

AN EVALUATION OF TRANSPORTERS'  
SERVICE PERFORMANCE IN NUPRO

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## ABSTRACT

This research is an attempt to put together experience and knowledge that I have gained in MARA Institute of Technology and in Nutritional Products (M) while doing my practical training for more than 6 months.

I have devoted a chapter explaining the company's background and main distribution activities which concentrates on local distribution of NESTLE's products.

The problems and causes of offences committed by contract-hired transporters are also analysed.

Three methods of appraisal are explained separately, highlighting the performance Appraisal which is discussed thoroughly.

The evaluation methods on Performance Appraisal are suggested in Chapter IV where 3 methods of evaluation are illustrated in detail.

An application of one of the methods suggested is shown in Chapter V.

In the concluding Chapter, the summary of the results obtained in previous Chapters is included. A few recommendations which perhaps could improve the work performance are also suggested.

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