

**THE STUDY OF LEAD TIME FOR SHIPMENTS OF GOODS TO SABAH
AND SARAWAK FROM THE STAGE OF INDENT TO THE STAGE OF
DEPARTURE OF CONTAINERS FROM THE WAREHOUSE OF COLGATE-
PALMOLIVE MALAYSIA.**

**A GRADUATION EXERCISE SUBMITTED TO THE SCHOOL OF
BUSINESS AND MANAGEMENT IN PARTIAL FULFILMENT FOR THE
ADVANCED DIPLOMA OF BUSINESS ADMINISTRATION (TRANSPORT)**

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ABSTRACT

The main aim of this study is to establish the lead time or the time taken for shipments of goods to East Malaysia from the point of indent to the departure of containers from Colgate-Palmolive warehouse. The study consist of five stages, ie Stage 1 : Receival of indent, Stage 2 : Allocation of products to containers, Stage 3 : Arrival of containers, Stage 4 : Stock Availability and Stage 5 : Departure of containers from Colgate-Palmolive warehouse.

The observation are done on the total number of 40 containers where the first 20 containers are observed with priority to their loading time and the remaining 20 containers observed interms of the total time spent at the Colgate-Palmolive warehouse. The study is confined to products with destinations to Sabah (Kota Kinabalu, Tawau, Sandakan and Labuan) and Sarawak (Kuching, Sibul and Miri).

The process and informations of every stage as mentioned above are available in Chapter 3. The findings in Chapter 3 outlined the problems of product allocation into containers and calculation of Stuffing List, the supply of manpower (the shipping manager) and his list of duties, the availability of stocks, the reliability and availability of containers and prime mover hauliers, the loading and retrieval of stocks, positioning of products in the warehouse, forklift trucks and drivers and finally the summary of the whole findings which the result of the total time spent for shipments to East Malaysia is included.

Chapter 4 comprises of suitable recommendations and suggestions relating to the findings in Chapter 3. The utilization of Automated Date Collection may help in simplifying the allocation of products into containers. Calculation of Stuffing List should be done as neat as possible while the result of the manpower study revealed the obvious need of an assistant to the present shipping manager for East Malaysia.

Despite the availability and reliability of stocks, containers and prime mover hauliers, there are some weakness points that can be rectified by implementing certain measures. Some of the suggested storage layout is recommended in the positioning of products while the need of a specific forklift truck and driver for East Malaysia shipments is highlighted in this particular chapter. Lastly, the famous measures of quality control based on the KAIZEN Concept is explained as the last part of Chapter 4.

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1.0 INTRODUCTION : AN OVERVIEW

1.1 INTRODUCTION

For decades, Colgate-Palmolive has the reputation of being a manufacturer of quality products. Dental cream, soaps, detergents, shampoo and haircare products are made from local and imported goods. The company commands leading market positions which are built upon the commitment to producing quality products as well as providing the highest level of customer satisfaction.

Colgate-Palmolive Malaysia is a subsidiary of Colgate-Palmolive Company, a New York based multinational that operates in over 65 countries and employs in excess of 30 000 people. In 1984, Colgate welcomed a new partner in Permodalan Nasional Berhad.

The company manufactures and market oral care and household care products which are marketed throughout Malaysia. The products are also exported to countries such as Brunei, Papua New Guinea and Hong Kong. Recently, Colgate expanded its export market to a new destination, Saudi Arabia.

The history of Colgate-Palmolive Company began in 1806 when William Colgate founded a small soap and candle making in New York, USA. Colgate was then producing a uniformly shaped cake of white soap with pleasant fragrance which became very popular with women. In 1928, Colgate merged with the Palmolive Company, maker of the popular Palmolive soap. The Palmolive Company had earlier merged with Peet Brothers, making the merger to be known as Colgate-Palmolive-Peet. The present corporate name was adopted in 1953. Since then Colgate-Palmolive has expanded internationally, developing, producing and marketing household and personal care products.