

**QUANTITATIVE STUDY ON PRODUCT DAMAGES  
AT HITACHI TRANSPORT SYSTEM (M) SDN. BHD.  
WAREHOUSE, BANDAR BARU BANGI  
SELANGOR DARUL EHSAN**

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## **ABSTRACT**

Most of the warehouse operators world-wide, have experienced product damages problems. Whenever the matter occurs, it then will result in losses to both operator and the manufacturer of that particular products stored in the warehouse . For instance, if such damages occurred, the operator have to make a report in order to investigate as well as to inform why or what are the reasons it was happened. This situation will incur extra costs to the operator if found guilty, thus in this case they are required to compensate the manufacturer (insured party).

This study is conducted with the deep interest specifically to discover what are the common nature of damages, where does it occurs, its frequency and also the reasons of such damages . In simple, it is an effort to figure out what are the procedures set by particular warehouse operator with regards to this matter.

The study has stated at least four problem statements that are believed have initiate the probability of damages. Despite the usage of material handling devices should assist the operator to get away from the problem, it is much depends on human nature - the behaviour of storehands and supported with the suitability of devices adopted and not forgetting the cargo arrangement.

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