

Operation Flexibility Focused Capability Impact on Supply Chain Risks in Sri Lankan Courier Companies

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Abstract: This study primarily looks at how operation flexibility focused capability impacts supply chain risks in the Sri Lankan courier sector in the industry 4.0. This is meant to measure both the good and bad effects that operation flexibility focused capability has had on Sri Lankan courier companies. This research gives the reader, some important information and ideas that they can use to reduce any negative effects or improve their ability to innovate in logistics. Also, this study will look into a number of ways to reduce supply chain risks caused by operation flexibility focused capability. This research paper discusses about how operation flexibility focused capability impacts on the company side, risks on the customer side, and the environment side risks. Also, based on the research model and hypothesis, researchers estimated that operation flexibility focused capability has a statistically significant effect on company side risks, customer side risks, and environmental side risks. A thorough review of the literature and a questionnaire survey with managers and executives in the Sri Lankan courier industry were used to collect data for the research paper. A sample population of 60 courier companies were selected from the Registrar of companies and based on the Morgan's table, 52 courier companies were selected as the sample size. Simple random sampling was used as the sampling technique to derive the sample size. Smart PLS (Partial Least Square Method) version 4 was used to validate the sample data collected for the research paper through an empirical analysis of the questionnaire survey data.

Keywords: Operation flexibility focused capability, Customer side risks, Company side risk, Environment side risks, Industry 4.0, Courier companies

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