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COVER PAGE AND DECLARATION

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Abstract:

The science of operations management is one of the most important administrative sciences that must be studied, as institutions and companies practice many processes through which they aim to achieve great rates of production. This is done through the management and management of processes that are related to the implementation of the activities of the institution and the achievement of the goals it seeks. *The report will focus on a statement of the stages and mechanism of operations management in the retail company, an item starting from (Production Management - Distribution Management - Inventory Management in Panda Company).* The research design includes a mixture of qualitative and quantitative research mechanisms, and information will be obtained by relying on a survey questionnaire that is carried out based on the participants in the sample. The process of obtaining information will be simple and easy and it is possible to supervise it well. The researcher will settle on a small sample of up to 30 individuals. In order to control and control the controls of using a small sample size, the study will also have data regarding secondary materials collected from various databases, and the research results are:

- 1) Production has a very important and effective role in the success of sales, even though it is the farthest stage from it. By getting to know the producers in a good way and understanding all stages of operations, in order to develop and develop their efficiency.
- 2) Good distribution requires high quality management skills and careful logistical planning. Companies can incur huge losses in money, time and fuel, due to the lack of quality and flexibility of distribution processes, including not filling and overcrowding of trucks, excessive product packaging and difficult shipping paths.
- 3) Active inventory management is a necessary component of the development of supply group operations in the retail space.
- 4) Supply group management contains four main sectors that the distinguished chain managers in the retail sector are supposed to focus on.

Background of the study:

All local and international companies now focus on operations management and pay great attention to it. Operations management is an administrative field concerned with designing and controlling the production process and redesigning business processes in the production of goods or services (Prasad & Babbar, 2000, p 209-247). It includes the responsibility to ensure that business operations are efficient in terms of using as few resources as possible as needed and effective in terms of meeting customer requirements. Operations management is primarily concerned with planning, organizing and supervising in the contexts of production, manufacturing or service provision (Gunasekaran & Ngai, 2012, p687-701).

One of the most popular areas in which operations management is very important is the retail sector. Whereas, it is the responsibility of managing retail companies to be the first line of support for stores and workers on the front lines in the field of customer service. And to work through cooperation with the internal competent departments in all places and locations that are related to the group, including human resources, accounts, logistics services, technology and others (Caro, 2020, p 47-58). With the aim of continuous development and improvement in the internal operations and the development of the group's methodologies and plans. In addition to specializing in reviewing the rates of compliance with all standard operating measures and government guidelines and regulations in stores.

One of the most famous retail companies in the Kingdom of Saudi Arabia is Panda Company. It pays great attention to operations management. Panda manages and operates a group that includes more than 400 supermarkets and hypermarkets, as well as Pandaty markets, which are located in the Kingdom of Saudi Arabia. In addition, it contains more than 30,000 employees. His item is part of its development plan, which crossed the borders and scope of the Kingdom of Saudi Arabia to reach the sisterly United Arab Emirates. It worked to open its

first branch in Dubai, and thus it has effectively begun to activate and implement its development policy on the regional and international levels as well.

The managers of retail or operations in Panda focus on managing all operations of the supply group, where they are supposed to verify the commitment of all shareholders to extend the chain through the best sustainable and ethical practices. Sustainable Supply Chain Management ensures that all parts of the chain operate sustainably by supervising the operations of all suppliers, distributors and other stakeholders (**panda official website**).

The operations management in Panda is also known under the term "inventory management". Since they believe that successful inventory management is one of the very important elements in relation to customer satisfaction in retail sector companies, especially food companies. The Retail Wire platform stated that companies globally incurred a set of losses estimated at \$984 billion during the year (**panda official website**). This is because customers stop searching knowing that the product they want to get is out of stock. Therefore, retail companies are required to strike a delicate and decisive balance between the stages and degrees of customer demand and supply group operations in order to reach profits and verify customer loyalty. *Therefore, the report will focus on a statement of the stages and mechanism of operations management in the retail company, an item starting from* (Production Management - Distribution Management - Inventory Management in Panda Company).

