



Inspiring Excellence

Internship Report On
“RFAD Automation Process” of Air Alliance Ltd. (UPS)

Course Title: Internship

Course Code: BUS 400

Prepared For:

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Preface

We learn knowledge from different things, experiences and environments by reading different categories of books. Generally, as a student, we gather theoretical knowledge in our whole life. So, we need practical knowledge in our life. We gather practical and theoretical knowledge which are different from each other. We gain practical knowledge which is require for matching theoretical knowledge. Internship Program which was taken by BRAC University is an effective step for the student of BRAC University to gain practical knowledge.

As a Business Graduate Student, seeing the business in real life is very important for gaining practical knowledge. The objective of Internship program is to prepare the graduate with the practical organizational environments so that we can make ourselves fit for the future job and can get an opportunity to reconcile the theoretical knowledge with real life situation. For this purpose, internship program is essential for the BBA Program. Assignment is an inseparable part of university education. It is the combination of university education as well as practical knowledge. Considering the above facts, faculty of BRAC Business School, BRAC University has given an opportunity to prepare a report for BBA student. I have prepared my internship report on the basis of experience and activities that I have observed and performed during my internship period. I have put my level best effort to submit this report and overcoming the limitations.

Letter of Transmittal

11th November, 2018

To

Zaheed Husein Mohammad Al-Din

Senior lecturer of BRAC Business School

Subject: Submission of Internship Report on “RFAD Automation Process” of Air alliance Ltd. (UPS).

Respected Sir,

I am very pleased to submit my internship report on “RFAD Automation process” of Air Alliance Ltd. (UPS) which you assigned me as a part of my course curriculum. It has been a great gratification for me to have the opportunity to apply my academic knowledge in practical field. The theoretical knowledge is of no use if it is not applied in real life. The report is prepared on the basis of practical and theoretical knowledge learning from the three months Internship Program in Air Alliance Ltd. (UPS).

I put my level best effort for the preparation of this report. As an intern it is usual that shortcomings and flaws may arise and it may lack professionalism in some cases. For any unconditional inadequacy in the report, your sympathetic consideration would be highly appreciated. Furthermore, I will heartily welcome any clarification and suggestion about any view and conception disseminated in the report. I truly appreciated your patience and support.

I sincerely expect that you would be kind enough to accept my report for evaluation and oblige there by

Sincerely Yours,

Halima khatun

ID: 16104169

BRAC Business School

BRAC University.

Disclaimer

I am Halima Khatun, hereby declare that the presented report of internship entitled RFAD Automation process of Air alliance Ltd. (UPS) is prepared by me after the completion of three months internship program in Air alliance ltd. (UPS).

I also confirm that the report prepared only for my academic purpose not for any other purpose. It might not be use with the interest of opposite party of the organization.

.....

Halima Khatun

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BRAC Business School

BRAC University

Certificate of Approval

This is to certify that, Halima Khatun, ID: 16104169, student of BRAC Business School, BRAC University, has prepared this internship report entitle “RFAD Automation process” of Air alliance Ltd. (UPS) under my supervision and guidance. I approve the formation and contents of this internship report. To the best of my knowledge the report has been prepared by her. I have supervised her throughout the preparation of the report.

I wish her all success.

.....

Signature of the Supervisor

Zaheed Husein Mohammad Al-Din

Senior Lecturer of BRAC Business School

BRAC University.

Acknowledgement

First of all, I am grateful to almighty Allah who made me able to complete the work presented in this report. It is due to Allah unending mercy that this work moves toward success. I am very thankful to my ever caring and loving parents whose prayers have floated me in the deep seas of troubles and give me financial support. I would like to thank Air Alliance Ltd. (UPS) for providing me nice academic environment for the successful completion of the program.

My sincerely gratitude also goes to my supervisor senior Lecturer Zaheed Husein Mohammad Al-Din, who has guided me from the very beginning of my internship program. His inspiration and encouragement has made me confidence and self-dependent. His tireless efforts and appreciation has greatly contribute to my report. All the shortcoming and weakness of this report, however, are incurred by me.

Besides, I am grateful to all the staff member of Air Alliance Ltd. (UPS), especially F.M. Moniruzzaman (Head of HR) and Tanvir Hasasan (Head of Marketing) who has given me the opportunity to do internship in Air Alliance Ltd. (UPS). Very special thanks to Ayaz Ahamed Faruqi, Tashfiq Tanbin Chowdhury and MD. Forkan Uddin for providing all the support and guidance to do the task in the organization. Furthermore, special thanks go to the respondents who have spent their precious time generously and took the trouble of answering my queries and help me to complete my study.

Executive Summary

United Parcel Service (Ups) is the world largest package delivery and a supply chain solution provider company aiming at providing service all over the world. UPS has turned into a multi-billion-dollar corporation by concentrating on the objectives of making commerce all over the world. It was founded in 1907 as a messenger company in the United States. Now Ups is recognized as a global company and appreciate brands in the world. UPS has make themselves as a largest package delivery company and a leading worldwide provider of specialized transportation and logistics services. Their daily activities are to manage the stream of goods, funds, and information in more than 200 countries and region worldwide.

The study is designed to express the outcome of staying three months in Air Alliance Ltd. (UPS) as per the requirements of the BBA internships programs of BRAC University. This report will present a clear view that affects the RFAD “automation process” of Air Alliance Ltd. (UPS).

My report has been divided into six parts for the convenient of the readers. First part includes organizational overview. Second part is introduction of the reports which includes rationale of the study, statement of the problems, limitations of the study and objectives of the study. Third part is review of related literature. Fourth part is methodology of the study which includes research design, method, data collection, primary and secondary sources, data analysis, sample size and sampling procedure.

Fifth part contains result of the report as well as interpretation of the findings which are collected through questionnaire. Findings, recommendation and conclusion based on the findings describe in the report. It is seen that the RFAD automation process will bring long term benefits for the improvement of the organization. Most of the employees are satisfy with the RFAD automation process in the organization.

