

INDUSTRIAL TRAINING REPORT

A

Project Report

Submitted in fulfillment of the requirements for the award of degree of

BACHELOR OF TECHNOLOGY

IN

CIVIL ENGINEERING

Under the supervision

of

Dr. Tanmay Gupta

(Assistant Professor)

By

ANUBHAV KAUNDAL (171638)



**JAYPEE UNIVERSITY OF INFORMATION TECHNOLOGY,
WAKNAGHAT, SOLAN-1713234**

HIMACHAL PRADESH, INDIA

MAY 2021

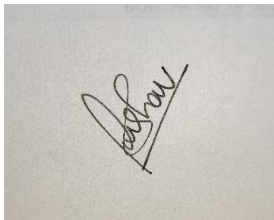
STUDENT'S DECLARATION

I, Anubhav Kaundal Roll No.171638 , Branch Civil Engineering am doing my internship with Amazon Seller Services, India from February 2021 to May 2021.

As per the procedure, I have to submit the project report to the university related to the work that I have done during this internship.

I have compiled my project report. But due to COVID-19 situation my project mentor in the company is not able to sign my project report.

So, I hereby declare that the project report is fully designed/developed by me and no part of the work is borrowed or purchased from any agency. Also I will produce a certificate of my internship completion with the company to TnP Cell, whenever COVID-19 situation gets normal.

A photograph of a handwritten signature in black ink on a light-colored surface. The signature is cursive and appears to read 'Anubhav Kaundal'.

Anubhav Kaundal

(171638)

Department of Civil Engineering

Jaypee University Of Information Technology, Wagnaghat

16TH May 2021

CERTIFICATE

This is to certify that the work which is being presented in the project report titled “**INDUSTRIAL TRAINING REPORT**” in complete fulfillment of the requirements for the award of the degree of Bachelor of Technology in Civil Engineering submitted to the Department of Civil Engineering, Jaypee University of Information Technology, Waknaghat is an authentic record of work carried out by **Anubhav Kaundal(171638)**, during a period from February 2021 to May 2021 under the supervision of **Mr. Nikhil Gupta**, Reporting Manager, Amazon Seller Services, DEL5, India and Mr.Sujit Malik, Hiring Manager , Amazon Seller Services, DEL5, India.

The above statement made is correct to the best of our knowledge.

Date: 15th May 2021



Signature of Supervisor

Dr. Tanmay Gupta

Assistant Professor

Department of Civil

Engineering, JUIT Waknaghat



Signature of HOD

Mr.Ashok Gupta

Professor and Head of

Department Civil

Engineering, JUIT Waknaghat

Signature of External Examiner

ACKNOWLEDGMENT

I would like to express my sincere gratitude and thanks to our Project Guide Dr.Tanmay Gupta(Assistant Professor- Department Of Civil Engineering, JUIT Waknaghat) and HOD Civil Engineering Department JUIT, Waknaghat- Dr.Ashok Gupta and my Hiring and Reporting Managers for their constant support and guidance all this while and providing me with an opportunity to undertake this project and add on to my learning process and understanding. This learning experience has been a unique one and I aspire to fulfil the requirements and targets achievable through this program.

Thanking You

Anubhav Kaundal(171638)

ABSTRACT

From the Operations POV the need for DEL5 as a node to ramp up the packing and pushing up on the related metrics is a must to do thing keeping in view the high hopes leadership has from DEL5 being an XL Site.

My project:

- Increasing the Pack Rates
- Decreasing the Pack Unknown Idle Time
- Keeping the Pack FPY DPMO under guardrail
- And adherence to BM21 Targets

Has not only pushed me to adopt various strategies and measures as per the floor requirements but has also helped me enhance my analytic and decision making skills as an individual.

Owing to the ever increasing obsession of shopping online from various e-commerce sites especially Amazon, Operations here has become the heart and soul of the entire process, from meeting the costumer needs to sticking on to the Costumer Obsession.

Defining my objectives and achievable targets clearly, this report aims to reflect my course of action and my progress uptil now.

I hope this detailed report comprehends every domain of my project and gives a clear insight into my work.

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REVIEW DOCUMENT

Submitted by: Anubhav Kaundal

Stakeholders:

Mr. Sujit Malik (Hiring Manager/Mentor)

Mr. Nikhil Gupta (Buddy/Reporting Manager)

Individual Learning

My learning journey with Amazon commenced on 8th February 2021, and ever since I have been aligning myself within the precincts of the leadership principles and trying to adjust in the positive work culture created by the leadership.