Research Questions and Research Objectives:

Research Questions

The research problem revolves around making sure of something and reaching a solution to it, and the researcher is supposed to work on formulating a number of inquiries so that he has the ability to respond to them, and reach the desired results, which the study is trying to identify, which are:

- 1) How is production managed in Panda?
- 2) How is distribution managed in Panda?
- 3) How is inventory managed in Panda?
- 4) How many departments in the company are responsible for managing sales?

The primary aim for this study is to will focus on a statement of the stages and mechanism of operations management in the retail company, an item starting from (Production Management - Distribution Management - Inventory Management in Panda Company).

Objectives of this research

Any scientific research needs to have a number of goals in order to reach them, and the goals of the scientific research are centered and crystallized in what the researcher wants to reach at the end of the research. It has been framed in order to focus on the following objectives:

1. Explanation and presentation of the company Panda
2. A statement of the stages and how to manage production in Panda Company
3. A statement of the stages and how to manage distribution in Panda Company
4. A statement of the stages and how to manage inventory in Panda Company

Literature Review:

About Panda:

Panda Retail Company is a Saudi retail company that was established in 1978 AD, and then merged with Al Azizia Panda United Company under the framework and context of the Savola chain, which is one of the leading food companies. Thus, the union will be one of the largest companies working in the field of retail in the Kingdom of Saudi Arabia, until that company was able to obtain the largest share in the market of one of the most important companies working in the field of retail (**panda official website**).

The main location of Panda Company is located in the Kingdom of Saudi Arabia. It is one of the major retail stores group in the Middle East and the largest retail group in the Kingdom with nearly 200 stores in 44 cities. Panda operates two types of stores: Hyper Panda (supermarkets) and Panda supermarket. With over 120 million customers visiting Panda's stores every year. 4 main division and distribution centers are occupied with a fleet of more than 650 trucks dedicated to delivering 70,000 types of food and non-food products to the company's stores.

The company's vision:

To reach the advanced and continuous leadership in the retail market, and to make innovation the company's way and the company's means in order to gain the trust and love of customers and the communities that it is honored to serve daily.

The company's mission:

We work with dedication and determination to empower the company's employees, customers and communities in order to develop the quality and efficiency of their standard of

life, through the company's continuous work to create added value, support and develop well-being.

Company values (panda official website):

- **Responsibility:** The company believes that responsibility with enthusiasm and passion are the motives that drive oneness and difference.
- **Customer trust:** The company's basic rule is that customer happiness is the surest way to reach success.
- **Teamwork:** The company believes that everyone participates and has no role in developing and supporting the value of team work.
- **Integrity:** The company believes in achieving success by acting with integrity.
- **Flexibility:** We believe that flexibility is what prepares and facilitates the path towards change.

Item specific tag:

With great emphasis on quality, Panda supplied and launched during 2009 various series of its own brand products. Which range from food and non-food items to personal and home care products, as well as beauty products.

Panda leadership team:

The executive management of Panda Company has a strong team of specialists and experts in the field of retail and works with them and is assisted by a large and different number of managers and workers who practice their work with great enthusiasm and dedicate their work and efforts in order to create continuous and competitive values for our customers. The executive management team is characterized by having long experience and great talent, and a number of them have experience of up to 30 years in the retail industry, and they work in

leading the company in a flexible manner and towards a lot of development and prosperity and reaching the goals of partnership and cooperation with the communities.

Operations management definition

The science of operations management is one of the most important administrative sciences that must be studied, as institutions and companies practice many processes through which they aim to achieve great rates of production. This is done through the management and management of processes that are related to the implementation of the activities of the institution and the achievement of the goals it seeks. Also it could be defined as the vision on which the operations function is based in determining how decisions are taken to achieve coherence and integration with the competitive business strategy of the business unit, and the main strategy of the organization (Walters, 2002). In this sense, the operations management should create a coherent model of decisions made and taken within the framework of the operations function in order to achieve a competitive advantage for the organization.

