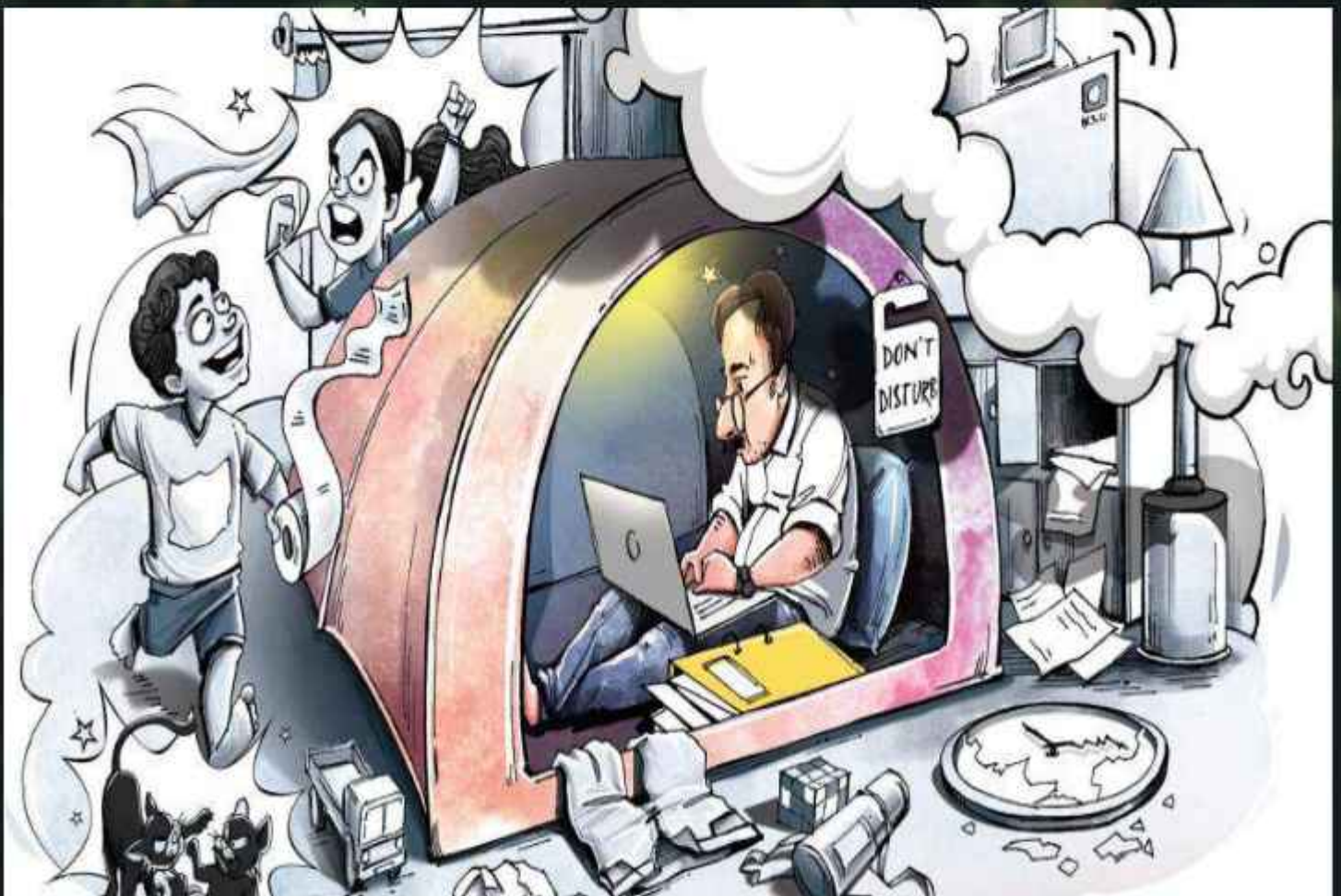
# WORK FROM HOME

amount of faith in the honesty and devotion of remotely operating personnel. Small groups would be equipped to cooperate more effectively and make judgments more quickly. Work from home might very well be a benefit in secret in several circumstances. Working from home would enable employees to effectively manage their family and career. It has the potential to increase the number of minorities and individuals with impairments in employment.

