

**WAREHOUSE OPERATIONS:
STORAGE AND DELIVERY PROCESS
AT TOTAL LOGISTIC SERVICES (M) SDN. BHD**

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DECLARATION OF ORIGINAL WORK



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“DECLARATION OF ORIGINAL WORK”

**We, FAIQAH BINTI MAWARDI, HAWA HUSNA BINTI AB GHANI
and NUR IZATUL IRANI BINTI SELIM**

Hereby, declare that:

- This work has not previously been accepted in substance for any degree, locally or overseas, and is not being currently submitted for this degree or any other degrees.
- This project paper is the result of my independent work and investigation, except otherwise stated.
- All verbatim extracted have been distinguished by quotation marks and sources of my information have been specifically acknowledged.

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ABSTRACT

This research examines storage and delivery process at Total Logistic Services (M) Sdn. Bhd and the scope of study is at TLS's SA2 warehouse. The research concentrates the application process on storage and delivery process, and the problems arise during the part movement from 2010 to 2012. This research discusses some of the possible factors implemented by the company in order to identify the problems. In order to achieve the research objective, four questions were addressed. There are (i) How does the implement for storage and delivery process at the TLS's SA2 warehouse?; (ii) What are the problems faced at SA2 warehouse?; and (iii) What are the factors that causing these problems at SA2 warehouse?; (iv) What are the recommendations suggested to the TLS's SA2 warehouse to solve problem faced?. This research takes a qualitative approach in collecting the primary data from interviews as well as observations because this is the most appropriate way to conduct a firm level study. Secondary data such as the company's performance reports and departments' operational records were used for ensuring that the result of this research is valid and precise. The respondents involved in the interviews are the staff which responsible in managing the storage and delivery area. Findings on storage and delivery process, type of problems as well as the factors that cause problems are illustrated in figures and tables. Samples of documentation, procedure, process, inspection, and problem reports are attached for reference. This research concludes that part damages are common problems in handling part movement for storage (segregation, unpacking, staging); and delivery (packing, devanning, delivery) process. These are due to lack of commitment in 5'S practices and provision of training to staff. This paper ends with the possible solutions that can be executed in order to help the company to achieve the targeted operation performance.

CHAPTER 1: INTRODUCTION

1.0 INTRODUCTION

This chapter presents the background of the company which is Total Logistic Services (M) Sdn Bhd, background of study and the storage and delivery process of part handling. The scope of study indicates areas of study conducted at the TLS's SA2 warehouse which consists of the operations and TQM Department with three main processes, receiving, storage and delivery. This chapter also includes problem statement, research objectives, research questions, significance, and limitation of this study and definition of terms.

1.1 BACKGROUND OF THE COMPANY

Total Logistic Services (M) Sdn. Bhd. (TLS) is one of the Malaysia third party logistics companies. It is a venture company between Fujitrans (Japan) Ltd. and Toyota Tsusho Corporation. The company was established in February 1993 and commenced operations in 1994. The TLS's Managing Director is Mr. Kunihisa Tanaka and the Executive Director, is Mr Yasuyuki Tanaka. The Director of the company is Mr Kamaruddin Md Nor who is also the Vice President of Selangor Freight Forwarder and Logistics Association (SFFLA).

In 1994, the company had only three (3) operation staff with the head quarter located at Port Klang. In 2011, the number of employees increased to 420 workers and the headquarter was reallocated to Lot 11, Jalan Gudang 16/9, Seksyen 16, 40000 Shah Alam, Selangor Darul Ehsan. The company operates six warehouses around the Klang Valley.

The scopes of business for TLS are divided into three which are warehousing, forwarding and transportation. There are six (6) branches which are focusing on warehouse and transportation, four (4) of that located at Section 16 Shah Alam