

**A FEASIBILITY STUDY ON EXPORT OPERATION OF EAC
TRANSPORT AGENCIES (M) SDN. BHD.**

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ABSTRACT

This thesis has been written for practical overall understanding of export documentation and activities in EAC Transport Agencies (M) Sdn. Bhd .. It is intended not only for academic purposes but also for the company reference.

The opportunity has been taken to identify the export procedures , documentation process, types of the documentation and other export activities of the company. EAC Transport is trying to improve their export operation -to ensure that they can reduce the time and cost involved .

Method being used for data collection under this study is through observation and secondary data. From the study , several problems in the export operation of the company have been identified. The problems are:

1 . Manual Documentation

- The process of the documentation is slow due to the manually handling of the document.

2 . Haulier

- Haulier is slow in sending empty container(s) to the shipper.
- Haulier is slow in pulling back the laden container(s) into the container yard (CY).

3 . Staff Working System

- Gathering of sets of documents that have different closing time. This method result to unorganized handling of documents.
- Submitting the documents to the customs were not monitored by the staffs . This result to late in receiving the processed documents due to not monitoring the documents process.

- The staffs could not submit or collect documents went its rain due to not being equipped with raincoats.

4 . The Nature Of The Job

- Stress and pressure faced by the staffs due to the problems made by the shippers, haulier and too many documents being handled.

The recommendations given in this study are:

1 . Implementation Of Electronic Data Interchange (EDI).

- Introducing of EDI in export operation will result in faster and well organise of documentation process .

2 . Haulier And Shipper.

- Close relationship / good rapport with the haulier's operation division will result in first priority in sending and pulling back empty and laden container(s) by the haulier.
- Merging of the haulage companies will result an increasing of efficiency in the container haulage sector.
- Sending of EAC Transport's expert or suggestions made by him to the shipper in making the requested container(s) to be fully utilized.

3 . Staff Working System.

- All documents that have been prepared should be process at once .
- The staffs should monitor the documents that are being process by the customs.
- Supplying raincoats to the staffs .

4 . The Nature Of The Job

- Prepare the relevant documents earlier even if there are no booking being made yet.
- Close relationship / good rapport with the haulier .
- Introducing several strategies to reduce stress and pressure faced by the staffs.

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