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Air Alliance (UPS)

Company Overview

United Parcel Service (Ups) is the world largest package delivery and a supply chain solution provider company aiming at providing service all over the world. UPS has turned into a multi-billion-dollar corporation by concentrating on the objectives of making commerce all over the world. It was founded in 1907 as a messenger company in the United States. Now Ups is recognized as a global company and appreciate brands in the world. UPS has make themselves as a largest package delivery company and a leading worldwide provider of specialized transportation and logistics services. Their daily activities are to manage the stream of goods, funds, and information in more than 220 countries and region worldwide.

Foundation

James Casey founded the American Messenger Company with Claude Ryan in Seattle, Washington on August 28, 1907 alone with the capital with \$100 in debt. For a shorter delivery the media was on foot and in the case of longer trip, bicycles were the main vehicle through which delivery were made. The primary focus of the American Messenger company was to deliver the package to the small retail store. Casey and Ryan merged with a competitor, Evert McCabe, and formed Merchants Parcel Delivery. In 1916 Charlie Soderstrom joined Merchants Parcel Delivery bringing in more vehicles for the growing delivery business. In 1919 the company expanded for the first time outside of Seattle to Oakland, California and changed its name to United Parcel Service. They keep the name as united parcel service so that it also reminds that their service is still united and they provide the parcel service.

Ups Services

Ups provide service in four different ways. They are by type, size and industry. By type includes shipping, Tracking, Billing, International trade, Contract logistics and Integrating Ups Technology. By size it includes individual shipper, small business, mid to large business, customized solution. By industry includes healthcare, consumer goods and retail, high tech, industrial products, automotive, consumer service. Ups also provide some knowledge base

service. It includes case study, research and insights, shipping advice, country or territory guide etc.

Shipping of Goods

Ups provide flexible, reliable and affordable shipping solution that fit with every business. UPS provides the opportunity to reach your product to the prospective customer within the given period by using their global network. Approximately more than 400,000 people working over 220 countries or territories. Making your shipping process work to your logistical and competitive advantage is the only one goal that UPS follow. UPS tools and technologies help entrepreneurs or enterprise to create efficiencies, centralized control, cut cost and increase productivity. UPS assure customer safe shipping of goods which create better inside among the customer. UPS provides different kinds of shipments. They are internet shipping, express critical, campus shipment, import control, freight shipping, mail innovation, marketplace shipping.

Tracking of Goods

Customer always thinks about whether their product reaches safely or not. If the customer knows the exact location of their goods it may feel peace in their mind that the goods are moving in a right way. Taking this thought into mind Ups provides tracking services for their customer so that customer can be aware about the location. Ups provides shipping status throughout its all journey. Ups consider every small or large shipment in an equal manner. The aim of the tracking services is to provide the updated shipping information to the customer so that they feel confidence and relax. Ups offer tracking services in several ways. It provides convenient updated information about current shipping status, any sort of shipping delay as well as makes the ultimate delivery safely into your doorsteps. The ways they provide service makes them different from their competitive all over the world. Customer can track their shipment by using email. Through a single email a customer can track 25 small shipments very easily. Simply send your tracking numbers from anywhere you can compose an email, and UPS will return a detailed tracking response to your email address. When creating a shipment, you can assign a reference like a purchase order number or customer number (up to 35 characters) to help track shipments without entering tracking numbers.

UPS Air Cargo

UPS provide easy freight movement of your goods since 1982. UPS provide two types of cargo freight service for the customer. One is UPS air cargo Priority and another one is UPS air cargo reserve. UPS provide Hub service for transportation center all over the world.

Consulting Service

UPS provide supply chain solution to organization, government, companies for their logistics service. Since supply chain save cost, increase revenue as well as improve value, it is very important part for any organization to leverage. UPS provide synchronize strategy with the supply chain solution for saving data, analyze data, maintain the level of benchmark and establishing a standard for the business.

UPS Express Critical

For shipping lightweight to heavyweight, UPS provide emergency transportation service which is known as UPS Express Critical. UPS Provide express service in below area

- Air- Next-flight our service
- Surface- Door to Door
- Charter- Air charter management service
- Hand Carry-end to end physical possession of your shipment
- International- charter and courier service providing extensive global coverage.
- Value Added Service- Specialized equipment and shipment handling designed to meet your domestic or international freight needs

Company Structure

A century ago, UPS started as a primary delivery organization. The recent structure of the UPS is getting complex and harder as the business expand in the large area. UPS extended its service portfolio from deliver to truckload transportation and supply chain services. UPS expand its operation in three major segments.

- U.S domestic package operation.
- International package operation
- Supply chain & freight operation.

U.S domestic package operation

U.S domestic package operation includes letter, document and package throughout the United States. U.S is the primary market for UPS since U.S is the birthplace of UPS. That's why the corporation has established its specific programming to serve this market rapidly. The corporation has established Daily Delivery Operation throughout The USA to achieve competitive advantage delivering packages on the delay of just One day.

International Package Operation

International Package operation delivers service in 220 countries and territories all over the world. UPS provide secure delivery service which makes UPS to consider as a global operator.

Supply Chain and Freight Operation

UPS provide supply chain and Freight operation in 175 countries and territories all over the world. It includes transportation and freight, contract logistics, customer brokerage, consulting service, industry solution.

UPS In Bangladesh

UPS strategic aim is to expand their business all over the world. Keeping this aim in mind, UPS open a branch in Bangladesh. UPS started its operation in Bangladesh in 1989 with small packages service. After 2 decades of this service, UPS established its supply chain solution section in the country in 2010.

Air Alliance (UPS) run its operation in Bangladesh as an agent of UPS. Air Alliance delivers total logistics to the local and global arena it provides its operation with high security and care to reduce the logistics cost and increase revenue for its clients.

In action, UPS have highly skilled steam based in Dhaka and Chittagong. These two cities are the base operation center for delivering service in Bangladesh. The organization is power with two warehouses. One is in Dhaka and another one is in Chittagong. Dhaka warehouse is located just 7 km away from the airport (40000sq. ft.) where shipment kept after receiving it from the clients for transportation purpose through air. Chittagong warehouse is located just 7km away from the sea port (35,000sq. ft.). The small packages from the Chittagong are collected and deliver to the Dhaka by road and then transport to the destination country by air. In case of bulk amount and freight shipment of port, shipments are delivered by ship and distribute to the destination country. Both warehouses are monitored by all-time CCTV Camera and also parking facilities are available in both warehouses.