The importance of Operations strategy

It plays an importance role as it is a competitive weapon because The operations function plays an essential role in achieving the organization's goals and a complementary and complementary role to the organization's strategy. The operations strategy should be proactive or proactive, not responsive, that is, the characteristics of the operations function and its competitive advantages should influence the determination of which products we produce, which markets we serve, and which dimensions the company must compete with most effectively (Anderson & Schroeder, 1989, p 133-158).

The most important stages of operations management in food retail companies:

1- Inventory management according to the supply chain in the retail sector:

Inventory management is the last step of the supply group. Retail companies are supposed to have a comprehensive overview of the rates and percentages of products that are available for sale. Whether it is when managing inventory in typical stores or managing distribution warehouses that are related to e-marketing. We provide you with a set of best practices that contribute to inventory management in a way that achieves a lot of profits and supports and supports the acceptance and approval of customers of retail companies (**Kim, 2005, p 1184-1192**).

2- Supply Chain Management in the Retail Sector:

Logistics operations in supply groups impose a set of difficulties in selecting employees from outside the company, and the managers of the supply group must deal with a number of suppliers, producers and distributors. And work at the same time in order to provide the necessary workers in the framework of all operations throughout the group. It is a process that can be facilitated by adherence to best practices in the talent search, recruitment and management sectors of the supply group (**Zairi, 1998**).

3- Managing and operating the group's operations in the retail sector

Supply group managers are first supposed to realize the necessity of good management and operation of the group's operations in distinguishing the business of retail companies. Hence, these companies can reach leadership in the sales sector by investing to build mutual serious business links, in addition to the creative planning endeavors of the supply group (**Doherty, 2000, p223-245**).

Certainly, the consolidation and consolidation of serious and stable links throughout the supply group companies expresses the best tool for supply group managers in developing and supporting the reliability of the supply group that is related to the company. In addition to making room for the development and joint prosperity of the company and its network of

suppliers and distributors. In addition, companies gain remarkable competitive approval due to talented workers, who understand well their value in relation to their company.

Methodology:

The following research provides an overview of the research tools that will be relied upon, in order to obtain information and interpret it regarding the issue in order to be able to arrive at a serious answer to the research question.

Description of participants of the study

It is known that the scientific researcher should focus on the necessity of selecting the study population and sample in the scientific research, because both the community and the study sample in the scientific research have their important role in helping the researcher to establish his scientific research in a sound manner, especially in everything related to matters that are unable to achieve. The researcher seeks to obtain the data surrounding it, and because of this, the current article sheds light on the study community and focused on it precisely, the study sample and the shapes and patterns of the samples, in addition to a set of observations that should be taken care of in the event of selecting the sample.

The study community is meant by all the events, facts, people, organizations and bodies that they may be present in as members of the study sample, and the study community is a natural, geographical or political collection of people, animals, plants or issues, and in short, the community from the research side is an expression for physical collection, or economic and practical motives, a person is not able to study society in all studies.

As for the sample, which is an element and part of the study population, and they are types, but the most famous of them that will be applied in this research are the non-probability samples, which are samples that are settled in a manner that does not aim at randomness and is specific and we cannot get out of them an action or conclusion that is generalized to a population The study is like a random sample and an intentional sample.

The study population in this research will be Panda Food Retail Company in the Kingdom of Saudi Arabia. As for the sample in this research, it will be a deliberate group of employees of the Operations Management Department in Panda Company.

Description of intervention (treatment) and/or data collection tool(s)/material(s)

It has also been mentioned above in the design section, and the research design explains the method of conducting the study, that the current study will be based on mixing methodologies. The design contains a mixture of qualitative and quantitative research mechanism and method (**Barbour, 1999, p 39-43**).

Regarding that mechanism, it combines more than one method, and each of them serves the research or study service, especially in studies that need theoretical and practical needs (**Barbour, 1999, p39-43**).

