

# Performance Evaluation: By Analyzing Food Chain of Akshay Patra

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**Abstract –** *This paper seeks to evaluate a careful analysis of various food chains prevailing in India with special focus in MP region. The analysis and comparison is based upon certain critical factors such as cost, quality, agility and responsiveness. After the careful analysis these measure helps to improve the various loopholes in the existing structure. The tool used is the surveying tool which includes various surveying methodologies, adopted such as cold canvassing, public reviews, questionnaire, personal one to one interview and the feedback from the end user to make the understanding of the problem even better.*

**Keywords:** Akshay Patra, Food Chains, Performance analysis, sample size.

## I. INTRODUCTION

The performance of a food chain is dependent upon various factors such as quality, cost, and responsiveness etc. Based upon such critical factors which influences the performance there are various measures by which any supplies chain or the food chain is defined. Previously various research have been developed in order to study and analyze there performance, as a result a survey was an important tool in addition to the feedback and other research methodology tools which helped in carrying out the research problem. The sample size plays an important role in deciding and carrying out the primary and the secondary research study. As a result almost all the dimensions were kept in mind in order to evaluate a holistic performance analysis. This research not only helped in judging and evaluating the performance but also provided a tool to improve the various loop holes and expected weaker areas which might hamper the performance of the entire chain. The analysis helps as a tool to examine the various parameters which affect the performance of any food chain in one way or the as a result of which these helps in finding out the areas of improvement in all the other ways as possible. The analysis is done by using the surveying tool and various interviewing and the direct taking the reviews and the feedback from the end users of the services. Akshay Patra was the major food chain which was studied and it helped in the analysis of the chain in a more efficient manner by properly visiting the centre and thus taking the feedback instantaneously. Thus research was carried out across the

various geographical boundaries and across the various domains of samples so as to cater the needs and requirements of the various populations.

## II. PREVIOUS WORK

Earlier work has been done on the similar food chains and their study for various regions based on that the same papers were used as the base paper to study the project and creating a review and analyzing the same with the help of surveying tool so used. The similar kind of study was done on the Ahmadabad region and thus it provided a platform for me to study the same and thus evaluate the various regions of improvements and thus the areas which are subjected for further improvements. Across the globe work has been done on various other units as well. Apart from all these work has also been done on various other work as well as a result it helped in providing emphasis even on the various other factors which might have skipped during the study. The work done across various other regions such as Orissa, Gujarat have been studied and the trend followed was carefully examined as a result it helped in getting an idea as to how these work and thus comparing the performance across the food chains prevailing in other regions with the one we have examined and targeted.

## III. PROPOSED METHODOLOGY

The methodology adopted was the survey analysis. The traditional approach of survey analysis helped in developing the one to one analysis for the various needs and wants of the end user, in addition to this it also helps in careful analysis of the various expectations of the consumer so as to have a careful study for the consumers. This tool as a result helps in determining the various loopholes the areas which require improvement, those which are required to be subjected to certain modifications. In addition to this was also accompanied by other tools which included direct reviews, interviews, feedback, questionnaire etc. As a result of such tools various dimensions can be evaluated in the same context. The surveying tool proved to be advantageous in the same regard. The surveying involved included the major

issues related with the surveying techniques in addition to the other aspects of primary and secondary research so as to identify the various assessments for the survey. The survey included the areas of Madhya Pradesh region and the sample size included people from various domains diversity and demographics so as to cater the needs and wants of various geography as well. The study across various regions in addition to the ones which have already been done helped in providing the benchmark and thus the results were easily compared with the ones which were helpful in examining the performance and thus the acceptability of a particular food chain over another. Akshay Patra was the major field of study and which was compared with others prevailing in India and around normalized data consisted of 100 samples over the other and those were interviewed and there reviews and feedback was noticed and the data was updated so as to identify the major area of critical emphasis which people lay upon while choosing a particular food chain. The food chains were also judged and the performance was also checked based on critical factors such as cost, quality, agility and responsiveness. A questionnaire was designed based on the performance evaluation of the food chains on these factors and also it provided a platform to find out the factors which could help us to find the major areas of improvement as well in these areas of the major food chain industry. The sample was decided on the basis of area, the regions so covered, the preferences of the people prevailing in that area and other factors. The reviews helped in knowing the actual expectation of the end users. The respondents were searched for in various locations of MP just so as to get a holistic review from a diverse variety of culture of people and thus various types of survey was used thereby normalizing them to a common scale which would be easier for them to create a proper survey result. After that a review was established clearly indicating the various percentage of people and respondents which lay emphasis on various performance parameters and thus it provides a benchmark for the performance evaluation as well.

#### IV. RESULTS

The study revealed a comparative study of the various food chains prevailing in India and how is the hierarchy followed in the same. The factual figures are well supported in the survey and the questionnaire so generated so as to design in a even more precise manner as possible. Thus it proved helpful to the academicians and the various food chains as a tool to further improve it in all the possible domains. The results also revealed the people's focus on the critical factors

as to what are people actually expecting from the various food chains what actually is their acceptability and what are the characteristics they are focusing on what can be the major improvements in those areas and the plausible source of improvement and what can be the alternative to their required source of different food chains. Out of normalized 100 people being surveyed (MP) following data was established and their preference on these factors as well.

Table: Showing Survey Results.

Parameter	% of surveyed respondents
Cost	33%
Quality	49%
Responsiveness	15%
Other factors	3%

#### Survey Bifurcations

Survey Type	Normalized Respondents
Direct Survey	73
Telephonic	17
Email	23
Observation Based	54
Primary Data	23
References	12
Others	09

#### V. CONCLUSION

The study found was very useful in evaluating the various parameters of the food chain industries and helpful in analyzing the various similar food chains prevailing in India and thus comparing it with other food chains as well. The study proved to be satisfactory and a sense of benchmark for carrying out similar research as well. The study revealed a very sophisticated thus a very clean approach to the problem thus helping out various food industries to improve themselves. The survey thus obtained was helpful for the various food industries so as to identify such as what are the actual factors which people focus on and like this how one can improve so as to find the major areas of concerns. The survey revealed that quality is the major area they were focusing on and apart from them cost is also a major concern which has to be kept in mind whilst one is focusing on. So one can improve and thus this should be kept in mind while dealing with this industry.

## VI. FUTURE SCOPE

The study finds its utility in various food industries and also in the academics for carrying out the research further in the similar kind of process. The scope of this study is not only limited to the academics and food industries in India but also in the various domains related to the improvisation in the field. The improvements and identification of the various loopholes helps in improvements in the same field. The results so obtained were very helpful in the careful analysis of the various parameters and thus the various domains in these sectors such as responsiveness, cost, quality etc. The people being surveyed were also normalized based upon the regions such as which were almost the ultimate end users for the same directly or indirectly. These were helpful in the analysis of the critical factors and thus these were also helpful in identification of people's survey.

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