

***OFF - LOADING OF CARGO AT KUL
AIRPORT FOR MH AIRCRAFT***

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ABSTRACT

The off - loading problem has become increasingly alarming of late and thus MASKargo Sdn Bhd has made a decision to try to study the problem and find ways to solve it. Chapter One looks into the background of MASKargo and the background study of the problem. This is a way to introduce the problem into a research context. Chapter Two discusses about the standard procedures and policies that is implemented and carried out namely at the export area and the reservation section. The chapter also touches on the current situation that is faced by MASKargo regarding the off - loading problems.

Chapter Three discusses about the factors that causes off - loading and the implications that results due to it. This findings were based on the interviews and observations carried out by the researcher. Lastly, Chapter Four discusses about the recommendations that is made by the researcher and the conclusion of the thesis.

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1.0 PROBLEM STATEMENT

In the air freight industry, delivery on time plays a critical role in ensuring that the customers are satisfied with the services provided. In accepting goods for documentation, clearance and loading before flying off, the cargo handlers (Cargo Centre) should have a well planned and efficient system to allow for smooth flow in the processes. Any snags or delay in the three major processes will cause delay and thus may result in late delivery. Therefore it is very important that the cargo centre always ensure a smooth flow and efficient system in handling area.

However, after the researcher has observed and did some preliminary interview, it is realised that the cargo centre is facing a major problem that if left unattended, might bring some serious implications to the cargo centre and customers respectively. The problem is the frequent off - loading of cargo at airside or the non acceptance of cargo during acceptance due to certain factors until otherwise advised. This problem has resulted in several complaints and on whole reflects the inefficiency of the operations area and thus causes the customers to be dissatisfied with the services offered. There are a lot of factors causing off - loading and many implications that are tagged with it and thus with this scope in mind, the researcher will try to identify and discuss at length the problems faced as a result of off - loading.

1.1 RESEARCH OBJECTIVES

In line with the problem statement given above, there are a few objectives that the researcher hopes to achieve when carrying out the research regarding the