

***THE QUALITY OF SERVICE STANDARD
IN MASKARGO CLAIM SECTION***

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ABSTRACT

MASKargo Claim Section deals in solving and handling of claims from the claimants if delayed, damaged or loss of consignment occurs. The procedure and handling of claims that are used by MASKargo Claim Section are based on the Resolutions Recommended by IATA but the implementation by them does not reach the requirements of high quality service under the guidelines of ISO 9000.

Chapter 1 looks into the current situation in MASKargo Claim Section and the activities done by them. Chapter 2 explains the whole scenario on the procedure of handling claims for MASKargo Claim Section from the time a claimant lodges a claim until the case is settled.

Chapter 3 discusses on the findings of the factors that affects the quality service standard in MASKargo Claim Section. While in the last chapter which is the analysis and the conclusion, discusses the result from the findings and the recommendations of how a MASKargo Claim Department (Headquarters) should be set up.

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