The following is my progress up to the following day:

1. Understanding of the work flow in the FC by attending the AEW and thereafter working on each and every work flow from working as an AA, to chasing the workflows to meet the CPT target. This not only inculcated the customer obsession keeping in view the CPT but I got an inner insight into the barriers of the AAs.
2. Jumping to a more comprehensive method of understanding, I religiously stuck to the LBD Plan and got a total understanding of the Workflows involved in OB.
3. While continuing with the LBD, I was provided my project charter and since then I started to build a grip on the various requirements.
4. Building more traction on the project requirements, I worked in close proximity of Mr. Ankit Duggal who himself is working on a project related to pack.
5. After being thorough with all the processes and functions, I started chasing workflows individually and assisted the PAs and PSs in the CPT clearance.
6. Also chasing the CPTs gave a better insight into the actual floor conditions and how we have to manage the floor in times of testing and heavy CPTs.
7. Deep dived into various topics and filled in the knowledge gaps with the help of my buddy.
8. Kept a traction on the project along with devising the following strategy:



Pack FPY DPMO

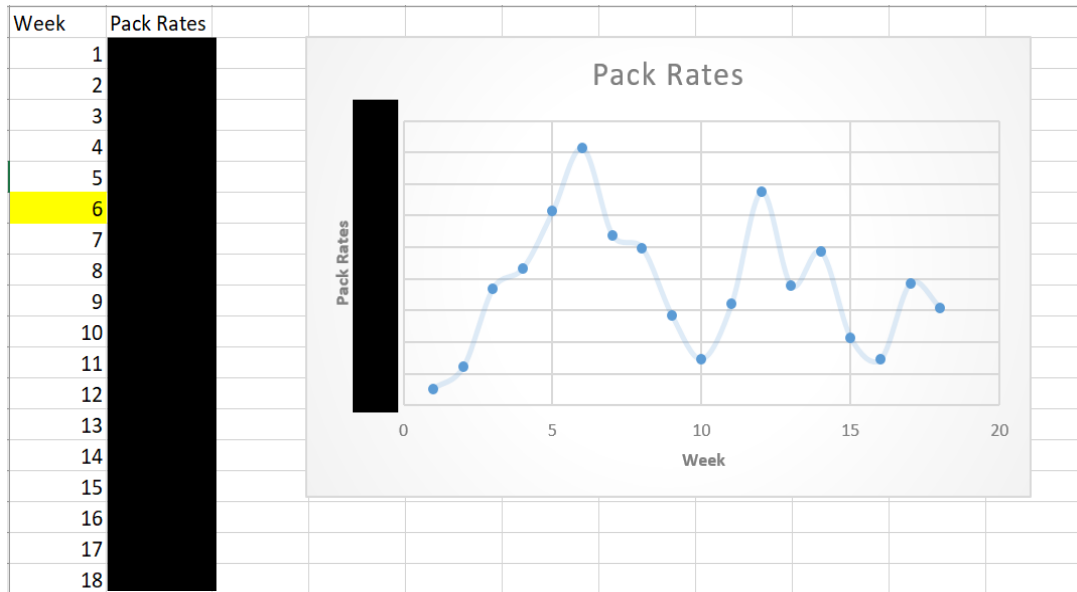
Over the past few days nearly [REDACTED] of the DPMO was because of transparency code unscannable issue, which now has been resolved and the prime focus is on getting the DPMO under the ceiling.

- Post sticking to the devised plan and making sure of the implementation of the above mentioned plan the following was the trend of the pack rates, pack UIT and the pack DPMO in comparison to these metrics before the commencement of my internship:

A. Pack Rates:

- Pack Rates is the term defining the count of shipments which are being packed within a particular time frame(which generally is the complete shift i.e. 9 hours).
- There are various factors which influence this metric- From floor conditions to AO awareness to Buffer Consistency and the most important contributor here is the muscle memory of the packer.
- There were a huge number of obstacles to improve this metric which were identified on floor and to name a few were:
 1. Buffer Inconsistency
 2. Corrugate Inconsistency
 3. AO Memorization
 4. RPRJ

As per the requirement the achievable target for Pack Rates is- [REDACTED] as per LPI:



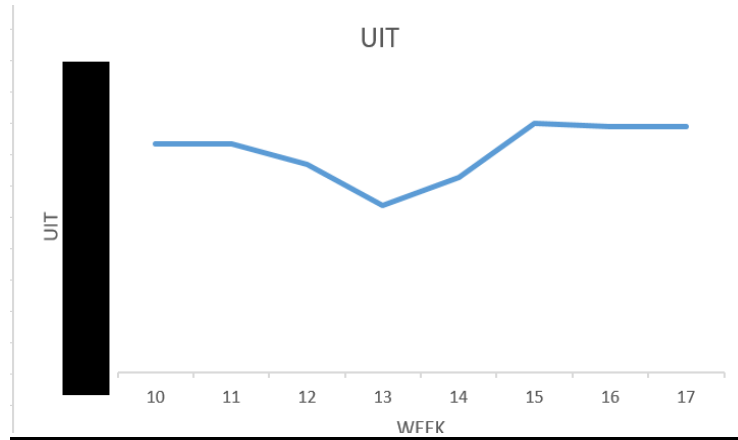
Though the volume processed in the past few weeks is quite high but there is a significant dip in the pack rates because of the following probable reasons:

- A huge deployment of LC1 and LC2 associates for building the May Peak Readiness.
- Poor rates given by ALFA Associates.
- Buffer Inconsistencies.

Bridges:

- As mentioned in the flow chart, all these things are being worked upon and every possible measure has been taken to overcome the difficulties in order to achieve the given target.

B. Pack UIT:



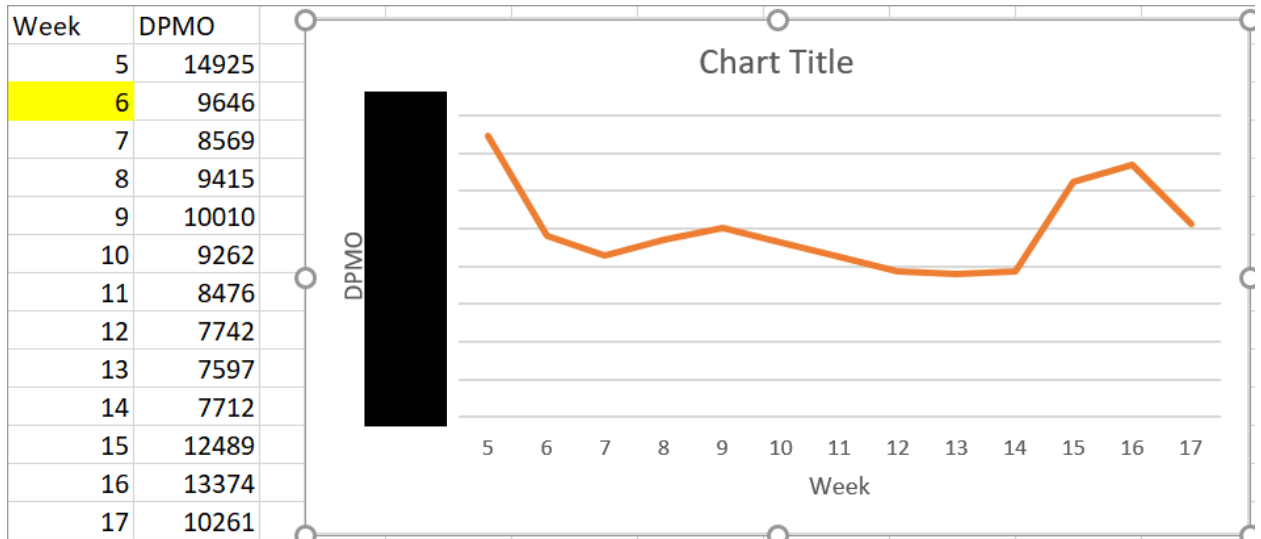
- Pack Unkown Idle Time is the metric which calculates the unknown time for which the packers were out of direct function and were not involved in either of the indirect functions also.
- This metric has been of concern as this directly effects the productivity and has a huge impact on the Pack Rates and the Volume Processed.
- The following points summarize the study and analysis of this metric and the reasons leading to it being out of the guardrail:
 1. Upon the commencement of the internship, Pack UIT was hovering around [REDACTED]
 2. Until the point I got well acquainted with the concepts the Pack UIT was [REDACTED]
 3. Post grabbing a grip on various criteria and personal monitoring and check on UIT the Pack UIT came to [REDACTED] with help from Mr.Ankit Duggal.
 4. Currently, I have been able to keep a traction on Pack UIT but the inconsistency in buffer has been a major concern while referring Pack UIT.
 5. Also for the AAs who give high idle times without any special situations, the PS tracking the metric has been coached to closely monitor the situation and thereafter generate the MM.