Increasing mobile workplaces may encourage companies to accelerate technological implementation and modernization, allowing for scattered processes and interactive teamwork. While companies become more acquainted with virtual teams, the need for commercial area and dedicated workstation could drop substantially.

Much of those developments are already underway, as businesses have been consistently reinventing its processes and policies. The positive aspect toward this unparalleled medical problem seems to be that businesses are discovering innovative methods to become more profitable while using less assets. The workspace is being reinvented, and the economy is witnessing it.

- Deepshika Yadugiri





## PROFITABLE BUSINESSES HAVE COMPUTABLE OPERATIONS

Every business requires to be effective and efficient to deliver quality goods and services at a profit. High-grade quality and effective goods and services require precise planning and allocation of all the resources. This business practice of allocating resources to be efficient and effective is referred to as Operations Management.

The resource of the company includes machinery, technology, raw materials, and labour. These resources must put these to right and efficient use which is cost-effective and yields higher returns. The Operations Manager does this strategic planning.

To understand what exactly operations are, it is precisely the supply chain management and logistics. Understanding the dynamics of supply change and delivering precisely what the clients expect from the business and the Cost-effectiveness of logistics with proper resource allocation go hand in hand.

An operation manager has to properly understand and implement the business cycle: The mix of supply chain management and logistics.

# Opera



Source:  
<https://www.loginba.com/mba-programs/what-operations-management/>  
<https://www.entrepreneur.com/blog/important-of-operations-management-in-business-operations/>  
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<https://www.businessinsider.com/blog/operations-management/>  
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# tions



## Significant elements of Operations Management:

**Production, Planning, and Control (PPC):** Meeting the production needs at a given period with optimum cost, quality, and standardized goods. Control refers to following the manufacturing plan during production.

**Control of inventory:** Determination of merchandise like raw materials, finished products, additional supplies, spare parts to make sure they are available at the time of manufacturing. **Control and reduction of cost:** The principal motive of operations management is to be cost-effective. Operative management and proper implementation are essential to achieve the long-term goal.

As the business world is dynamic, the manager must modify the operations accordingly to accomplish the business goals. The operational manager should take the responsibility and have a plan to be aware of the environment to adapt to the dynamics. The manager must innovate his methods and get new ideas and techniques to conduct the operations efficiently.

- Gaddam Shashank





# Apogee of 3 Firms Transfiguring Logistics

Conducive to establishing and sustaining their core systems.

The epidemic has had a profound impact on logistical organizations. Logistic support institutions enable commercial activities by assisting companies in getting their goods to clients both inside and beyond national boundaries. As a result, distribution network interruptions induced by epidemic would have an implication on the industry's competitive nature, fiscal development, and employment generation. It's also evident that competitiveness is no longer confined to private organizations competing against one another in a society populated by global markets, outsourced logistical, and Web exchanges. Companies with international distribution networks, and all variables in between, are by far the most effective.

1. Whenever it comes to operating its logistic network, Ford Motor Company tends to rely just as much on knowledge transfer as it does on commodity movement. Ford's providers now have immediate accessibility to legitimate inventories and shipment analytics which will be maintained on a routine basis, owing to a consolidation of its procurement network data and capabilities into a truly universal resource production platform. Ford's servicing components delivery system has also been updated. Ford's strategy is to divide its components inventories into 19 elevated centres which might house & supply fast and efficient components; 3 increased centres for components like carbon fibre; and a reduced volume, low-cube centre for components that are ideally

supplied through relatively small containers.

