



## ABSTRACT

This analysis is used to investigate that whether there are relationship between truck turnaround time in warehouse operations at Fonterra Brands Lanka and the selected independent variables using literature survey such as Number of SKUs issued per day, Number of orders per day, Number of loading bays used, Number of employees at working shift, Number of forklift used, Number of trucks loaded, Capacity of truck. Also this study has conducted to find how those factors affects to the truck turnaround time and whether those factors positively or negatively affects to the dependant variable.

Also the Company is maintaining policies as truck turnaround time should be less than two hours. Chilled goods loading operation is doing within the 6.00 am to 8.00 am in every day to fulfil the orders placed by customers. This also the one of the objective to identify that there are time consuming more than two hours. By this study has identified that the mean time of truck turnaround time is 89.52 minutes and maximum time is 135 minutes. It is explain that the total truck turnaround time is consuming more than two hours. Then this study has identified the variables that affects to the total truck turnaround time. number of SKUs issued per day, number of orders per day, number of loading bays used, number of employees at working shift, number of trucks loaded, capacity of truck are has positive Pearson correlation and “number of forklifts used” has the negative Pearson correlation with the total truck turnaround time in warehouse operation at Fonterra Brands Lanka. Also number of SKUs issued per day, number of orders per day, number of loading bays used, number of employees at working shift, number of trucks loaded, capacity of truck are significant at less than five percent significance level.

**Key words:** Truck turnaround time, SKU, Chilled goods, Pearson correlation.