As for what is related to the merits of the qualitative approach, it will be reached by relying on previous studies, sources and references that have a relationship in terms of data interpretation and reformulation, in a manner consistent with the content of the research. And also relying on research skills in electronic libraries, scientific journals and books that focus on the same issue as the research issue (**Smythe, 2012, p46**).

As for the quantitative approach, it will be reached in that research by basing on the division and design of the questionnaire on the sample and the study population. And also do the interpretation of the responses statistically and quantitatively.

This research was done in a way that was distributed in two parts or in two phases. In the first phase, quantitative information was obtained through questionnaires. Prior to that, qualitative information was collected before quantitative information, in order to test the variables in the context of a larger framework than is available by activating those results by the method of a focused group. In the end, the results are subject to a comprehensive analytical examination, among the features of the mixed methodology. Which combines the quantitative

and qualitative approaches together, it contributes to increasing understanding and awareness of the problem around which the research and study revolve. In addition, it also contributes to providing large and diverse assessments of a number of diverse phenomena if compared with those collected, by relying on one methodology and only one mechanism. **(Criswell and Plano Clark, 2007).**

Information will be obtained by relying on a survey questionnaire given to participants from whom samples were obtained, **Zhang et al. (2017)**. The survey questionnaire is considered one of the most flexible and dynamic research tools that are relied upon in the process of obtaining information. The search tool is known to rely on a series of queries that have been improved according to the research objective, and the researcher relies on open inquiries. The rationale for the process is to allow participants to exchange views and opinions on the issue of distinguishing operations management policies from supply, supply and shipping in the company under study. In addition, it is considered to be of low cost. The respondents give a detailed answer, which is effective in the event of answering the research inquiries. The main difficulty is that the respondent may fail to respond to a set of inquiries or give an unclear answer.

As a result of the spread of the virus, a questionnaire will be conducted through the Internet, and an invitation will be sent to participants who have previously obtained samples. A month before the actual date of the research, the consent form that serves to clarify the objective of the research, the logical consideration for this is to verify that no individual is subject to participation in the study and that respondents are well aware of the objective of the research. Notifications will be sent after two weeks, and only those who signed the form will be interviewed. Additional information will also be obtained by conducting a focus group discussion and sub-information.

The rationale for relying on focus groups is to obtain much information about the research from the study's principal informants. This mechanism is convenient and inexpensive and allows many people to give their thoughts on the issue at the same time, although the thread of interest will be limited to a small number of people.

Detailed and descriptive data collection procedure

In addition, we also mentioned previously, that the current study will focus mainly on the workers in the Operations Management Department in Panda Company. For this reason, it is assumed that the expected shareholders will be appointed from the group, and people who do not conform to the characteristics of the study community will be excluded. This includes the employees in the departments that are not related to the Operations Department, Shipping and Supply, and for this it will be interesting to understand and realize from the workers themselves within the Operations Department departments and their views regarding the distinction of Operations Department policies from supply, supply and shipping in the company under study.

The rationale for using the mechanism is that the people from whom samples are obtained match the explanation and analysis of the study, and researchers are based on a variety of techniques to obtain samples, which are broadly divided into probabilistic and non-probabilistic.

The current study will be based on the mechanism of obtaining stratified samples, because the people from whom the samples were obtained come from different backgrounds and work to show various characteristics, and the method of obtaining samples will be a good thing.

With this mechanism, the process of obtaining information will be simple and easy in supervision and follow-up, and due to the spread of the virus, the researcher will settle on a

small group of up to 30 individuals. In order to control the controls of using a small sample size, the study will also obtain data from sub-articles obtained from various databases.

It is possible to define access to information as the systematic mechanism that seeks to obtain observations or measurements within the research, and is organized in various other frameworks by governments, companies, academics, and various other parties. The dual method was through the basis of the survey questionnaire, as well as the new theoretical tools in the formation of a set of data that can be based on. This is in order to collect a set of statistical features through what was reached through the questionnaire, in a way that is consistent with those data and what was previously interpreted. It is possible to subtract a set of independent and individual self-input from the sample.