Main Industry Served By UPS in Bangladesh:

Import Goods

Fabrics & Garments accessories

High Value

Auto Mobile

Machineries

Exports Goods

Personal effects

Electronic

RMG

Pharmaceutical

Leather and Food Products

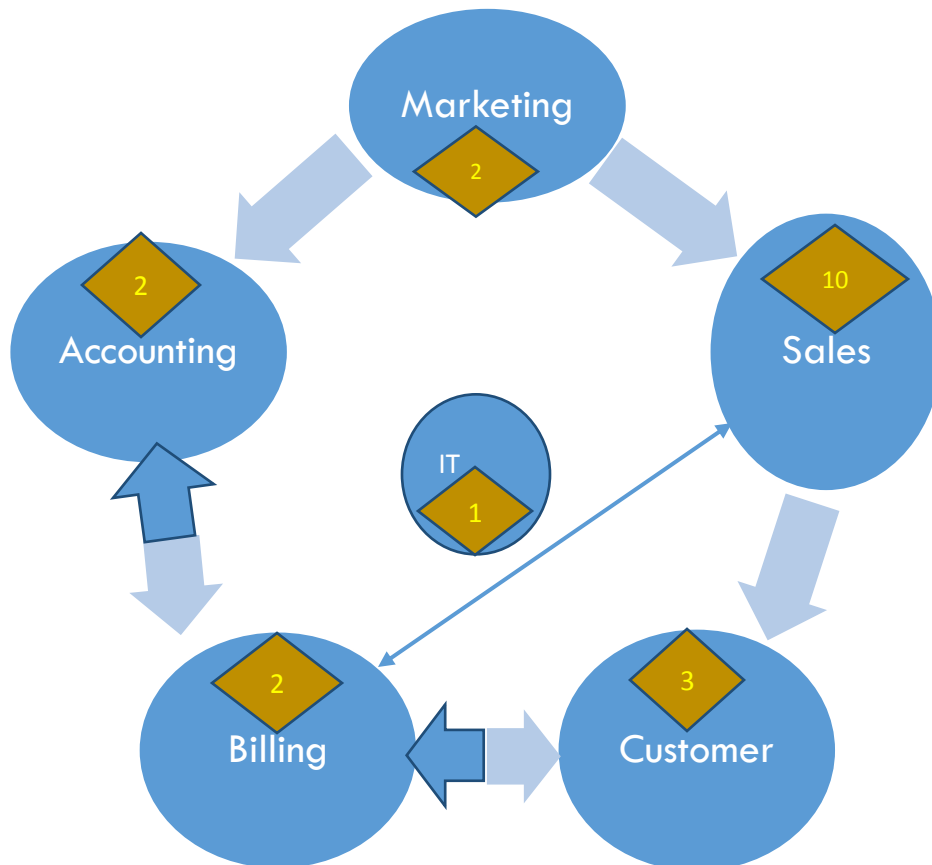
Automation:

Human error is a common factor in the field of productivity. If the volume of productivity and complexity of the process increase, the level of error is also increase and it's a very normal case for human being because human is not a robot. In this case, Automation plays a vital role for reducing the level of error. Automation is the primary way for error free environment. The design of automation made in such a way that incorporates human participation with the system. The design of automation is transparent for the operator in such a way that they can use it in their own way. Automation is reliable in a way that they perform task according to their capacity and the behavior of a program can predictable.

RFAD (Request for additional discount)

RFAD means request for additional Discount. FRAD is the essential part for the business of UPS. In every country, 50% discounts is applicable for shipment. Since the market condition is very competitive, customer want additional discount for shipping their goods. ISMEA (India, Southeast Asia, Middle East, & Africa) discount pricing team provide discount depend on the different zone all over the world. For example India (68%), UAE (56%), Singapore (52%). The discount rate might vary from types of product (letter, Doc, Package) as well as the volume of product. UPS make a request file for claiming the additional discount. ISMEA verify and then send an approval file to the country agent for additional discount. After receiving the approval file from ISMEA, country agent star to make further process for the business. Sales person inform the customer about the discount rate. If the customer satisfied with the discount rate then the business process go further.

Process for RFAD:



At the first stage, Air Alliance UPS marketing team make a request file to ISMEA for claiming additional discount for the prospective customer. After receiving the approval file from the ISMEA marketing team send the approval file to accounts and sales department for further processing. After that accounts department send the approval file to the Billing department. Sales department informed the customer about the discount rate. If the customer satisfied with the rate then UPS start trading with the customer. Billing department cross check the bill with the sales. It person is responsible to store this RFAD request and approval file in the automation process

Cross Function with other aspects:

Automation process is becoming more sophisticated now a day. Automation process provides numerous benefits from different aspects. Here is given three most important aspects of automation.

➤ Decrease Communication Gap

RFAD file is the important document for the business of UPS. The information that are include in the files are needed in every department in the organization for business purpose. But the RFAD file only maintain by the marketing department. So the employee of the other departments has to communicate with the marketing department. Sometime there is a communication gap occur between the employee while communicating. If every employee has an access in the software from which they can get accurate information by themselves that will help with most.

➤ Provide a work life balance for employee

Work life balance is very important for the employee. Work life balance does not mean equal balance. Work life balance means trying to balance of working hour with the personal life. Maintaining a huge range of file takes lot of time to collect information. Fining the customer information from a huge range of file will be a waste of time as well as energy that will hamper the employee personal life. If the files automated, it will take a very short time to finding any customer information.

➤ Increase the performance of the employee

Employee performance is a vital factor for the development of the organization. Employee performance encourages employee as well as organization to work more. If employee can get the right information at the right time without any hassle then the work process will get smoother. The level of performance of the employee will get in a higher position. Employee becomes satisfied towards work.

