

**A STUDY ON ORDER CYCLE PROCESS AT
TAMADAM BONDED WAREHOUSE**

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ABSTRACT

This thesis discusses the order cycle process at Tamadam Bonded Warehouse. The purpose of this study is to examine the daily operation or order cycle process at TBW.

Interviewing of forwarding agents and observation had been carried out to collect all data and information for this study.

It was found that there were delays in the process of inbound and outbound of goods. But the problem is not very serious and could be acceptable from the view point of forwarding agents and consignees.

To improve the service and to minimize delays, it is recommended that order transmittal should be improved to ensure the accuracy of information flow. The activities of order picking and order assembly also should be enhanced by providing a sorting place to maximize the time of inbound and outbound of goods.

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1. INTRODUCTION

The warehouse is a focal point of distribution cycle. It is the point at which goods are physically received, stored and dispatched under the control of the supply department. It is the point at which physical goods and paper work separate (goods inward) and come together (order picking and dispatched) and the overall efficiency of physical distribution will be largely decided here.

Warehouse as defined by author Den Benson is “a storehouse where goods not currently required can be safely stored and cared until required!

While John Warmen defines a warehouse as the movement and handling of material and finished goods. They may have to stop their journey for one purpose or another therefore the place where the goods are stored during this stop is called a warehouse.

There are various types of warehouse in Malaysia, such as Public Warehouse, 59 Private Warehouse, Bonded Warehouse, Licensed Manufactured Warehouse, Regional Warehouse and many others. All types of the above warehouse play the same role, as a place to store the goods, either finished or spare parts goods, the warehouse can only be differentiated through their custom license or their ownership.

This study will be conducted at Tamadam Bonded Warehouse, which is located at the north Port Kelang. This study will be concentrated on the operation of the bonded warehouse consists of receiving, issuing and storing of goods.