



## **NEW PRODUCT DEVELOPMENT ON SMART PARCEL MANAGEMENT MACHINE**

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**Faculty** : FACULTY OF COMPUTER AND MATHEMATICAL SCIENCE

**Program** : BACHELOR OF SCIENCE (Hons.) MANAGEMENT MATHEMATICS

**Program Code** : CS248

**Course** : TECHNOLOGY ENTREPRENEURSHIP

**Course Code** : ENT600

**Semester** : 6

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**Submission Date:**  
**1<sup>st</sup> JUNE 2020**

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## **EXECUTIVE SUMMARY**

In improving and upgrading the parcel management system, one machine have been specially designed for courier services' customers named as smart parcel management machine. Smart parcel management machine is the technology solution for the current problems that always occurs in the manual parcel management system at counter. Most importantly, smart parcel management machine is a machine that provide the automatic system for the consumers so that the customers does not need to go to the counter for manual services by employees. As one of the latest parcel management system, special features and system was provided in one machine which are automatic weighting system, automatic parcel payment system, computerized system and bubble wrap system for fragile items. In addition, this machine will decrease the time consuming for the customer's waiting time that have to wait for the services. This machine also can synchronize the parcel payment based on the actual weight of the items and the lack of synchronization issues can be overcome. Besides that, the computerized system also make the operation run more smoothly because it do not require the customer to write the information at parcel information slip but the customer just need to key in the information and the machine will print it. Moreover, smart parcel management machine also provide the bubble wrap system that serve the bubble wrap to the customer that need for their fragile items and the customer does not need to worry the safety to deliver their fragile items to the receiver.

## 1.0 INTRODUCTION

Nowadays, the rapidly growth of online selling influence the daily economies. Various types of product that involve in online selling such as clothes, car modification items, fast foods and house equipment. People also like to purchase online items because it is easier and save time. At home also people can buy things that they want than went to shop. There are many courier services in Malaysia that serves delivering goods from seller to their customers such as J & T Express, City-link Express, Nationwide Express and Pos Laju Malaysia. However, the courier services have to with deal several problems before deliver process happen. It is due to the rapid development, it has become a trend of using technology as a medium in various purpose especially in management process. Therefore, in this report we came out in establishing a company with an idea as settlement of the few problems that happen in delivering item process which is a machine that are specially designed to take over the parcel management system. This company tried to accomplish with several remedies to the issues that the courier services in Malaysia deal with during the managing the parcel system.

### 1.1 Company Background

#### 1.1.1 Company's Name

Schnell Corporation is the one of the company that have been develop to prevent the customer's problems with courier services. The word "Schnell" is from the German word that mean fast. This company target to provide the fast and overcome the problem that issues in the manual system before. The manual system will increase the customer's waiting time that make the customers late for their other business matter. The increase in online selling in the current market is require the automatic system replace the manual system in the market. Schnell Corporation will provide the fast services using automatic system conducted by machine and will increase the customer satisfaction level toward the services.

serve the bubble wrap for fragile item and computerized system for parcel information. Since that system is needed by the customer, it can gain profit to the company. It believe that kind of system provided by one machine can overcome the customer's problem and user friendly.

### 2.3.2 Product Design and Features

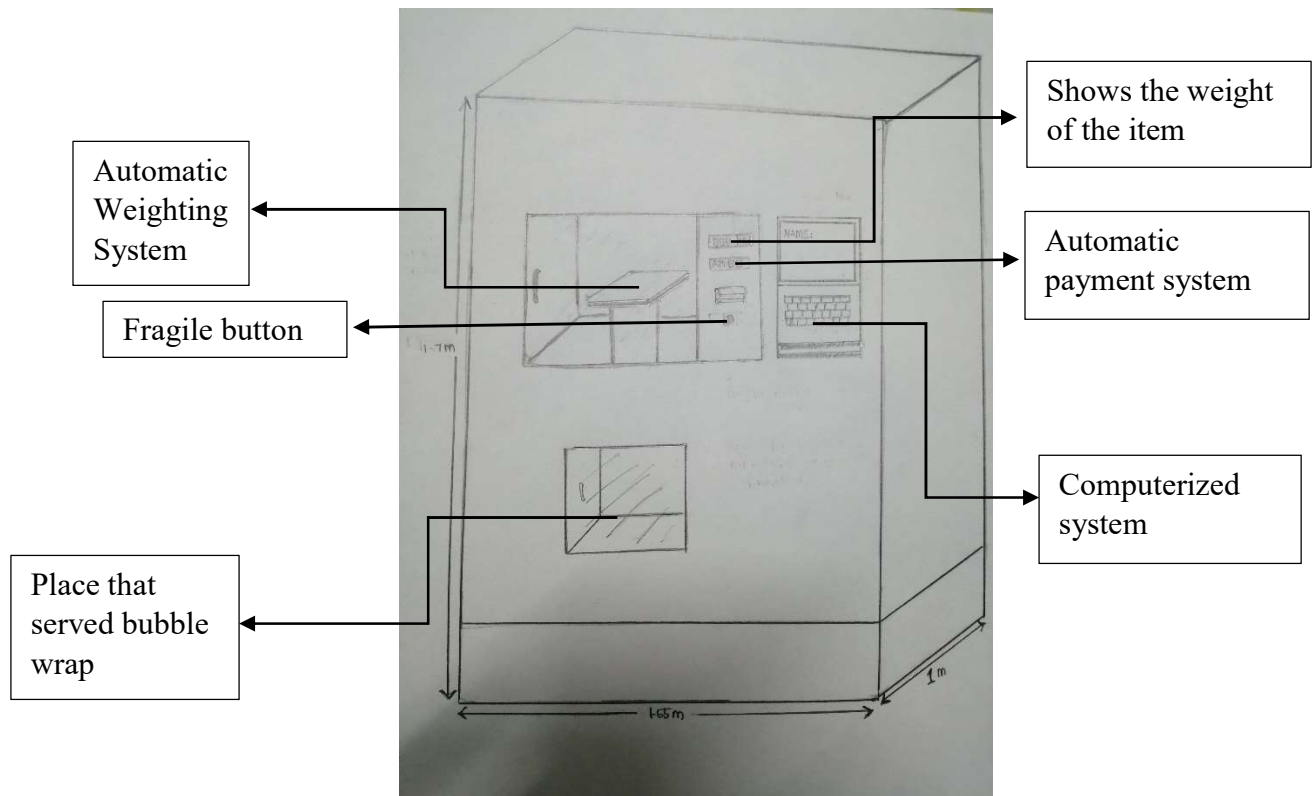


Figure 1: Design of smart parcel management machine

This smart parcel management machine is the machine that have been upgrade from manual system of the parcel management that exist in current market to automatic system that will take over the work in the system. These upgrading system make the customer easier to manage their parcel before delivery process and easy to use by the user. This machine have the automatic weighting system that will shows the actual weight of the customer's item. The automatic payment system based on item weight also been provided by this machine that can synchronize the payment needed by the customer. Moreover, the computerized system that will change the manual system from customer need to write the information at the slip that provided by courier services to printed slip. The customer just