

A STUDY ON THE 5S MANAGEMENT SYSTEM AT ZEPTO'S PALLAVARAM STORE

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I. INTRODUCTION

The 5S management system is a workplace organization method that uses five Japanese words—Seiri (Sort), Seiton (Set in order), Seiso (Shine), Seiketsu (Standardize), and Shitsuke (Sustain). These principles are essential for creating a clean, organized, and efficient working environment. At Zepto's Pallavaram store, implementing the 5S system has helped streamline operations, enhance productivity, and ensure better customer service by minimizing waste and optimizing workflow.

II. STATEMENT OF THE PROBLEM

Despite Zepto's rapid growth in the quick-commerce space, its Pallavaram store faced challenges related to disorganization, inefficiencies, and cluttered storage areas. This study aims to investigate how effectively the 5S system can be applied to address these operational inefficiencies and to evaluate its impact on workplace safety, cleanliness, and employee performance.

III. OBJECTIVES OF THE STUDY

- To understand the implementation process of the 5S management system at Zepto's Pallavaram store.
- To assess the current level of employee awareness and participation in 5S activities.
- To evaluate the effectiveness of 5S in improving store operations.
- To suggest ways to sustain and enhance the 5S initiatives in the future.

IV. REVIEW OF LITERATURE

The 5S management system has been extensively studied across various industries for its positive impact on operational efficiency, workplace organization, and quality control. Researchers and practitioners alike have consistently found that implementing 5S can lead to measurable improvements in productivity, employee satisfaction, and customer service.

Sasikumar et al. (2023) demonstrated that applying Lean Six Sigma tools, including 5S, significantly reduced waste and improved product quality in a tire manufacturing environment. Their findings support the idea that structured approaches to workplace organization can yield tangible operational benefits when aligned with broader quality initiatives.

Ojha et al. (2023) conducted a study on an Indo-Japanese auto component manufacturer and found a strong correlation between 5S implementation and productivity. Their research emphasized that regular audits and continuous employee involvement were key drivers for the successful adoption of 5S practices.

Khanna (2009) analyzed the integration of 5S with Total Quality Management (TQM) in Indian organizations. The study concluded that while 5S adoption was increasing, its impact was limited by poor standardization and lack of employee training, suggesting a need for more structured implementation frameworks.

Katare and Yadav (2019) showcased the adaptability of 5S beyond manufacturing sectors by successfully implementing it in an educational institution. The results indicated improvements in space utilization, reduced time wastage, and enhanced process flow—demonstrating the versatility of the 5S system in diverse operational settings.

Randhawa and Ahuja (2017) provided an extensive review of 5S implementation strategies and emphasized the importance of top management commitment, employee involvement, and periodic audits. They argued that without continuous reinforcement, even well-executed 5S practices could decline over time.

Daniyan et al. (2022) applied Lean Six Sigma, including 5S, in the railcar industry and reported substantial reductions in lead times and non-value-added activities. Their study supports the effectiveness of 5S as a tool for improving workflow efficiency and reducing human error.

Additionally, Rouf et al. (2017) examined the impact of the 5S-Kaizen-TQM integration in healthcare settings and found significant improvements in service quality, patient satisfaction, and operational discipline. This research highlights that 5S can also play a crucial role in service-driven industries where hygiene, order, and responsiveness are critical.

Together, these studies build a compelling case for the application of 5S principles in various organizational contexts. They also underscore key challenges such as resistance to change, lack of sustainability, and the need for a strong culture of continuous improvement. This literature sets the foundation for examining 5S in a quick commerce environment like Zepto, where speed, accuracy, and operational consistency are crucial for business success.

V. RESEARCH METHODOLOGY

This study uses a descriptive research design. Data was collected using both primary and secondary sources. The primary data includes structured questionnaires and direct observation, while secondary data was drawn from company records and published materials. The sample size included employees and management staff at the Pallavaram store. A Likert-scale-based questionnaire helped quantify employee perceptions regarding the 5S implementation.

VI. OBSERVATION REVIEW

Observations revealed that the store layout had undergone positive changes post-implementation. Items were better categorized, floor markings were introduced, cleaning routines became regular, and visual management tools were widely used. However, certain sections still lacked full compliance with the Seiketsu (standardization) and Shitsuke (sustainability) steps.

VII. LIMITATIONS OF THE STUDY

- The study is confined to a single store, which limits the generalizability of findings.
- The duration of the observation period was short.
- Employee responses may be subject to bias, especially in self-reported questionnaires.
- Lack of long-term data on post-implementation performance.

VIII. ANALYSIS

Data analysis showed that:

- 70% of respondents agreed that the 5S system improved workplace cleanliness.
- 65% reported enhanced productivity.
- 60% noted better utilization of space.

However, only 45% were confident in the sustainability of the 5S system without continuous monitoring and training.

IX. FINDINGS

- The 5S system brought noticeable improvements in store organization and cleanliness.
- Employees were more aware of their responsibilities and workspace management.
- There was a positive change in customer feedback regarding store maintenance.
- The success of the system was largely dependent on regular audits and employee involvement.

X. SUGGESTIONS

- Conduct periodic 5S training programs to ensure long-term success.
- Establish a reward system to motivate employees to maintain 5S standards.
- Incorporate visual boards showing real-time 5S metrics.
- Assign dedicated personnel for 5S audits to ensure accountability.

XI. CONCLUSION

The 5S management system, when implemented correctly, can significantly enhance operational efficiency, especially in fast-paced environments like Zepto's Pallavaram store. While the initial results are promising, consistent efforts are required to sustain the system. Employee engagement and leadership support play a crucial role in maintaining the discipline and standards established through the 5S principles.

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