



FACTORS THAT CONTRIBUTES TO THE ON TIME  
DELIVERY PERFORMANCE OF HICOM DIECASTING  
SDN BHD, SHAH ALAM

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## DECLARATION OF ORIGINAL WORK



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### “DECLARATION OF ORIGINAL WORK”

I, NURSYAHIDA BTE ROSLI, (I/C Number: 870911235126)

Hereby, declare that,

- This work has not previously been accepted in substance for any degree, locally or overseas and it not being concurrently submitted for this degree or any other degrees
- This project paper is the result of my independent work and investigation, except where otherwise stated.
- All verbatim extracts have been distinguished by quotation marks and sources of my information have been specifically acknowledged.

Signature: \_\_\_\_\_

Date: 3 May 2010

## LETTER OF SUBMISSION

3 May 2010

The Head of Practical Training Program  
Universiti Teknologi MARA  
110 Off Jalan Hang Tuah  
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Dear Madam,

### SUBMISSION OF PROJECT PAPER

Attached is the paper entitled "FACTORS THAT CONTRIBUTE TO THE ON TIME DELIVERY PERFORMANCE OF HICOM DIECASTING SDN BHD, SHAH ALAM" to fulfill the requirement as needed by the Faculty of Business Management, Universiti Teknologi MARA.

Thank you

Yours sincerely

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## **ABSTRACT**

According to the topic chosen, on time delivery (OTD) is one of the key performance indicators (KPI) of the Hicom Diecasting, Shah Alam. Research objectives for this study undertaken are to identify the most frequent evaluations of dependent variables, to identify the ranking evaluation on the independent variables, identify the major contributors for of non on time delivery and to recommend improvement or solutions in this research. The scope of the study is mainly focusing on the evaluation of implementation to reduce non on the time delivery of production department, Hicom, Shah Alam.

A set of questionnaires was distributed to the respective respondents. Several factors that being discussed in this research are demographic, 4M elements that contribute to the performance of on time delivery which are Manpower, Material, Machine and Method. The data is analyzed using descriptive analysis, frequency, and coefficients of Statistical Package for Social Sciences (SPSS).

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