





## ACKNOWLEDGEMENT

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## TABLE OF CONTENT

Description	Page
<b>ACKNOWLEDGEMENT</b> <b>LIST OF TABLE</b> <b>LIST OF FIGURES</b> <b>LIST OF ABBREVIATIONS</b> <b>LIST OF DEFINITION OF TERMS</b> <b>ABSTRACT</b>	vi vii ix x xi xii
<b>CHAPTER 1: INTRODUCTION</b>  <b>1.1 BACKGROUND OF STUDY</b> <b>1.2 PROBLEM STATEMENT</b> <b>1.3 RESEARCH OBJECTIVES</b> <b>1.4 SCOPE OF RESEARCH</b> <b>1.4.1 Place / Area of the Study</b> <b>1.4.1 Target Group of the Study</b> <b>1.4.2 Period of the study</b> <b>1.5 SIGNIFICANCE OF STUDY</b> <b>1.5.1 The Researchers</b> <b>1.5.2 The Students</b> <b>1.5.3 The Organization</b> <b>1.6 LIMITATION OF STUDY</b> <b>1.6.1 Coverage</b> <b>1.6.2 Time Constraint</b> <b>1.7 RESEARCH QUESTION</b>	1  1 3 4 5 5 5 5 6 6 6 6 7 7 7 8
<b>CHAPTER 2: LITERATURE REVIEW AND THEORETICAL FRAMEWORK</b> <b>2.1 LITERATURE REVIEW</b> <b>2.1.1 Introduction</b> <b>2.1.2 Supply Chain Management</b> <b>2.1.3 Plan</b> <b>2.1.4 Source</b> <b>2.1.5 Make</b> <b>2.1.6 Deliver</b> <b>2.1.7 Customer Satisfaction</b>  <b>2.2 THEORETICAL FRAMEWORK</b>	9  9 9 9 11 12 13 14 14  16

<b>CHAPTER 3: RESEARCH METHODOLOGY</b>	17
<b>3.1 RESEARCH DESIGN</b>	17
<b>3.2 TARGET POPULATION / SAMPLE SIZE</b>	17
<b>3.3 RESEARCH SAMPLE</b>	17
<b>3.4 DATA COLLECTION METHOD</b>	18
<b>3.4.1 Primary Data</b>	18
<b>3.4.2 Secondary Data</b>	18
<b>3.5 QUESTIONNAIRE DESIGN</b>	20
<b>3.6 TOOLS FOR ANALYSIS</b>	20
<b>CHAPTER 4: FINDINGS AND DATA ANALYSIS</b>	21
<b>CHAPTER 5: CONCLUSION</b>	51
<b>CHAPTER 6: RECOMMENDATION</b>	53
<b>CHAPTER 7: REFERENCES</b>	54
<b>CHAPTER 8: APPENDICES</b>	56



## ABSTRACT

Recent years, Supply chain management (SCM) becomes more important in business competition. It is a major component of strategy to enhance organizational productivity and profitability. Transparency in supply chain management operation and collaboration is very important for success and help business in its journey towards global championship. Nowadays, the organizational performance measurement pertaining SCM has been received attention from researcher and practitioners. In this study, the researcher will measure the efficiency of supply chain based on the four phase activities processes: (i) plan; (ii) source; (iii) make; and (iv) deliver. Each of these phases has their measures to discuss (Stewart, 1995; Gunasekaran *et al.*, 2001; Gunasekaran & Ngai, 2004). The supply chain management measurement aims for improved customer satisfaction and hence for overall competitiveness in Oil and Gas Company for a global market.