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

FAIQAH BINTI MAWARDI 
2011694738

HAWA HUSNA BINTI AB GHANI 
2011457096

NUR IZATUL IRANI BINTI SELIM 
2011802154

Dissertation submitted in partial of the requirements 
for the degree of

Master of Business Administration

Arsyad Ayub Graduate Business school 
Faculty of Business Management

January 2013
DECLARATION OF ORIGINAL WORK

MASTER OF BUSINESS ADMINISTRATION (MBA)
FACULTY OF BUSINESS MANAGEMENT
UNIVERSITI TEKNOLOGI MARA

"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.

Signature: __________________________  Date: 12/01/2013
Signature: __________________________  Date: 12/01/2013
Signature: __________________________  Date: 12/01/2013
ACKNOWLEDGEMENT

Alhamdulillah, praise be to ALLAH, The Most Gracious and Most Merciful for granting us the strength and the will to complete this research. For this golden opportunity, we would like to thank to those who really directly and indirectly helped us throughout in terms of their contributions, opinions and support to this research. Without their encouragement and support, it would be impossible for us to meet the deadlines.

Here we would like to express our deepest appreciation and heartiest gratitude to our advisor, Prof Madya Dr. Sariwati Mohd. Shariff for her patience, understanding, persistence and professional ways in assisting us during conducting this thesis beside giving her invaluable advice also guidance as helper in order to develop this complete research, right up from the initial stage to the end of our research.

Not forgotten, this great thankful to the SA2 Head of department, En. Badrui Hisham Bin Shamsuddin, TQM Executive En. Mohd Zahidi B Abdul Manaf and En. Shamsuddin B Ahmad, also the warehouse supervisor En. Badiuzaman B. Ghaifullah and En. Azhar for their support, advice and patience whose comments are a casual conversation initiated the ideas for this research. Again, it has been a great privilege for us to visit at Total Logistic Services (M) Sdn. Bhd and we would like to thank everybody especially staffs of SA2 warehouse for accepting us in doing our interview or observation and letting us gain information and knowledge which are valuable to us.

Last but not least, our specials thank goes to the Head of Department of SA2 warehouse, En. Abd Rahman B. Hassan, warehouse executive, En.Thamimul, and all staff of SA2 warehouse for their cooperation, guidance and assistance for the time spent to us in assist us with the warehouse operations.
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...