



ABC SUPERMARKET REPLENISHMENT SYSTEM

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Abstract

With the current speedy socio-economic transition in Sri Lanka, emergence of employment opportunities with higher monthly household income is inevitable. The more the employee is paid the more the employee dedicates his time on the job. This fact made males and females living in and around urban and semi urban areas to look for "One Stop Shopping" on their way home. Having identified this golden opportunity, Supermarket concept came in to action.

Since the competition among supermarkets in Sri Lanka is increasing immensely, retaining current customers and attracting potential customers has become a herculean task for all the supermarkets. Therefore, an accurate sales forecasting is one of the key success factors which decide the successful existence of supermarkets.

An integrated IT solution is implemented at ABC Supermarket comprising sales and stock data that can help to perform accurate sales forecasting through centralized order replenishment system while eliminating manual intervention and thereby maintain and improve customer service levels under dynamic operating conditions.

Currently ABC Supermarket has an ordering system but it is purely based on the hypothetical analysis of the branch manager and store keeper. Hence the current system consumes considerable amount of man hours unnecessarily of which can be used on other productive activities.

This dissertation describes technology adopted, approach to solve identified issues, analysis and design, implementation, evaluation and conclusion of the newly commissioned replenishment system of the ABC Supermarket.

Having implemented the new replenishment system at ABC Supermarket, the accuracy of sales forecasting is being happened at a greater accuracy and thereby



increasing the profits and reducing the no stock situations. Also, reducing manual intervention to a greater extent saves considerable amount of man hours of which can be used on other productive activities.