Information will be obtained by relying on a survey questionnaire that is done on the contributors to the sample. Zhang et al. (2017). The survey questionnaire is considered one of the most flexible research mechanisms and methodologies that are relied upon in the process of obtaining information. The search tool is known by relying on a series of inquiries that have been improved according to the research objective, and a group of open inquiries is relied upon by the researcher.

As a result of the spread of the virus, the survey will be carried out through the Internet, and an invitation will be sent to the participants from whom samples were obtained in advance. A month before the actual date of the research and the consent form that explains the purpose of the research.

Interpretation of quantitative information from the statistical side will be carried out by relying on the version of Excel 2019. Demographic information will be interpreted by relying on descriptive analysis, and it will be provided to present the information by relying on tables and graphs.

Data Analysis & Presentation of Results of Findings

Regarding the demographic characteristics of the sample:

Question	Replies	Most frequent reply	Frequency	Mean	%
Female or male????	Male	Equal	15	0.50	50%
	Female	Equal	15	0.50	50%
What is your position in the ministry? *	Employer	Employer	23	0.76	76%
	Leader		1	0.33	3.3%
	Manager		6	0.20	20%
What is your age or experience?	29: 34 years old/ 2: 5 years of experience		8	0.26	26%
	35: 54 years old/ 6: 10 years of experience	35: 54 years old/ 6: 10 years of experience	16	0.53	53%
	56:60 years old/ 5:25 years of experience		6	0.21	21%

As shown in the table above, it turns out that the search obtained the sum of the identical responses and continued its repetition, that is, the number of times the response was repeated. And then he performed the average (M) calculation for the most frequent response, including the percent response rate (%), in order to determine the response rates within the research community's responses.

The mathematical equations that are relied upon to calculate these statistical values are:

Frequency (F)= the number of times the response was repeated.

$$\text{Mean (M)} = \frac{F}{\text{samle size}}$$

$$\text{The percentage of the response (\%)} = M * 100 = \frac{F}{\text{samle size}} * 100$$

About the theoretical analysis of these statistical values:

In relation to the type of the sample: The researcher presented a question "female or male?"

The responses of the research community to that question varied between two responses (female - male). It is known that the frequency (F) for both of them was equal = 15, because it is common that the researcher settled on a group of up to 30 individuals, 15 of each gender, as it was the same frequency for both answers.

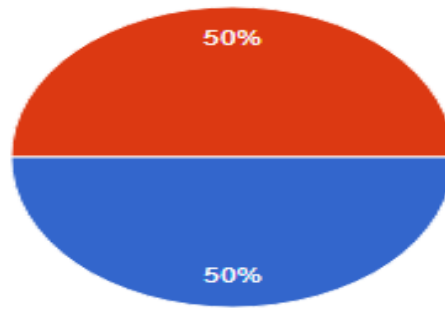


Figure No 4: the graph of the ratio of the sample responses regarding work place and environment.

(Source: excel output)

It also appeared that each person in the sample, whether male or female, was focused on the issue, responded in a cooperative manner and was an active contributor to the questionnaire.

- 1) **As for what is related to the position of the sample in Panda Company**, the researcher asked a question: "**What is your position in the company?**"

The responses of the study community to that question varied and varied between the answers (employer - leader - manager). It is also known that the frequency (F) of the employer was more frequent = 23 which indicated that most of the study sample had an average position, which is the employee.

This contributes to serving the content and content of the research and also participates in increasing the rates of confidence and validity of the scientific content, because the employee segment is the most appropriate segment in order to determine the excellence and success of the operations management policies of supply, supply and shipment, in the company under study.



Figure No 1: the graph of the ratio of the sample responses regarding professional level.

(Source: excel output)

As for what is related to the age bracket and years of experience of the sample, the researcher presented a query: What is your age or experience?

The responses of the research sample to that question varied in a large way between the answers (24 years / year of experience - 30 years / 3 years of experience - 31 years / 5 years of experience - 32 years / 4 years of experience - 35 years / 2 years of experience - 35 years of experience / 3 years of experience - 35 years / 5 years of experience - 40 years / 8 years of experience - 55 years / 10 years of experience - 60 years / 25 years of experience).

