



DEPARTMENT OF COMMERCE PG

Report Submission: 11/03/2026

Semester:	EVEN	Academic Year:	2025-26	Venue:	Amazon Fulfillment Centre, Bangalore
Event Date:	10/03/2026	Time:	10:00AM to 01:00 PM	Duration	3 HOURS

TYPE OF EVENT: INDUSTRIAL VISIT

EVENT NAME: VISIT TO AMAZON FULFILLMENT CENTRE, BANGALORE

Target Audience:	M.com Students	Number of Participants:	09
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Objectives:

1. To understand E-Commerce Logistics
2. To observe warehouse management system
3. To understand human machine collaborations with the help of robotics at Amazon
4. To gain practical exposure to order processing, packaging, and dispatch operations.
5. To bridge the gap between theoretical knowledge of logistics and real-time industry practices

Program Introduction:

The industrial visit to the Amazon Fulfillment Centre, Bangalore, was organized to provide M.Com students with practical exposure to the functioning of one of the world's largest e-commerce logistics networks. The visit aimed to enhance students' understanding of warehouse management, order fulfillment processes, and advanced technological systems used in modern supply chains.

Amazon operates a highly sophisticated logistics network that ensures quick and efficient delivery of products to customers. The fulfillment centre plays a crucial role in receiving



products from sellers, storing them systematically, processing customer orders, packaging items, and dispatching them to delivery stations.

This visit helped students understand how large-scale e-commerce companies integrate technology, automation, and workforce management to maintain operational efficiency and customer satisfaction.

Theme of the Event:

“Bridging the Gap between Academic Learning and E-Commerce Logistics Operations.”

The theme focused on providing students with practical exposure to real-world logistics and warehouse management practices. The industrial visit enabled students to observe how theoretical concepts such as supply chain management, inventory management, and operational efficiency are implemented in large-scale e-commerce organizations like Amazon.

Detailed Report:

The industrial visit to the Amazon Fulfillment Centre provided valuable insights into the operational processes involved in e-commerce logistics. Amazon is one of the world's leading online retail companies, known for its efficient supply chain and fast delivery services.

The visit began with an introductory session where the company representatives explained the functioning of Amazon's fulfillment network and safety measures. Students were briefed about Amazon's business model, the importance of fulfillment centres, and how they contribute to the company's ability to deliver products quickly and efficiently.

Amazon fulfillment centres are large warehouses where products from different sellers are received, stored, sorted, packed, and shipped to customers. These centres use advanced technologies and automated systems to manage large volumes of orders every day.

During the session, the representatives explained the Fulfillment by Amazon (FBA) model, where sellers store their products in Amazon warehouses and Amazon takes responsibility for storage, packaging, shipping, and customer service.

Following the introductory session, students were taken on a guided tour of the warehouse facility. The tour provided a clear understanding of the operational workflow followed in the fulfillment centre.



Key Operational Observations

- 1. Inbound Process:** The inbound section is where products from various sellers arrive at the fulfillment centre. Each product is scanned, verified, and registered in the system before being placed in storage locations within the warehouse.
- 2. Storage and Inventory Management:** Amazon uses a highly organized warehouse management system to store products. Items are placed in different storage bins, and each location is tracked digitally using barcodes and scanners. This system helps in easy identification and retrieval of products.
- 3. Order Picking Process:** When a customer places an order on the Amazon website, the system automatically identifies the product location. Warehouse associates receive picking instructions through handheld devices and retrieve the required items from the storage area.
- 4. Packaging and Quality Check:** Once the items are picked, they are sent to the packing section. Here, products are checked for quality and packed using appropriate packaging materials to ensure safe delivery.
- 5. Sorting and Dispatch:** After packaging, the orders are sorted based on delivery locations. They are then transferred to delivery stations where they are dispatched for last-mile delivery to customers.
- 6. Use of Technology and Automation:** One of the key highlights of the visit was observing the use of advanced technology in warehouse operations. Amazon uses automated conveyor systems, barcode scanners, and digital tracking systems to improve operational efficiency and reduce errors.
- 7. Workforce Management:** The fulfillment centre employs a large workforce that works in coordination with automated systems. Employees are trained to handle different operational tasks such as picking, packing, sorting, and inventory management. Safety protocols and operational guidelines were strictly followed throughout the facility, ensuring a safe and efficient working environment.

Geo Tagged Photos



Visit to Amazon Fulfillment Centre, Bangalore



Students assembled for the briefing session by the Amazon team



Guided tour of Amazon fulfillment centre with all safety measures



Q&A Session with Amazon Team



Group Photo with Amazon Team

Conclusion:

The industrial visit to the Amazon Fulfillment Centre, Bangalore, was highly informative and beneficial for the students. It provided practical exposure to one of the most advanced logistics systems in the e-commerce industry. Students were able to observe the entire process of receiving, storing, picking, packing, and dispatching products. The visit helped them understand the importance of technology, automation, and efficient workforce management in ensuring smooth supply chain operations.