6. It has also been observed over time that the movement of AAs from one PP to the other has resulted in increasing idle times, and there have been measures to not let this happen in huge extents, rest left to the on floor requirements.
7. Considering the recent scenario, the UIT has been on a surge due to induction of LC1 AAs, who as of now are a little unaware of how the mechanism works and to keep this in control the PS chasing the metric has been coached to make such AAs understand the criteria and make them well aware of how it goes.
8. Thus, keeping in view all the actions to be taken it can be comprehended that the UIT can be controlled over the next few weeks and the required target can be met without much difficulty.

Action Points:

1. Close monitoring of the AAs at the specified time periods.
 2. Buffer considerations at the specified time periods.
 3. Coaching the PS monitoring the UIT to keep a close eye on each pack AA at the mentioned time.
 4. Coaching the pack AAs to not leave their stations in case of any buffer requirement instead ask the spider deployed on the line to look after those requirements.
 5. Stringent spider movement with a pre filled movable corrugate trolley.
 6. Coaching the pack AAs to punch just 5 minutes before the SOS and punch out at the nearest point at the EOS.
-

C. Pack FPY DPMO:



- Pack First Past Yield, Defects Per Million Opportunities-This is a real time tool which provides end to end visibility of defect injection & helps the user to research defects due to any particular AA/Amazon Standard Identification Number (ASIN)/workstation. The tool is to be used every quarter to research abnormalities if any and keeping defect generation in control.
- This is an important metric as it controls the quality which comes handy with the customer obsession.
- Calculation:
$$\frac{\text{No. Of Defects}}{\text{Successful Transactions}} * 1000000$$

1. Pack FPY DPMO has been a metric of concern ever since, and no more appropriate method apart rather than coaching of the AAs has been found rational.
2. In the past few weeks the DPMO was on a surge because of high unscannable transparency code issues, which was resolved within a week.
3. A strong focus on the coaching of the AAs is still a priority, and other temporary issues like the unscannable transparency code, have to be dealt with immediate intervention so as to not let the metrics fall out of the guardrail.

Future Course of Action:

- Keeping the requirements of the charter in mind, all the above mentioned actions and any if out of this report be devised, would be clinged on to diligently so as to achieve the targets set.
- In the coming months a ramp up of the measures would be ensured along with a strong hold in Shift Management.

CONCLUSION

As discussed since the very beginning, the importance of these metrics is directly linked to the productivity enhancement of the Fulfillment Centre.

The steps taken until now have been devised with close observation of the floor requirements and are intended to spike up the graph in the coming few weeks.

There have been major challenges faced due to sudden outburst of COVID again, the most important and bothering one being the Shortage of Manpower.

However, keeping the expected scenario in plight I fully dedicate myself to achieve the targets and increase the productivity as expected.

To summarize:

1. Keeping the unprecedented situations in mind, the Pack Rates have been improved and as per the projections and calculations they will increase with the strict adherence to the measures devised.
2. The Pack UIT was under control, but in the plight of current scenario the metric is going out of the guardrail. But with the situation getting in hand slowly, the calculations expect the metric to fall under the guardrail, meeting the expectations.
3. The Pack FPY DPMO is under the guardrail, expect for the time period when it went extremely out of control because of technicality issues, which were dealt with immediately. In the upcoming weeks, with proper coaching and floor inspection this metric would too fall under the guardrail.
4. With strict adherence to the plan and strategy devised these all metric would fall under the guardrail fulfilling the expectations and would help achieve the BM21 Targets set.

Thus, with this plan, I intend to help take DEL5 to the best in class and ramp up the metrics as required to fulfill the expectations, it being an XL site.

Bibliography

- The requisite metrics are taken from various portals :
 - Pack Rates from: FCLM
 - Pack UIT from: BMI
 - Pack FPY DPMO from: ATLAS
 - The graphs have been ruled out from Microsoft Excel.
-

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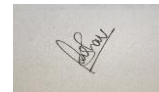
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