The researcher was not able to explain each of the thirty answers, but he divided and distributed the thirty answers into segments according to the degree of congruence. Those slides were 29:34 years / 2:5 years experience - 35:54 years / 6:10 years experience - 56:60 years / 5:25 years)

Apparently Frequency (F) 35:54 years/6:10 years experience was the most frequent = 16 indicating that most of the sample had a very suitable age for the research to be performed on them.

In addition, the total years of experience in the two institutions is appropriate to some extent in assigning a logical response to the percentages of excellence in the policies and methodologies of operations management from supply, supply and shipping in Panda Company.

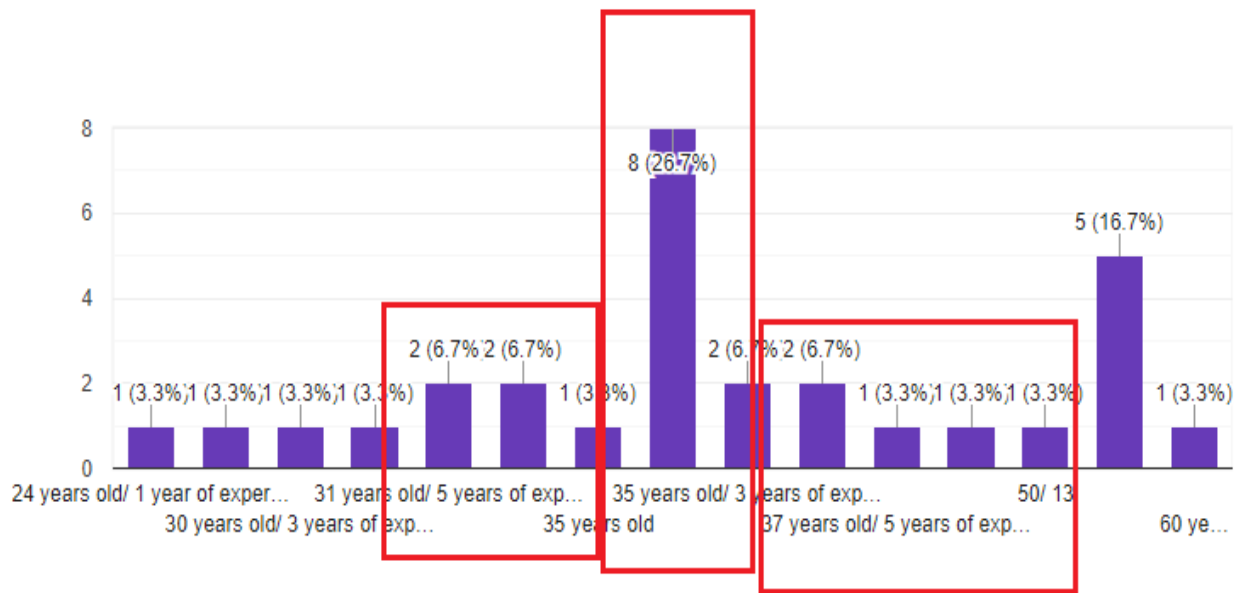


Figure No: 2 the graph of the ratio of class and years of experience of the sample. (Source: excel output)

How is production managed in Panda?

Production has a very important and effective role in the success of sales, even though it is the farthest stage from it. By getting to know the producers in a good way and understanding all stages of operations, in order to develop and develop their efficiency. In this context, it is necessary to conclude cooperation with producers to develop and improve reverse logistics services. It is the process by which products that have not been used, damaged or worn out are obtained. And to return them to the producer so that they can be used as raw materials for the manufacture of new products at a lower cost.

How is distribution managed in Panda?

