

THE ANALYSIS OF SHIPPING ACTIVITIES/PROCESS
DUE ITS FUNCTION ON IMPORT, EXPORT,
DUTY IMPORT AND SALES
TAX EXEMPTION
FOR
TELEDATA SDN. BHD.
(SUBSIDIARY OF SAPURA HOLDINGS SDN. BHD.)

BY

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ABSTRACT

There are two objectives of this study. First, is to analyze the problems and the performance of shipping service by the Shipping Department of Teledata Sdn. Bhd. (subsidiary of Sapura Holdings Sdn. Bhd.)

In analysing this, data were collected from the shipment report and documentations involve in the Shipping Department. Data were also obtained from the interviews that conducted to the Materials Management Division and Forwarding Agent staffs.

The problems that arise will affect the service efficiency performed by the Shipping Department. But, there must be improvements to ensure that the transport service is always at a very high level of service efficiency.

Second, is to analyze the activities or processes of the Shipping Department such as import, export, duty import and sales tax exemption. It was discovered that the overall process has to liaise with internal and external factors/departments.

This was derived by using computerized linking, EDI for external and MRPII for internal. The inefficient shipping process not only can affect the marketing activities but also that of the production. Due to these, this analysis has proposed a few improvements to be taken.

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