Cost- Benefits Analysis:

Factor	Cost (Before implementation of Automation)	Cost (After implementation of Automation)
Manpower	20	12
Quality of work	Low	High
Productivity	Low	High
Record of data	Disorganize(Excel)	Organize(Software)
Salary of the employee	70,0000 taka	420,000 taka

Cost saving is one of the main factors for implementing automation in UPS. Before implementing the automation process, 20 employees worked for maintaining the RFAD file. Considering the cost of managing 20 employees, human resource takes initiative to implement the automation process for maintaining the RFAD file. If they implement then only 12 employee will be needed for maintaining the RFAD file that will save a lot of money for the organization. Besides, the employee can easily get accurate and adequate information to employee that will increase the quality of the work. As the employee will get the right information at the right time the level of productivity also increased. Before implementing the automation process, the file kept in a disarrange way. RFAD files are basically maintained by the marketing department. If any employees need any discount rate to inform customer then they have to communicate with the marketing department. So for the employee benefits, RFAD files were sent to the prospective employees who are dealing with the RFAD. So the process was much disorganized. After implementing the automation process, employee can easily get information from the system. So it is clearly view that the RFAD automation process makes the employee work easier and fastest which ultimately changes employee performance as well as organizational condition.

Automation Process Impact on HR:

Human Resource Management in UPS basically work with the employee recruitment, development, appraisals, retention, compensation and many more HR activities. Recruiting right employee for the right position is a big challenge for HR. HR also has to look after the company economical sustainability. To keep this word in mind, HR decided to make the RFAD file from manual process to automated since RFAD is a very crucial document for the UPS and it is need in everywhere in the business. If the RFAD files automated then it will be benefited for the HR. Cost is a main factor for maintaining the RFAD file. Before automation 20 employees worked for maintaining the RFAD file in UPS. It will incur huge cost for maintaining this employee as well as the files. If automation process implement, the maintaining cost will reduce. Besides, the communication gap between employee will reduce that will improve the communication process in the organization. All department employees can easily access in the file. Employee can get the accurate information from the files.

Introduction of the Report

We are living in a modern world which is now becoming more technology driven and its benefits can see everywhere. Industries are getting benefited from technology from production to logistics and automation is one of them. Automation means Conversion of human activities, work process, procedure into system rather than human control. It does not only mean to transfer human activities into system rather it is more sophisticated and organized way of managing activities. Automation mainly focuses on productivity, efficiency, quality of the work. Automation can define as managing the manual work in a more secure and organized way for increasing the productivity level of work. Automation can use in different way for managing different product or services. Managing files or information is very important for an organization. Organization wastes a lot of time as well as manpower to manage a huge volume of files and information. Automation is a better way for managing the files and information for the organization.

There are some reasons behind the use of automation process in the business. First of all, automation increases the productivity of the work. A machine or system can produce higher than a human being. Productivity is a crucial factor for the improvement of an organization. Secondly, time is a very crucial factor for completing any task. If employee gets information within a very short time then they can finish the task within a short time. If employee get more time they can use it to produce more innovation ideas for the organization. Finally, automation process is very important for eliminating rigidity of the business process which is very helpful for any organizational development.

In the whole report, I tried my level best to find out the possible motive to use automation process. There are many reasonable factors which may be the causes to use automation process in the business. The major factor for using automation process is to manage a high volume of file in the organization. Since the organization has a lot of customer so they have to maintain a number of customer information files and it is very difficult to manage it manually.

Rationale of the Report

Since my work was to upload the RFAD files in the system which was the main drive for choosing this topic. Besides, I have seen that the organization are facing so many problems regarding this automation process whether it will bring any benefit for the organization for the long run. They need sustainability about this project. I decided to choose the topic so that I can bring some value for the organization.

Statement of the Problem

Automation process is very useful for eliminating error, managing a huge volume of file, making the business process easier. Since Air Alliance Ltd. (UPS) have to maintain a number of RFAD files, managing the payment as well as providing the information to all employees becomes a major issue for them. As it is the main part of this business, organization now very concern about this issue.

- In the whole report, I tried my level best to find out the basic reason for using automation process in the business as well as what will be the outcome after implementing the Automation process. How automation impact on HR. How organization will benefited from the process

Limitations of the Study

I have worked three months in Air Alliance Ltd. (UPS) as an intern. My supervisor and all employees are very helpful. They always help me by providing proper support and guidance. On the other hand, to prepare this report, I have faced so many difficulties which are shown in the report as limitation. The limitations are as follow:

- The most common obligation was the time period. I have got only three months to know about the company and to prepare the report. Three months is very less to understand a business process. It was difficult to collect more information and analysis the data.
- Lack of practical knowledge was another limitation for me to prepare the report. I have no idea about how the business is process. How to deal with customer. It was my first research report. I had to face problem to collect, process, analyze, and integrate the data.
- Since RFAD basically maintained by marketing department so I have to communicate with them. The drawback is most of the sales person go to field work to visit with customer. So employees were not available in the office most of the time.
- Employee was busy with their own task. So I had gone more than twice or thrice to some employee to fill up the questionnaire.
- There are very limited publications of the company
- Very limited books, journals are available.
- I have lack of practical knowledge regarding automation process.

In spite of these limitations, I have tried my level best to prepare the report properly. It would be my kind request to consider these limitations while justifying any part of the report.

Objectives of the report

The main objective of preparing the report is to achieve my BBA degree. However, the objective behind this study is something broader. Objectives of the report are summarized in the following manner:

- To identify whether the automation of RFAD increase the productivity level of the employee.
- To identify whether the automation process saves employee time to complete any task
- To evaluate the implementation of RFAD automation process
- To identify whether RFAD automation eliminate the communication gap
- To identify whether the process reduce the maintenance cost of RFAD files.
- To identify whether the process impact on HR.
- To identify whether automation of RFAD makes business process smoother than before.
- To identify whether the process able to eliminate error in the RFAD file.
- To identify whether the RFAD automation process will bring benefit for the organization.

To identify the weakness and provides the recommendation and suggestion to overcome the identified problem.

Literature Review

In this modern era, things are becoming more digital and advance. Technological advance makes people work easier. Automation plays vital role to make human work easier. Organizations are trying to use automation to do the work to reduce the error. There are some factors which encourage employee to depend on automation to complete their task more easily. The first and most common factor is productivity. Automation increase the productivity more than a Human. Another most common factor is to reduce the cost of maintenance of the file. Employee performance as well as organizational performance depends on the productivity of the employee. Time saving is the most valuable factor for the employee. Automation process saves lot of time of the employee. Besides that working environment, eliminating error, provide accurate information, work life balance are also the important factor for automation process. Management has to take necessary steps to make the automaton process successful. Automation process will

make the work smoother for the employee in the future. Different author provided different opinion regarding automation process.

