

A FEASIBILITY STUDY TO IMPLEMENT EDI (ELECTRONIC
DATA INTERCHANGE) FOR UMW GROUP SHIPPING



PREPARED BY:

NUR AINA BT. MUSA

SCHOOL OF BUSINESS AND MANAGEMENT

MARA INSTITUTE OF TECHNOLOGY

SHAH ALAM

SELANGOR DARUL EHSAN

A GRADUATION EXERCISE SUBMITTED AS A
PARTIAL FULFILLMENT OF:

ADVANCED DIPLOMA IN BUSINESS ADMINISTRATION
(TRANSPORT)

SCHOOL OF BUSINESS & MANAGEMENT

MARA INSTITUTE OF TECHNOLOGY

SHAH ALAM

MAY 1995

ADVISOR:

PUAN ROHANI IBRAHIM

ABSTRACT

Documentation for imports and exports are voluminous and the process for preparing all these documents will takes time. After preparing the necessary documents, it will be forward to forwarding agents and forwarding agents also must forward to customs for the clearance purposes. Process of handling and preparing documents require more times compared to handling goods itself.

This research looks in the feasibility aspects of introducing EDI (Electronic Data Interchange) for UMW Group Shipping in order to improve the efficiency of staff and it will lead to a better service that will be provided. EDI (Electronic Data Interchange) also will help to reduce many problems that has been face now with current method of operation. The implmentation of EDI also will help to improve communication between UMW Group Shipping and other parties especially customs and forwarding agents.

ACKNOWLEDGEMENT

In completing the graduation exercise such as this within the period of six months starting from December 1994 to May 1995. I am delighted to say that I have been receiving good cooperation from all parties concerned.

Firstly, I would like to express my sincere gratitude to my advisor, Puan Rohani Bt. Ibrahim for her encouragement, assistance, contributions and constructive comments which has greatly helped me in the course of writing up this thesis.

I would also wish to extend my gratitude to my supervisor, En. Mazlan Abdul Samad, Senior Shipping Manager of UMW Group Shipping who have assisted me in one way and another. I am also very much indebted and grateful to all UMW Group Shipping who have granted me multiple type of help in completing this thesis.

TABLE OF CONTENTS

CONFIDENTIALITY

ABSTRACT

ACKNOWLEDGEMENT

TABLE OF CONTENTS

LIST OF CHART

LIST OF TABLE

GLOSSORY

ABBREVIATIONS

	PAGE
CHAPTER ONE - INTRODUCTION	
1.1 OVERVIEW	1
1.2 PROBLEM IDENTIFICATION	3
1.3 OBJECTIVES OF THE STUDY	6
1.4 HYPOTHESIS	7
1.5 LITERITURE REVIEW	8
1.6 IMPORTANCE OF THE STUDY	17
1.7 SCOPE AND LIMITATION	18
1.8 METHODOLOGY	19