A FEASIBILITY STUDY TO COMPUTERIZE CONTAINER CONTROL SYSTEM FOR HIGH QUALITY PERFORMANCE AND IMPROVE CUSTOMER SERVICE

BY:

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ABSTRACT

This thesis is an investigation into the method of how the container movements is presently controlled by Container Agencies Sdn Bhd. It attempts to identify the flow or the process of the present situation and also the problems which are faced by the operators in using the conventional T-board system.

In addition, it studies the reasons of the problems of how does the agencies keep track of the containers movements, are the containers being utilized efficiently, what are the ways to indicate the container's status whether it is available, laden, damage or repair or off hire of those leases containers.

The study also looks at the possibility of overcoming the difficulties faces by the operators by using a computer network system, whether it is feasible or not to be implemented in the company.

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