Good distribution requires high quality management skills and careful logistical planning. Companies can incur huge losses in money, time and fuel, due to the lack of quality and flexibility of distribution processes, including not filling and overcrowding of trucks, excessive product packaging and difficult shipping paths. And here is the role of good management of the supply group in tracking the movement of products and their periods in order to prepare the necessary policies and methodologies for the development of the distribution process. This has led a group of large companies to seek to integrate the distribution process within the framework of the overall retail operations in order to develop and support the features and features of tracking and tracing.

How is inventory managed in Panda?

Active inventory management is a necessary component of the development of supply group operations in the retail space. It is possible to identify the best behaviors for effective inventory management, including planning the ordering process and relying on technology, in a later paragraph of that tweet.

How many departments in the company are responsible for managing sales?

Supply group management contains four main sectors that the distinguished chain managers in the retail sector are supposed to focus on. The first area is concerned with verifying the quality of the supply group by maintaining the use of manpower and utilizing profits according to the best capabilities. The second area depends on flexible staffing management in order to complete the sales, logistics and division operations as intended.

Conclusions, Implications and Recommendations

Conclusion:

Our department is the first line of support for stores and workers in the front lines in the field of customer service, and we work through cooperation with internal competent departments in all places and sites that have a relationship with the group, including human resources, accounts, logistics services, technology and others, with the aim of continuous development and development in operations Internal development and group methodologies and plans. In addition, we specialize in reviewing compliance rates for all standard operating measures, government guidelines and regulations in stores.

We contribute and cooperate in all projects related to retail sales operations that are launched by the company or any other department, including information technology, as well as trade, supply chain, customer reviews and evaluations, loyalty programs and customer care centers. We provide access to the largest percentage of integration and comprehensiveness among all physical operations through the Internet and in stores, in order to provide advanced multi-channel operations and support the customer experience in stores.

The supply group is the network of suppliers and distributors that are related to the company, and it is the element that provides retailers with the ability to sell products, and retail companies can access easy operations and achieve great advantages by verifying the work of the supply group in the desired way. The desired time and maintain the appropriate levels of inventory and reduce the proportion of errors and costs, and on the other hand, the total profits of retail companies are negatively affected due to the disturbances and disturbances that occur in the management of the supply chain, and the effects of those disturbances on the logistical operations.

Despite the completion of the tasks and work of the supply group management, if the work was done in an easier and without any difficulty, because of the provision of logistical solutions related to the supply chain of the retail sector, a serious alternative to saving costs, avoiding errors and verifying the progress of operations flexibly and smoothly.

It provides the development and development of the supply group and the new management of logistics operations and the provision of the requirements that the company needs and processing, for the path and plan of sustainable growth in the future, and we know through this article a group of the best behaviors of the active management of the supply group in the field of retail, which contains overcoming the difficulties and obstacles of operations and manage it in the best way.

It participates and supports the policy of developing and supporting the quality of the supply group in giving companies a competitive advantage by developing their reliability and increasing customer satisfaction rates. Most of the active supply groups depend and depend on logistical operations that can be self-sustaining and in the desired manner. Without diamonds needing administrative intervention or making adjustments and changes. Fast and accurate operations lead to support and development of customer acceptance rates, and hence leave a positive impact on the overall profits of companies. In this context, panda Company stated that customers satisfied with their typical requirements, and they achieve companies to raise profits rates by 1%, which leaves a positive impact on increasing the rates of shares.

Recommendations

- 1) It is assumed and required that supply chain managers have a forward-looking mindset, as the excellence and success of Panda does not depend on providing products to customers. It also requires its development with the development of markets and access to more

development and success. They are also supposed to be aware of all the latest innovations and technological discoveries.

- 2) Panda Company needs advanced logistical operations within a different framework and context in the stages and steps of operations in order to reach the quality and efficiency of the supply group.
- 3) The managers of the supply group are supposed first to realize the necessity of good and quality management and operation of the chain operations in the excellence and quality of the needs of retail companies. Hence, Panda Company can reach leadership in the sales sector by investing to build and establish serious mutual business relationships, in addition to early planning endeavors for the supply group.

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