According to Hubka and Eder(1988), automation is “the progressively transferring regulating controlling functions from human to technical system”. In this competitive age, automation is the important source for staying competitive. According to Sheridan (2002), “There are some steps in the automation process, which should be considered when automating one system. At first a plan is needed for the automation process then considering the needed and instructions for the model, which will be enter as information flow, commands and programs for performing the task”. According to the Jordan (1963), automation is becoming a competitive weapon in the manufacturing. According to satchel (1998), automation can be divided into three types. They are control automation, information automation, management information. According to Porter and van der Linda (1995), “Many initiatives to better manage environmental issues regarding the operation in the production are oriented to improve the productivity, raising the resource efficiency and encouragement of innovation and technological upgrade”. According to the Frank Lamb, “Automation is the logical programming commands and mechanized equipment to replace the decision making and manual commend response activity of human being”.

Overall Methodology of the Report

Research methodology is the scientific process through which overall research is completed. It shows how researcher collect collects data to solve the problem logically and scientifically by following different stages.

Research Design

To prepare the report I have used the descriptive research design. It helped me to identify the more responsible factor for RFAD automation process of Air alliance Ltd. (UPS).

Research Method

For collecting the primary data survey exploratory research method has been used. Exploratory survey is a research technique in which information is gathered from a sample of people by use of a structure of questionnaire. Inductive research approach is applied for collecting data from

the respondent. Basically inductive approach associate with qualitative research. It is also called “Bottom Up” approach.

Data Collection

Both the primary and secondary form of information is used to prepare the report for making the report more meaningful and presentable. The details of these sources are given below:

Primary Sources

- Data collection through structure questionnaire from employee whose job related with RFAD.
- Data collected from employee through direct visit and talk with them personally.

Secondary Sources

- Internal document related with RFAD
- Publish and unpublished document of the company
- Publication related with automation
- Website of Air Alliance Ltd. (UPS)

Data analysis

To analyze the collected data and information Likert scaling method is used. I have shown the factors that affects RFAD automation process of Air Alliance Ltd. (UPS) in table with percentage. Besides, I also used Ms. Excel application to present the data in the pie chart to shown the data in a more clear view.

Sample Size and Sampling Procedure

The target populations for my study purpose are employees from Air Alliance Ltd. (UPS). I have chosen 50 employees out of 400 employees for my study. The sampling method used for the study was simple random sampling. I have randomly chosen those 50 respondents from different department like sales department, accounting and finance department, marketing departments, IT departments and HR departments to collect information.

Result of the study of “RFAD Automation Process of Air Alliance Ltd. (UPS):

1. Working Environment in UPS for RFAD Automation:

Working environment is very important for the automation process. Working environment means the place where the actual work is done. It may include the physical environment which are visible and also no visible environment. It includes the comfortable work environment, good communication system, friendly working environment as well as physical working environment. Here we will see how employee opinion toward working environment.

SL No-	Statements	Strongly Disagree 1	Disagree 2	Neutral 3	Agree 4	Strongly Agree 5
i	Working environment is comfortable for RFAD Automation process in UPS	1 2%	3 6%	5 10%	31 62%	10 20%
ii	Two way communication system is maintained for RFAD Automation process	0%	1 2%	6 12%	22 44%	21 42%
iii	There is friendly working environment for RFAD automation	0%	2 4%	1 2%	22 44%	25 50%
iv	Physical working environment (work space, light, fan, a. c, technology and equipment) all are healthy enough	1 2%	1 2%	4 8%	22 44%	22 44%

Table 1: Employee opinion towards working environment

Here I am going to show the table data in a pie chart so that the fact can present in a more clear way. Since there are so many questions that make my project lengthy so I am only explaining the best possible questions and outcome.

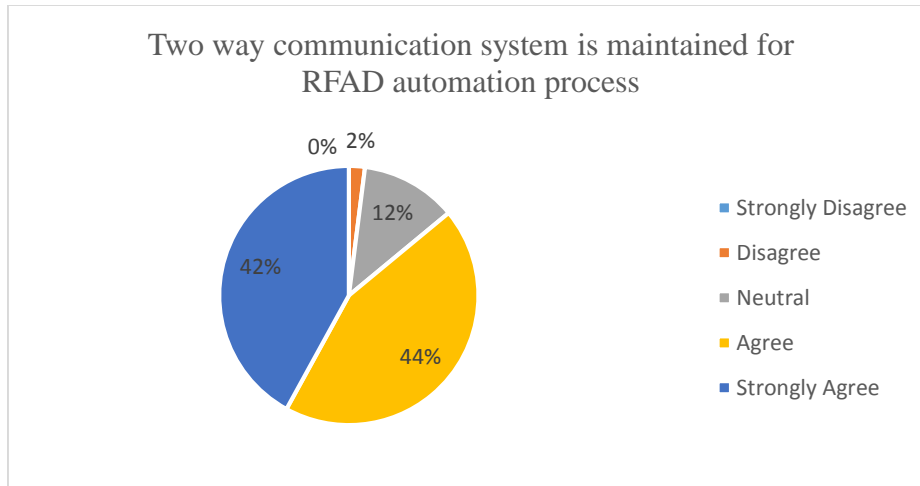


Chart 1: Communication system

Interpretation:

From the chart, we can see that 44% employee are saying that for getting accurate information UPS maintain two way communication system in the organization. 42% employees are strongly agreed that two way communications are maintained. 12% employees are neutral with the fact. Only 2% employees are disagreeing with the fact.