2. Internationalization is a strategic approach for the chemical powerhouse DuPont to assure that it acquires the finest grade at the least actual price from just about every corner of the globe. The Centres of Expertise, Provincial Supply Chain management, and Corporate Unit/Site Procurement are the three functional divisions that comprise DuPont's international procurement and logistical agency.



Image source: <https://www.fox.com/2020/04/08/fox-logistics/>  
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DuPont acknowledges that the flexibility of its providers to give cargo progress via internet solutions is critical to the sustainability of logistics. DuPont is anticipating that a stronger logistical architecture would assist them improve and manage stockpiles, especially via reducing the quantity of inventory levels required in the network.

3. Cardinal Health, one of several largest providers of medical care, is driven by consumer care. Cardinal was flexible enough to relocate operations to some other location as well as meet commitments for its consumers despite 1 of the corporation's sites burning down a couple years ago.

Consumers can now obtain inventory knowledge for 500,000 goods through over 3,000 vendors on the corporate webpage. Consumers can submit, monitor, and administer delivery services, as well as an excess inventory

management function gives consumers authentic availability of information throughout the corporation's 50 regional warehouses.

Procurement networks all throughout the globe have been impacted by the outbreak. It creates massive logistical issues all throughout the world. However, there seem to be alternatives. Technologies and humans as well as the instruments, interactions, and statistics that connect it are the foundation of Logistics.

- Deepshika Yadugiri





# OM in different industries

## The Omnipresent Management

Operation management is the knack of efficiently transforming materials and labour into goods and services to maximize an organization's profit. This administration process helps achieve the perfect balance between the cost of commodities and the returns. They are typically viewed as core processes of an organization.

These illustrative examples will help in getting a better understanding of Operations Management (OM) in different industries:

### Procurement

The process of creating inputs needs and choosing and supervising suppliers is known as procurement. This is strictly controlling to prevent fraud and guarantee that suppliers can fulfil a company's quality, sustainability, and reliability criteria.





## Supply Chain

It is the end-to-end process of transferring and storing supplies, commodities-in-process, and finished items.

## Manufacturing

Manufacturing is the process of turning raw materials into tangible products. OM is fundamentally related to supply chain, factories, and production lines management in a manufacturing firm.

## Production

Managing other sorts of production rather than manufacturing. For example, working the ticket counter of a theatre is a part of operations management.

## Service Delivery

Deliver services to customers. It can also include handling information technology services such as a software platform.

## Customer Service

It is a type of service delivery where the customer directly has contact with the company. For example, the process of managing the sales force for a television company must

accept the feedback, answer the queries regarding the offers, services such as orders, returns, and cancellations.

## Information Technology

Information technology management may fall within the category of operations. This is a regular occurrence in the IT business, as information technology is primarily generated to benefit customers. It's persistent in industries where the goal of information technology is to automate processes.

