

MKT 650 - 105



A STUDY ON CUSTOMERS PERCEPTION ON
LOGISTIC SERVICES BY MULTIMODAL
FREIGHT SDN BHD

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SEPT 2001

DECLARATION OF ORIGINAL WORK



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Hereby, declare that:

- This work has not previously been accepted in substance for any degree, locally or overseas, and is not being concurrently submitted for this degree or any other degrees.
- This project-paper is the result of my independent work and investigation, excepts where otherwise stated.
- All verbatim extracts have been distinguished by quotation marks and sources of my information have been specifically acknowledged.

Signature:

Date: 30.9.2001

ACKNOWLEDGEMENT

Assalamualaikum WBT...

By the name of Allah SWT Al Mighty Generous and Al Mighty Merciful.

His blessing and Goodness for giving me the strength to wrap up my research paper on “ A Study on Customer’s Perception on Logistic Services By Multimodal Freight Sdn Bhd (MMFSB)”, which was done at the company.

First and foremost a special thank to Prof. Madya Farok Zakaria, my advisor for this report, for his support, encouragement, guiding me through his ideas and advises also constructive criticism throughout the preparation of this report. Very deepest thanks also to Dr Razali Shahul Hameed, BBA Hons (Marketing) Program Tutor of MARA University of Technology Terengganu, for all invaluable knowledge and support.

My utmost gratitude and sincere thanks to the officers and staff of the MMFSB, especially to the Headquarters (Subang Jaya), for giving me the permission in allowing me to make a practical training for 3 months and had given me much experience on the logistics services aspect of marketing. I found this experience is useful in making me understand regarding the issue. This thank owing to:

- Encik Baharin Tahir, *Chief Executive Officer of MMFSB*
- Encik Ramlee Hussin, *Assistant General Manager (Operation) of MMFSB*

1.1 BACKGROUND OF STUDY

1.1.1 *Company Background*

Multimodal Freight Sdn Bhd (MMFSB) is a wholly subsidiary of Keretapi Tanah Melayu (KTM Berhad), the national railway company. Incorporated in 1988, the company was initially involved in freight forwarding activities mainly of KTM Bhd's import rolling stocks, rails, spares and others. These activities were subsequently extended to other Malaysian exporters and importers for both air and sea shipments.

Other transaction related activities such as container yard and warehousing services and road and rail transportation were brought on stream to cater to growing customer's demand. In 1990, the Malaysian Government improved laden container haulage license and Multimodal Freight Sdn Bhd became one of the government approved container truckers in Peninsular.

In addition, lately has been appointed as an approved Government Forwarder (Multimodal Transport Operator Kerajaan) to enable them to undertake government procured shipment ex. Overseas. Today, Multimodal Freight Sdn Bhd (MMFSB) operates from eight locations nationwide and one in Singapore, offering customers a variety of Multimodal transportation and logistics services.

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