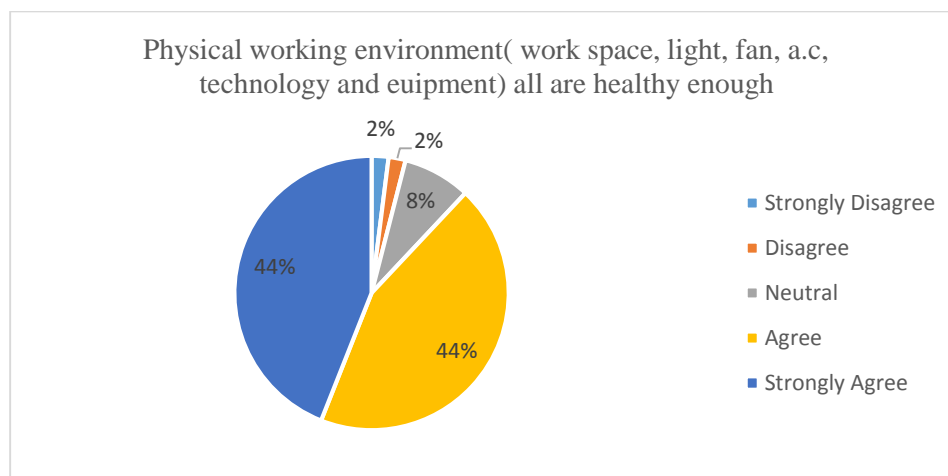


Chart 2: Working Environment

Interpretation:

We can see that 44% employee are agree as well as strongly agree that UPS maintain a healthy physical working environment for RFAD automation process. Only 2% employee are strongly disagree as well as 2% employee are disagree. Only 8% employees are neutral with the fact.

2. Time Save after implementing RFAD Automation:

Time is a very important factor for the employee. For collecting the customer information employee have to spend so much time. Automation provides updated information about the customer within a very short time. Employee can get accurate information from the system within a very short time.

SL No-	Statements	Strongly Disagree 1	Disagree 2	Neutral 3	Agree 4	Strongly Agree 5
i	RFAD Automation saves enough time for employee to get updated information	0%	2 4%	4 8%	25 50%	19 38%
ii	RFAD automation reduces time for searching different customer file	0%	1 2%	2 4%	30 60%	17 34%
iii	RFAD Automation provides accurate data within a very short time.	0%	4 8%	5 10%	26 52%	18 36%
iv	RFAD files are stored in a systematic manner in the automation system that saves time	0%	0%	5 10%	24 48%	23 46%

Table 2: Automation Process saves time for the employee.

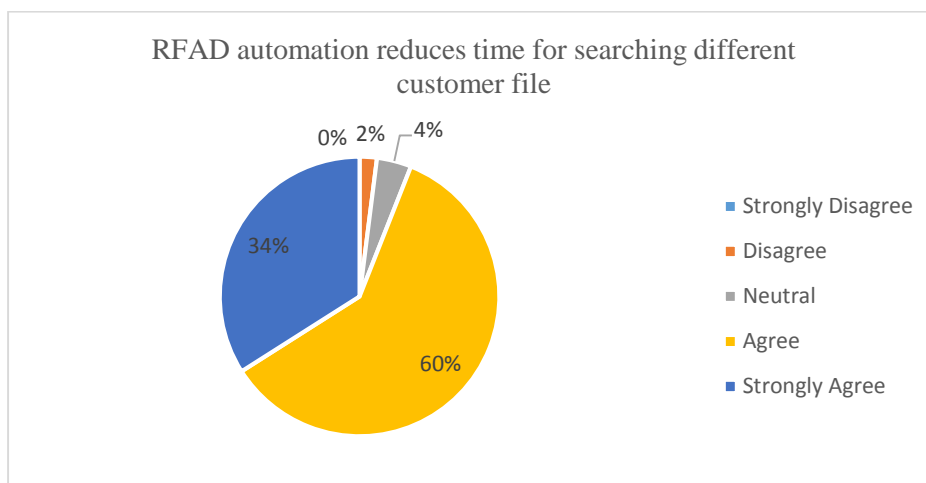


Chart 3: Automation reduces time for finding different customer file

Interpretation:

We can see from the chart that 60% employees are saying that RFAD automation reduces lots of time for searching different customer files. Moreover, 34% employees are strongly saying that RFAD automation reduces enough time to find customer files. Only 4% employees are neutral with the fact. On the other hand, only 2% people are disagreed with the fact.

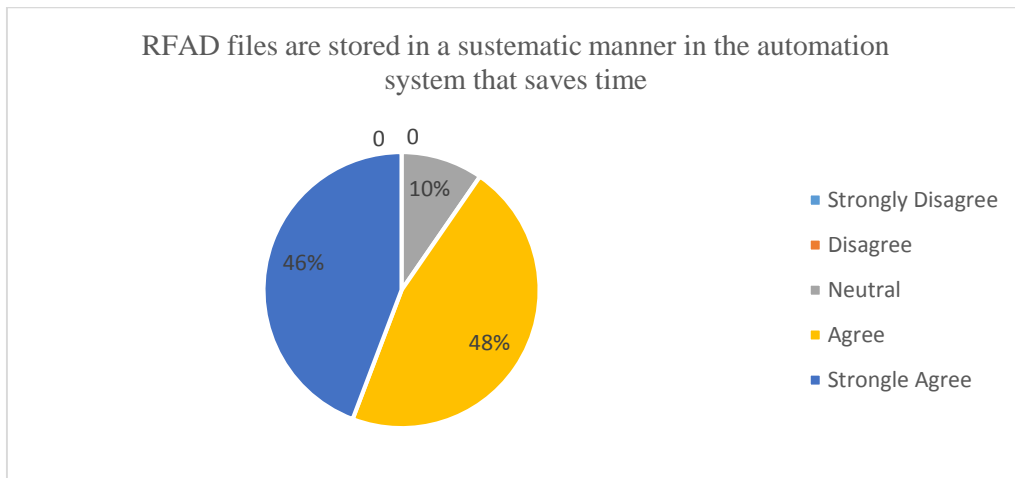


Chart 4: Stored information in a systematic way that saves time

Interpretation:

We can see from the chart that 48% employee are agree with the fact that RFAD automation saves file in the system that saves lot of time. Besides, 46% employees are strongly saying that RFAD automation saves files in the system that saves enough time. Only 10% employees are neutral with this fact.

3. Improvement of productivity after implementing RFAD Automation:

Productivity is very important for the organization. Employee productivity depends on how employee will get the necessary information about the customer. Employee productivity will reduce if they will not get accurate information wherever they need. Automation process of RFAD helps employee to get upgrade information which ultimately increase the volume of production.