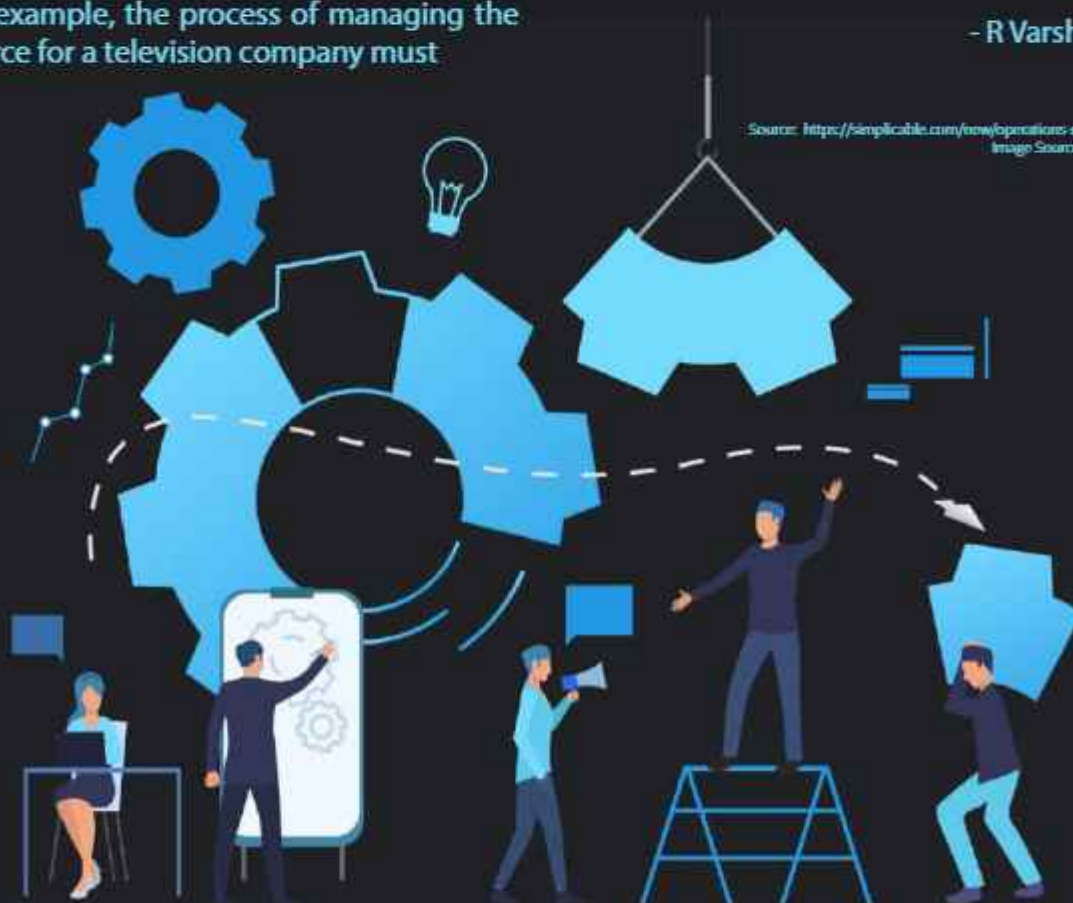
## Quality Assurance

The activity of monitoring and regulating quality is known as quality assurance. This involves the process of identifying and addressing the source of quality issues.

## Distribution

The activity of providing goods and services to the customer is known as distribution. This involves the supplier chain and can extend to customer interactions. For example, retail management is a type of operations management.

- R Varshitha Reddy



Source: <https://simplicable.com/new/operations-management-examples>  
 Image Source: <https://bit.ly/2SJK6ic>





# Evolution and Human Resource Management

## Transformation for better management and output

The pandemic has forced the world to set the big foot into the digital media space than the traditional workspace. Advancements in AI, growth in the economy, and diversity lay a foundation stone for significant change. With the workforce moving to a digital platform, the focus on other aspects of HR has increased.

A shift from traditional work models to a more flexible, work-centric framework has been on the move since the pandemic. Huge organizations like Facebook, Microsoft, Twitter, IBM, Infosys, etcetera have given the employees the choice to work at home even after the lockdown is completed. Another trend that can be observed is that many companies have given remote working rather than regular office going, which forces the companies to invest more in technology and communication tools. The future of HR is the change from value creation to value delivery, where HR is not restricted to being employees but also are stakeholders of the company.

The most important trend is the focus on the employees' mental health due to unpredictable and unfortunate times, to cope with the stress and anxiety of the employees. Data is another aspect of focus in three major areas: addition of value to strategic levels, enhancing employee experience and alignment of the strategies. People analytics with data is a new currency. As the younger generation supports DEI (diversity, equality, inclusion), addressing these has become an essential part of the organization.

The need to embrace change is necessary to drive the workforce and work to the best of their abilities. HR has a pivotal role to play as the need to understand the future working style and to come up with technologies is necessary to cope with the outside world.

- C Meghana

