

*A STUDY ON CONTAINER DELIVERY AND
COLLECTION IN RELATIONSHIP TO
TRAILER UTILISATION :
KONTENA NASIONAL SDN BHD*

BY :

NORLIYATI BT MOHAMED

ADVANCED DIPLOMA IN BUSINESS ADMINISTRATION (TRANSPORT)

SCHOOL OF BUSINESS AND MANAGEMENT

SHAH ALAM SELANGOR

DARUL EHSAN

A GRADUATION EXERCISE AS A PARTIAL FULFILMENT OF:
ADVANCED DIPLOMA IN BUSINESS ADMINISTRATION (TRANSPORT)
MARA INSTITUTE OF TECHNOLOGY
SHAH ALAM SELANGOR
DARUL EHSAN

MAY 1994

ADVISOR:
PUAN SABARIAH JEMALI
TRANSPORT LECTURER
SCHOOL OF BUSINESS AND MANAGEMENT
MARA INSTITUTE OF TECHNOLOGY

ACKNOWLEDGEMENT

Firstly, I would like to thank Allah s.w.t for giving me its blessing and courage especially during the hard times within six months to complete this particular study. I would also like to express my deepest gratitude to my advisor, Puan Sabariah Jemali for her guidance, patience and advice on my study.

I wish to convey my appreciation to the following people in Kontena Nasional Haulage, Port Klang for their assistance especially in gathering the information.

1. Encik Mohd Yatid Haji Moon - Senior Manager, Haulage
Operation
2. Mr. Michael Tan - Commercial Manager
3. Encik Abdul Majid Abdul Karim - Operation / Marketing Manager
4. Encik Abdul Manaf Mohamad - KN Warehouse Executive
5. Encik Kamaluddin Saidin - Operation Executive
6. Puan Rohhani Ibrahim - Administration Executive
7. Trailer Operation Staff
8. Other KN Staff

I am also indebted to EDP or Electronic Data Processing staff for their assistance and guidance in using the computer.

ABSTRACT

Container haulage activities have become more important in Malaysia with the increased demand in export and import goods. KN, as a pioneer in this haulage industry has served the expanding market for about 23 years from the days it was established.

In daily operations, KN cannot avoid from facing several barriers while providing its haulage services. As the study is concerned, the trailer utilisation performance is only at average level. This is due to the trailers being detained by the consignees for various reasons.

Although KN capture 40% of the market share of container distribution to and from KCT, their fleet are not fully utilised at the optimum level.

The slow process in container delivery and collection is among the major problem in KN due to unavailability of trailer and prime mover.

It is found that planning can affect the level of vehicle utilisation as delay will interrupt an efficient operation.

TABLE OF CONTENTS

CONFIDENTIALITY	i
ACKNOWLEDGEMENT	ii
ABSTRACT	iv
TABLE OF CONTENTS	vi
LIST OF FIGURES	x
LIST OF TABLES	xi
LIST OF GRAPHS	xii
LIST OF PICTURES	xiii
LIST OF ABBREVIATIONS	xiv
CHAPTER ONE : INTRODUCTION	
1.1 KN Background	1
1.1.1 Objectives and Strategies of KN	7
1.2 Operation	9
1.2.1 Parties involved in Haulage Industry	13
1.2.2 Delivery	17
1.2.3 Collection	18
1.2.4 Other Haulage Activities	19
1.2.5 The Process of Submitting the Request up to the actual Container Operation	20
1.3 Container Movement	
1.3.1 Import (laden)	25
1.3.2 Export (empty)	27