Overall, the visit served as an excellent opportunity for students to connect classroom learning with real-world industry practices and gain insights into the functioning of a global e-commerce organization.

Audience Feedback Analysis

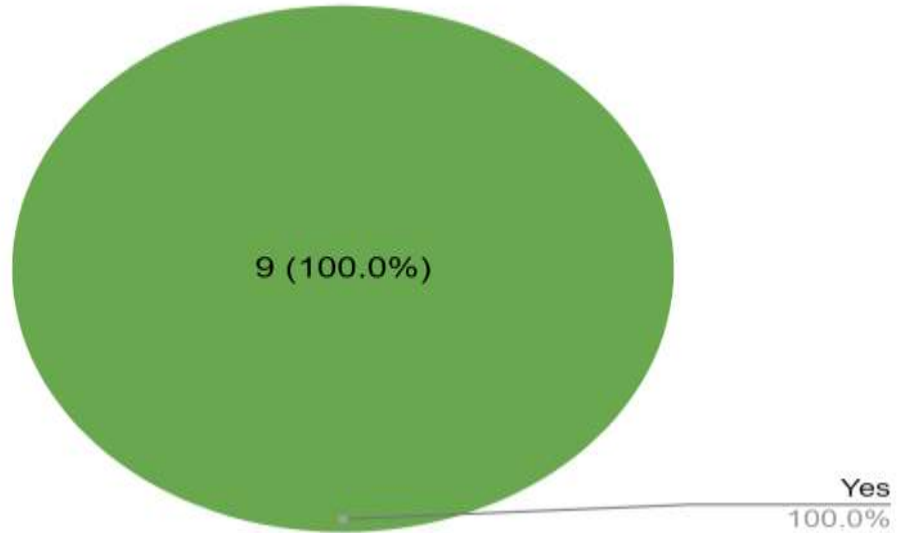
Most of the participants expressed positive feedback regarding the industrial visit. Students appreciated the opportunity to observe real-time logistics operations and learn about the advanced systems used by Amazon. Many students rated the program as excellent, highlighting the informative session, organized tour, and valuable practical exposure gained during the visit.



Feedback Analysis

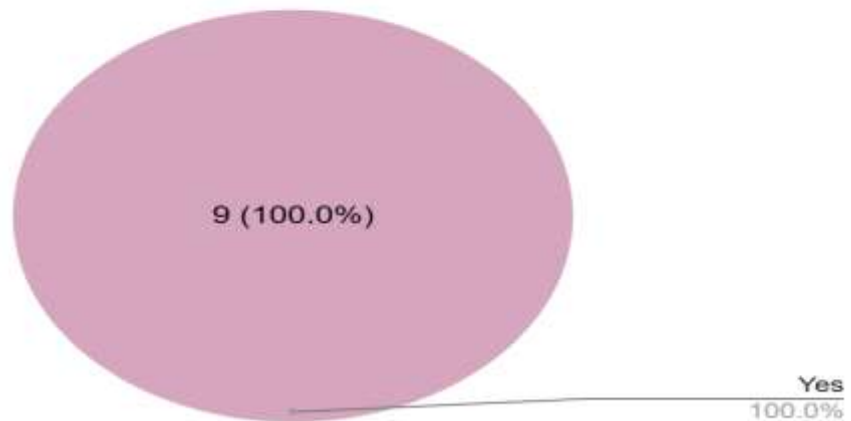
Overall rating for Industrial visit alignment with the curriculum
09 Respondents

Industrial visit alignment with the curriculum



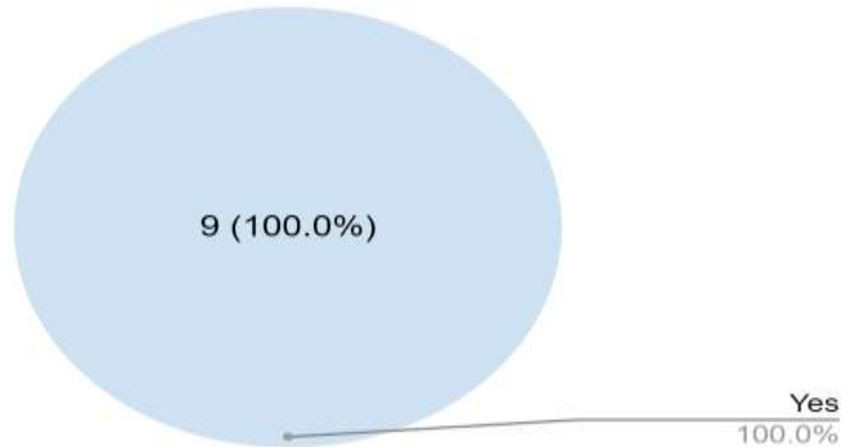
Overall Rating of the level of knowledge and insights from the visit
09 Respondents

Level of valuable knowledge and insights from the visit



Overall Rating of the level of IV meeting the expectation
09 Respondents

Level of Industrial visit meeting the expectation of the students



Overall Rating of the Program
09 Respondents

Overall Experience of the visit

