



اَبُو سَيْدِي تَيْكُو لُو كِي مَارَا
UNIVERSITI
TEKNOLOGI
MARA



QAAS DELIVERY

BUSINESS MODEL CANVAS

PRINCIPLES OF ENTREPRENEURSHIP (ENT530): BUSINESS MODEL CANVAS

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EXECUTIVE SUMMARY

Business plays a major's role within society. The business may improve people's quality of life and raise their level of living standards and desires that they cannot satisfy for themselves. Involve in business are not only vital in providing goods and services but it also able improve our economy and helps increases job. In this modern era, the delivery service industry has been increasing well from day today. This type of service is popular and well known because it makes it easier for everyone. Many opportunities have been creating for people involved in a business environment.

Qass delivery service is a business that offers various services like food delivery and stuff delivery services. It can be said kind look alike others delivery service such as Food Panda and Grab but our service is tended and more focused to rural or urban area. This business is based on partnership and being handled by four parties which are Nurin Syazana Binti Soleh as General Manager, Nur Qamarina Binti Mohamad Hatar as Administration Manager, Nurul Aida Binti Mat Ridzuan as Service Manager, and Hawa Shafinaz Binti Akaata Effandy as Financial Manager.

Our delivery services focused on consistently meeting the needs of our customers and delivering outstanding service for high customer satisfaction. We provide training to our staff in order to make sure they know how to greet and treat the customer well and we also always prioritize manners in working with our workers and riders. By having a good and best attitude it would make our customer feels happy and enjoy with our services and it will lead our workers or riders enjoys their works and do sincerely.

We are more focused on the rural area because they were hard to go out and buy any stuff and other things. Being said that we want to provide good and best service to them in order to make sure it became easy for them. As nowadays, in a pandemic, people are hard to go out, our service willing to helps and do a service for them. Our business tries very hard to make sure our business can give the best service to them and being unique and different from others existing delivery services.

1. INTRODUCTION

2.3. Company Background

Qaas Delivery is a services company that focus on delivering services to the customers. The main focus of this company is it do the services delivery to the customer in various kind of items such as food and product in many places whether it is in rural areas or in urban areas. This Qaas Delivery Company was recently being established in the year of 2020 and operated ever since that time. The type of business entities for this company is Partnership Business because there are four people that manage this company administration and each of them will hold a title or a position in the company to oversee all of the productions and management in the Speed Delivery company. This company was located in the industrial area which is in Cheras, 56000 Kuala Lumpur, Wilayah Persekutuan Kuala Lumpur. The reason we choose this type of services is because it is the highest demand right now around the globe especially in this situation of pandemic than before this pandemic of Covid-19 occur. Before this situation happen, the people still used these services but seldom because at that time, the people can still freely move to go anywhere and everywhere. It also because this business can help the citizens in Malaysia to get the items that they wanted or ordered as fast as possible whether they live in rural or urban area because that is our main motto in the company.

As there are four people that operate this company, one of them will hold a General Manager position that will oversee all of the administration and management in the company. On the other hand, the position of Administration Manager, Service Manager and Financial Manager will be hold by the other three partners individually. There will be a few workers that will work under these managers and they can help to reduce the burden that been shouldered by these managers by assist them in doing the works in particular area.

As this company is a delivery services, we have our own driver and courier to retrieve and send anything that you ordered to your front door as fast as possible. We also have and manage all of the trainee that just applied and recently joined this service company from knowing nothing about the work that they will do until they know what is their job and can do the work perfectly and accordingly. We also hire a part-timer that want to have a side-income and gain some experience in this industry but they need to follow some of our criteria such as they must 18 years old above and have their own licenses whether it is car license or