

"LOGISTICS CUSTOMER SERVICE :

AN ANALYSIS REGARDS TO
IMPLEMENTATION OF
ORDER PROCESSING IN
SHAPADU KONTENA BERHAD"

A GRADUATION EXERCISE
SUBMITTED AS A PARTIAL FULFILMENT
OF THE
ADVANCED DIPLOMA IN BUSINESS ADMINISTRATION
(TRANSPORT)

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EXECUTIVE SUMMARY

SHAPADU KONTENA BERHAD has been around for the past 25 years. SHAPADU KONTENA BERHAD matured with age to become one of the most stable and influential Bumiputra company in the country. SHAPADU KONTENA BERHAD has also grown extensively with branches throughout the country, which offer integrated services.

To be one of the major players in the transport industry is a heavy load to bear, it means to prepare an extensive system and procedures to deal with many problems and pressure's coming from within and outside the company.

As one of the company which is involved in the import and export market, it definitely has to have a proper system and policy which serves as a guideline to smoothen the flow of it's operation.