SL No-	Statements	Strongly Disagree 1	Disagree 2	Neutral 3	Agree 4	Strongly Agree 5
i	RFAD automation process increases the productivity of an employee	0%	0%	8 16%	34 68%	8 16%
ii	RFAD automation helps to achieve optimum efficiency that ultimately increase productivity	0%	0%	5 10%	29 58%	16 32%
iii	RFAD automation increases the accuracy level of work of employee	0%	1 2%	8 16%	22 44%	19 38%
iv	RFAD automation affects the overall revenue	0%	0%	6 12%	24 48%	20 40%

Table 3: Automation process helps to improve productivity of the employee

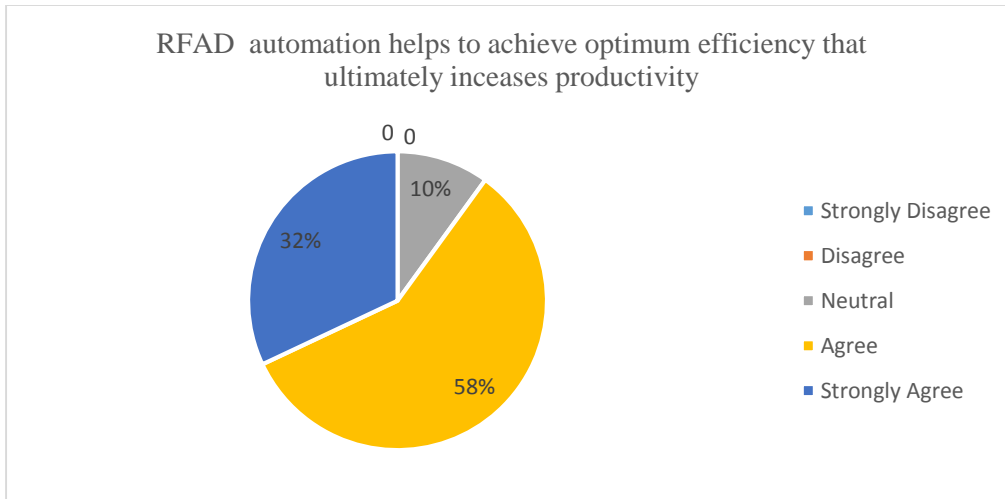


Chart 5: Automation helps to increase productivity.

Interpretation:

We can see from the chart that 58% employee are agree with the fact that RFAD automation helps to achieve optimum efficiency that ultimately increases productivity. Moreover, 32% employees are strongly with this fact. Only 10% employees are neutral with this fact.

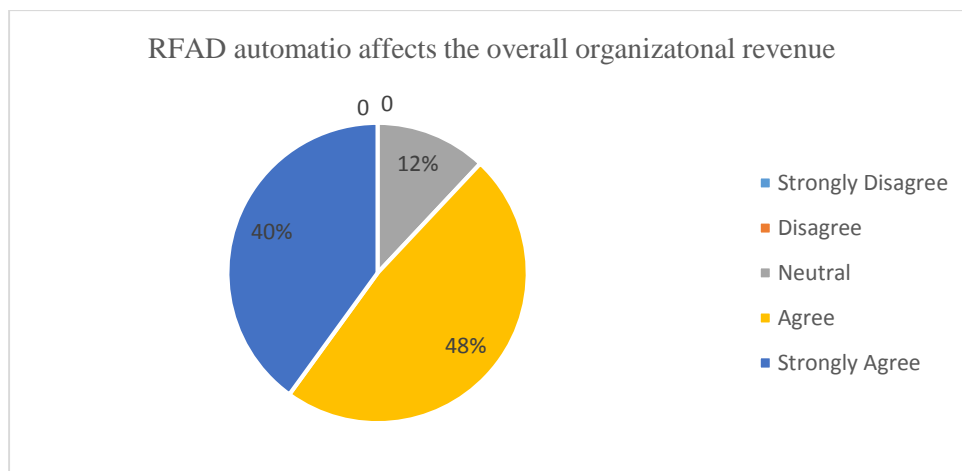


Chart 6: Automation affects overall organization revenue.

Interpretation:

We can see from the chart that, 48% employees are agreed that RFAD automation affects the overall organizational revenue. Moreover, 40% employee are strongly agree that RFAD automation affects overall organizational productivity. Around 12% employees are neutral with this fact

4. Work life balance of Employee after implementing RFAD:

Work life balance is a very common factors for employee in the organization. Work life balance creates a great impact on employee mental condition. If employee can maintain a healthy balance life they can properly concentrate with the work which ultimately increases productivity level of the employee.

SL No-	Statements	Strongly Disagree 1	Disagree 2	Neutral 3	Agree 4	Strongly Agree 5
i	RFAD Automation process helps employee to maintain work life balance	0%	1 2%	10 20%	31 62%	8 16%
ii	RFAD Automation reduces work pressure at work place	0%	2 4%	8 16%	28 56%	12 24%
iii	Automation provides enough time to spend with the family member.	0%	2 4%	9 18%	23 46%	17 34%
iv	Employee have to work extra hour	0%	3 6%	12 24%	19 38%	15 30%

Table 4: Automation process helps to maintain work life balance of employee

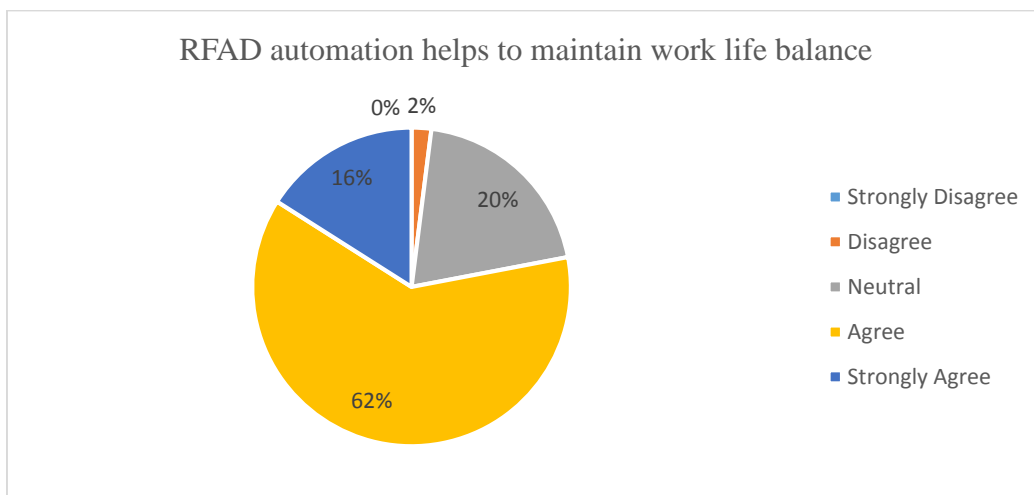


Chart 7: Automation helps to maintain work life balance.

