

A CASE STUDY OF MALAYSIA AIRLINES (MAS)
B737-400 DOMESTIC ROUTES TURNAROUND
ACTIVITY ADHERENCE TO MALAYSIA
AIRLINES (MAS) TURNAROUND
PRECISION TIMINGS.

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

PREPARED BY
MIMI MENDORA BT MUSHARDIN
ADVANCED DIPLOMA IN BUSINESS ADMINISTRATION
(TRANSPORT)
SCHOOL OF BUSINESS AND MANAGEMENT
MARA INSTITUTE OF TECHNOLOGY
SHAH ALAM
SELANGOR DARUL EHSAN

MAY 1996

TABLE OF CONTENTS

	Page
Confidentiality	I
Acknowledgement	II
List of Abbreviations	III
List of Tables	IV
List of charts	V
Abstract	VI

Table of contents :

Chapter One :

1.0 Background Of The Study	1
1.1 Problem Statement	1
1.2 Research Objectives	2
1.3 Literature Review	3
1.4 Research Design	8
1.5 Unit Of Analysis	10
1.6 Scope And Limitations	10
1.7 Hypotheses	11

Chapter Two :

2.0. Theories	12
2.1. Malaysia Airlines (MAS) Background	12

2.2. Customer Services Division	15
2.3. Aircraft Turnaround Time	17

Chapter Three :

3.0. Findings And Data Analysis	36
3.1. Comparison Between Actual Turnaround Performance With Malaysia Airlines (MAS) standard	38
3.2. B737-400 Domestic Delay Report At Kuala Lumpur Airport (KULAP)	62
3.3. B737-400 On Time Reliability	70
3.4. Conclusions	80

Chapter Four :

4.0. Recommendations	81
4.1. Passenger Boarding And Disembarkation	81
4.2. Catering	82
4.3. Cargo Loading And Unloading	83
4.4. Pushback Power Unit	84
4.5. Ground Handling Agent	85
4.6. Ground Handling Joint Venture	86

Chapter Five :

5.0. Conclusions	87
------------------	----

ACKNOWLEDGEMENT

I have enjoyed in preparing this thesis as a requirement for my graduation exercise. First and foremost, I would like to express my appreciation to Puan Rohani Ibrahim, my advisor for her guidance and professionalism in helping me to mold this thesis into a finished product.

I am also greatly indebted to Mr. Nik Abdul Hafiz, Operations Planning Controller who had professionally assisted and advised me in the completion of this thesis.

I would also like to extend my gratitude to all Customer Services Terminal 2 and 3 staff namely, Mr. Shariffudin (Customer Services T2 and 3 Manager), Mr. Soosai (Customer Services T2 and 3 Controller), Hj. Dahari (Customer Services T3 Executive) and Hj. Shamsudin (Customer services T3 Administrator). Thank you for the cooperation, time and information towards completion of this thesis.

Lastly, not to be forgotten, my special thanks are also dedicated to my beloved family and friends who had kindly being patient, supportive and encouraging.

ABSTRACT

The provision of efficient and cost effective ground handling services is a competitive and demanding business. Before an aircraft depart or arrival, there is a heavy concentration of activity on and around the ramp. in a race against the clock, a set of standard procedures and instructions are essential to ensure on time departure. Present available resources of labour, equipment and materials must be optimized in order to accord the turnaround standard specified.

From the study conducted, it indicates that proper coordination and control amongst Operating Departments in completing the turnaround activities are essential to lead to an appreciable maximisation of the usage of the aircraft capacity as well as on groundtime savings.

The reduction of groundtime standard enables more aircraft to be utilized for flying operations, thus generating more revenue. By doing so, there could be a lacking of quality in turnaroun services which could also has an effect on Malaysia airlines (MAS) as a whole.