

Abstract :

Title: A STUDY ON SUPPLY CHAIN MANAGEMENT IN HOTEL ORGANISATIONS IN PUNE

Purpose – The author introduces the concept of supply chain management (SCM) in hotel organizations and its operations under the four broad headings: interdependence of hotels on supply chains, supply chains related to food and beverages, greening the supply chain, safety and security in hotels' supply chain procedures.

Design/methodology/approach–Descriptive conceptual theory building is used to develop a framework in the hospitality industry in Pune.

Findings – The study introduces the above broad areas of study of logistics literature, and positions the star hotels within the broader framework SCM. The author then concludes by discussing successful management implementations by recommending an ideal supply chain management system for star hotels.

Originality/value – The present study is unique in the sense that it is new to the Indian hotel industry, especially the star hotels . This study will be comprehensive covering all the four major operational departments and its linkages through process based concepts. The study would also focus on safety and security features which was not covered by earlier studies. This study is useful for the fabric of hospitality services within the tourism infrastructure of India. It is likely to establish new methods to support hospitality operations which can be replicated in creating links to India's indigenous tourism capabilities some of which are agri-tourism, eco-tourism, health-tourism medical tourism, cultural tourism, heritage tourism, garden tourism, and literary tourism.

The kinds of conclusions expected : The aim of supply chain management is to create a supply chain that could last forever. Moreover a sustainable supply chain would have to be economically viable today without jeopardizing opportunities for future generations.

1. The principles of SCM can be distilled down to a single goal. It is expected that companies should work together where they can collectively benefit but still maintain an environment where they can compete in a free market scenario. This requires the creation of a governance structure. The expectations are related to the network of people, technology, activities, information and resources involved in supplying a product or service.
2. Initiatives might include foreign market expansion, labor issues, common data sharing, conservation measures, human rights, raw material management, regulatory issues, waste treatment, and development of environmental positions.

3. The demand-driven supply chain is measured with flexible forecasts, includes real-time sensing of actual demand, and incorporates collaborative sales and operations planning ; all that is expected through study of tourism supply chain synchronization models .

4. In today's hyper-competitive and tumultuous economic climate, alternatively best practices are said to have been evolved that are built upon SCM integration is positively expected.

5. Truly demand-driven operations require organizational as well as technical advancements. Real-time visibility and accurate information are key, and it is expected that this would enable the hotels to report such policies that encourage inter-departmental cross-functional collaboration across the entire hotel enterprise and not as per existing departments.

Keywords Supply chain management, Hotel Operations, Greening supply chains.

Paper type Conceptual paper



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