

A STUDY ON WAREHOUSE MANAGEMENT SYSTEM
AT NORTHPORT CONTAINER TERMINAL IN PORT KLANG

A GRADUATION EXERCISE SUBMITTED AS A PARTIAL
REQUIREMENT OF THE ADVANCED DIPLOMA IN
BUSINESS ADMINISTRATION (TRANSPORT)

BY :

NOR FADZILAH BT. MOHD TAIB

89351187

MAY 1993

ACKNOWLEDGEMENT

First and foremost, I wish to express my sincere gratitude and appreciation to my advisor, Encik Zaini Abdullah for his valuable suggestions, motivation and who has patiently guided me in completing this graduation exercise.

I also would like to extend my appreciation to my supervisor, Encik Abdul Haris Zakaria for his valuable comments, advice and for the many hours he freely spent with me discussing matter pertaining my graduation exercise.

To Puan Norzila, Cik Shahariah, Cik Suhana, Encik Imran Anis and the staffs at NCT Warehouse, my thanks for assisted me, and for all the staffs at NCT, thank you for your support.

For my former classmates, Su, Gee and Shimah; thank you for your support and I'll cherish the memories during our stay together in Port Klang.

Finally, for my parents, Mohd Taib Kidam and Fatimah Abdullah, my gratitude for your love and understanding.

Thank you.

Nor Fadzilah bt. Mohd Taib

TABLE OF CONTENT		PAGE
ACKNOWLEDGEMENT		i
TABLE OF CONTENT		ii
LIST OF TABLES		v
LIST OF FIGURES		vi
LIST OF MAPS		vii
LIST OF PHOTOGRAPHS		vii
LIST OF ABBREVIATIONS		viii
CHAPTER ONE	<u>INTRODUCTION</u>	
1.1	INTRODUCTION	1
	1.11 WAREHOUSING AND MANAGEMENT FUNCTION	3
	1.12 ADMINISTRATION	3
	1.13 BILLING AND INVOICE	7
	1.14 SUGGESTION OF WAREHOUSE COMPUTER SYSTEM	7
1.2	THE PURPOSE OF THE STUDY	9
1.3	OBJECTIVES	9
1.4	PROBLEMS STATEMENT	9
1.5	METHODOLOGY	10
1.6	SCOPE AND LIMITATION	10
2.0	<u>WAREHOUSE OPERATIONS</u>	
2.1	INTRODUCTION	11
2.2	DEPOT OPERATION	12
2.3	HAULAGE DEPARTMENT (NCH)	15
2.4	WAREHOUSE ACTIVITIES	15
2.5	WAREHOUSE PERFORMANCE: AN ANALYSIS	21
	2.51 METHODOLOGY	23
	2.52 FINDINGS	23
	2.53 RECOMMENDATIONS	25
2.6	ANALYSIS ON WAREHOUSE THROUGHPUT	26
2.7	CONCLUSION	31

3.0	<u>WAREHOUSE AND MANAGEMENT FUNCTION</u>	
3.1	INTRODUCTION	32
3.2	WAREHOUSE PRINCIPAL'S FUNCTION	32
3.3	MANAGEMENT FUNCTION	34
3.4	WAREHOUSE MANAGEMENT	35
	3.41 THE FUNCTION OF ASSISTANT	36
	3.42 THE FUNCTION OF STOREKEEPER	38
	3.43 THE FUNCTION OF THE TALLY CLERK	38
3.5	PRACTICAL SUPERVISION OF THE WAREHOUSE	39
3.6	THE MANAGERS RESPONSIBILITIES	39
3.7	CHECKING AND CONTROL	40
3.8	CONCLUSION	42
4.0	<u>ADMINISTRATION</u>	
4.1	INTRODUCTION	43
4.2	THE ROLE OF THE OFFICE	44
4.3	OFFICE LAYOUT	45
4.4	SUGGESTION	48
4.5	FILING	50
4.6	DOCUMENTS FLOW IN NCT WAREHOUSE	51
4.7	BILLING PROCESS	54
4.8	SUGGESTION OF OTHER DOCUMENTS USAGE	56
4.9	CONCLUSION	60
5.0	<u>SUGGESTION OF OTHER WAREHOUSE COMPUTER SYSTEM</u>	
5.1	INTRODUCTION	61
5.2	THE CHARACTERISTICS OF A COMPUTER	62
5.3	OVERVIEW OF A COMPUTER SYSTEM	63
5.4	OVERVIEW OF EDP DEPARMENT IN NCT	66

1.0 INTRODUCTION

1.1 INTRODUCTION

Northport Container Terminal (NCT) started its business in September 1989 with 12 acres in area to be used. Today, this area was expanded to 25 acres in area. At present the company offers the following services to the container industry :-

- storage
- cleaning
- tank cleaning
- maintenance and repair
- empty container transportation
- stuffing and unstuffing
- warehousing

This study will look at the warehouse management in NCT. NCT started warehouse and container freight station (CFS) operations in January 1992. NCT warehouse is located in Northport, Port Klang and 0.5 km from Klang Container Terminal (KCT). NCT has two buildings which are used as warehouses. One is an old building and the other one is the new building.

The old one is used to store big, unfragile or inexpensive goods such as timber, drums and chemical goods. The new warehouse is used to store small items, fragile or