



## **ABSTRACT**

Warehousing plays an important role of an organisation's logistical supply chain system in order to fulfil the overall aims of it. Hence it has become an integral part of an organisation's supply chain strategy which provides a storage facility for goods such as raw material, work in progress and finished goods. With help of the Information Technology applications like enterprise resource planning and warehouse management systems have made the activities easier to accomplish.

The study "Analysis of factors affecting the delivery efficiency of goods at Singer Sri Lanka Plc – Distribution Centre" is conducted for the purpose of identifying the key factors influencing the delivery efficiency of the goods according to the received purchase orders to the distribution centre and analyse them and ultimately brings up with applicable solutions for these significant factors. For the purpose of obtaining ideas regarding the past literatures, a literature review is being conducted capturing 6 literatures as main references. Therefore the author has able to gain an idea about the concepts used before in the selected study area.

The research has been conducted by using a statistical data analysis package (SPSS) and has done a correlation analysis. Thereby the study able to identify the critical factors which are significantly affecting the delivery of goods and how these factors could be influenced to the particular organization to improve its efficiency of delivering the goods according to the received purchase orders. The study has considered 07 main variables as affecting factors and finally identified 02 factors have significantly influence the delivery efficiency of goods. The ultimate expectation of study is to bring productivity to the company through improved warehouse operations.