## A STUDY ON NEW CONSOLIDATION SERVICES IN UNITED SEINO TRANSPORTATION (MALAYSIA) SDN. BHD.

### PREPARED BY AHMAD QAHAR BIN YUSOFF 91413578

# ADVANCED DIPLOMA IN BUSINESS ADMINISTRATION (TRANSPORT) MARA INSTITUTE OF TECHNOLOGY SHAH ALAM SELANGOR DARUL EHSAN

MAY 1996

### ACKNOWLEDGMENT

I would like to express my special thanks to my advisor, Puan Norlida Abdul Hamid for her guidance, advice, ideals and suggestion throughout the course of preparing this thesis.

My sincere appreciation and thanks to United Seino Transportation (Malaysia), Operation Manager, En. Sallehuddin, for the help and guidance rendered during the course of my research. Thank are also due to all United Seino Transportation employees especially En. Nazri, En. Kamarul, En. Harun, En.Syed, En.Zaharin, Yang Mulia Tengku Saiful, Pn. Suraya, Pn. Rohana, Cik Siti, Cik Anisah, Cik Lina and those whose help have made this thesis possible.

Last but not least, I am most greatful to my family, freinds and course mates whose support and encouragment had motivated me to complete this task.

Thank You

#### ABSTRACT

Among the purpose of this research is to study overall performance of the United Seino Transport (Malaysia) Sdn. Bhd in implementing a new consolidation services. This research attemps to find ways in providing efficient consolidation services and at the same time minimizing the total distribution cost.

Since prompt delivery is a main key to be a reliable transporter in a competitive market, it is important that the new consolidation services is well scheduleled with a proper planning of manpower especially driver in order to give reliable, punctual and efficient services.

Comparison are also made between different transporter to find out either the transportation rates imposed by UST is in the same range or standard as imposed by other transporter.

This study is also done to analyze the UST's trucks capacity in order to cope with customer order. From here, we can know either the existing UST's trucks is adequate with the demand or UST have to use outside trucks if the demand exceed the company capacity

Table of Contents				
Confid	entialit		Í	
Confidentiality Acknowledgment				
List of Abbrevations				
List of Tables				
List of Chart				
Listt of Figure				
Abstract				
Table 4	of Cont	ents		
	*			
Chapt	er Qne	: Introduction		
1.0	Backg	round of United Seino Transportation (M) Sdn. Bhd	1	
1.1	UST (	M) Sdn. Bhd - The Origins	2	
1.2	The Kangaroo Symbol			
1.3	The Management			
1.4	Туре	of Service	5	
	1.4.1	Consolidation Service	5	
	1.4.2	Charter Service & Monthly Rental	5	
	1.4.3	Warehouse	6	
	1.4.4	Distribution Centre	6	
	1.4.5	Removal	7	
	1.4.6	International Freight Forwading	7	
1.5		s Configuration	8	
1.6	The Facilities and Support System			
1.7	UST - "At Your Service"			
***		AND A COMPANION	10	

Chapt	ter Two	: Proposal	
2.0	Background of Study		
2.1	Consolidation Services		
2.2	Objectives of the Study		
2,3	Problem Statements		
	2.4.1	Manpower	15
	2.4.2	Facilities	- 16
	2.4.3	Vehicle	16
	2.4.4	Transportation Rates	17
2.5	Hypot	heses	18
2.6	Scope and Limitations of the Study		
	2.6.1	Organisational Limitations	19
	2.6.2	Implementation Procedures	19
	2.6.3	Internal Factors	19
	2.6.4	External Factors	20
	2.6.5	Time Period	20
2.7	Literat	ture Review	21
2.8	Methodology		
	2.8.1	Collection of Primary Data	24
	2.8.2	Collection of Secondary Data	24
2.9	Data Analysis Techniques		
	2.9.1	Presentation	25
	2.9.2	Classics Time Series	25
	2.9.3	Regression Model	25
Chapte	er Thre	e : Findings and Analysis	
3.0	Operation Procedure For New Consolidation Services		
	3.0.1	Destination	26
	3.0.2	Movement Planning and Truck Allocation	26
	3.0.3	Cargo Handling	28