

**A STUDY ON THE IMPORT AND EXPORT OPERATION OF SASA
AIRCARGO EXPRESS SDN. BHD. IN THE FREE COMMERCIAL ZONE,
KUALA LUMPUR INTERNATIONAL AIRPORT, SEPANG.**

AZIZUDDIN BIN ABD. MALIK

95680721

A Graduation Exercise Submitted To
The Faculty of Business And Management
Mara Institute Of Technology, Shah Alam, Selangor,
As A Partial Fulfillment Of The Requirement
For Bachelor Of Business Administration
(Transport)

MARCH 1999

ACKNOWLEDGEMENT

The assistance and encouragement of many people is required in the completion of this study. I would like to express my very special thanks to my advisor, Puan Rohani Ibrahim for her guidance, advice and support.

I would also like to thank Mr Arif Abdullah (General manager of SASA Aircargo Express), Mrs Siti Hendon (Operation Manager) , Mr. Charles Megam (Finance Manager), Mr Fadzireeen Lau (Marketing Manger), Mr Johnny, (Operation coordinator) , and all SASA's family for all their kind help and assistance during my term with SASA.

To all my beloved friends, I really appreciate your support and given me encouragement to accomplish my thesis.

Thank You.

AZIZUDDIN BIN ABD. MALIK

ABSTRACT

Freight forwarding play an important function in the international trade. It ensures all goods be moved right from the doorstep of the manufacturer and finally to the doorstep of the user in the most practical and economical manner. This thesis discusses about the import and export operation of SASA in Free Commercial Zone. This study is to examinee the major problems faced by SASA operation department in their daily operation. Interviewing, observation had been carried out to collect data and get clear picture of problems. Several problems had been identified during the study such as inefficient communication device in truck, inadequate manpower and unskilled staff

In order to curb the problem, recommendations have been made. The management should review the company's operation especially in reducing the communication breakdown among the department in SASA. Furthermore, systematic and well organize work procedures in every activities will help the company to achieve goals.

TABLE OF CONTENTS

	PAGE
◆ Acknowledgement	i
◆ Confidentially	ii
◆ Abstract	iii
◆ List of charts	iv
◆ List of figures	v
◆ List of appendices	vi
◆ List of abbreviations	vii

CHAPTER ONE

1.0	INTRODUCTION	1
1.1	Background of the study	3
1.2	Objectives of the study	4
1.3	Scope and limitation	5
1.4	Problem statements	6
1.5	Methodology	7
	1.5.1 Primary data	7-8
	1.5.2 Secondary data	9
1.6	Literature review	10-13

CHAPTER TWO

2.0	BACKGROUND OF THE COMPANY	14-15
2.1	Organizational structure	15-17
2.2	Scope of services	18-20
2.3	SASA objectives	20-21
2.4	Track record of projects handled	24
2.5	Transport facilities	25

CHAPTER THREE

3.0	FINDINGS AND ANALYSIS	26
3.1	Free Commercial Zone, KLIA, Sepang	26-32
3.2	Company current operation in FCZ, KLIA	33
3.2.1	Warehouse and transport department	33-34
3.2.2	Import department	34-43
3.2.3	Export department	44-56
3.3	Problems in SASA operation department at KLIA	57
3.3.1	Communication device for the import, export staff and driver	57-66
3.3.2	Shortage of manpower and skill workers	67-74
3.3.3	Staff welfare	75-78