Interpretation:

We can see from the chart that 62% employee are agree with the fact that RFAD automation helps to maintain work life balance. Only 16% employees are strongly agreed with the fact. Moreover, 20% employees are neutral with this fact. Besides, 2% employees are disagreed with the fact.

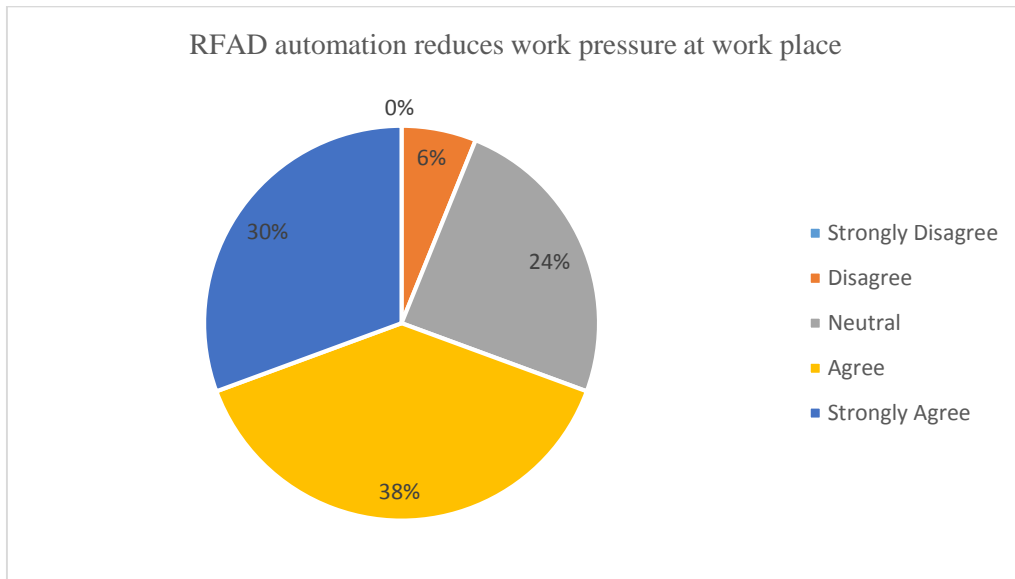


Chart 8: Automation reduces work pressure at work

Interpretation:

We can see from the chart that 38% employees are agreed that RFAD automation reduces work pressure at work. However, 30% employees are strongly agreed that RFAD automation can reduces work pressure at work. 24% employees are neutral with this fact. Only 6% employee are disagreed that it will reduces work pressure at work

5. Eliminate Error :

RFAD were maintained in different format such as doc, pdf, pictographically format and excel format. This format have to manually share with inter departmental activities and this process takes a lot of time. This process is unable to eliminate error in the file. On the other hand, automation process only follow standard format which have the ability to prevent error while entering any wrong information.

SL No-	Statements	Strongly Disagree 1	Disagree 2	Neutral 3	Agree 4	Strongly Agree 5
i	Prevents error in the first stage of RFAD automation process(follow Standard format)	0%	2 4%	9 18%	35 70%	5 10%
ii	RFAD Automation process is able to detect error in the file.	1 2%	3 6%	5 10%	27 54%	14 28%
iii	RFAD Automation process is able to find out the duplicate in the file	0%	3 6%	6 12%	25 50%	16 32%
iv	RFAD Automation provides notification if there is any mismatch of data in the Approval and Request file.	0%	2 4%	6 12%	24 48%	18 36%

Table 5: Automation process helps to gather accurate information.

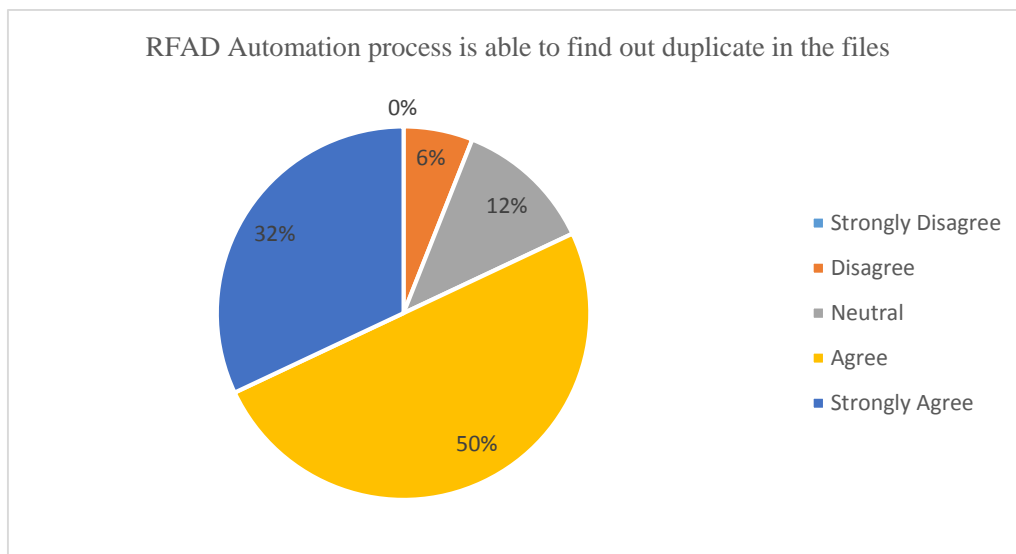


Chart 9: Eliminating Duplicate in the files

Interpretation:

We can from the chart that 50% employee are agree that RFAD automation process is able to eliminate duplicate in the files. Moreover, 32% employees strongly agreed with this fact. Only 12% employees are neutral with this fact. On the other hand, only 6% employee are disagree that the process is able to find out duplicate in the files.

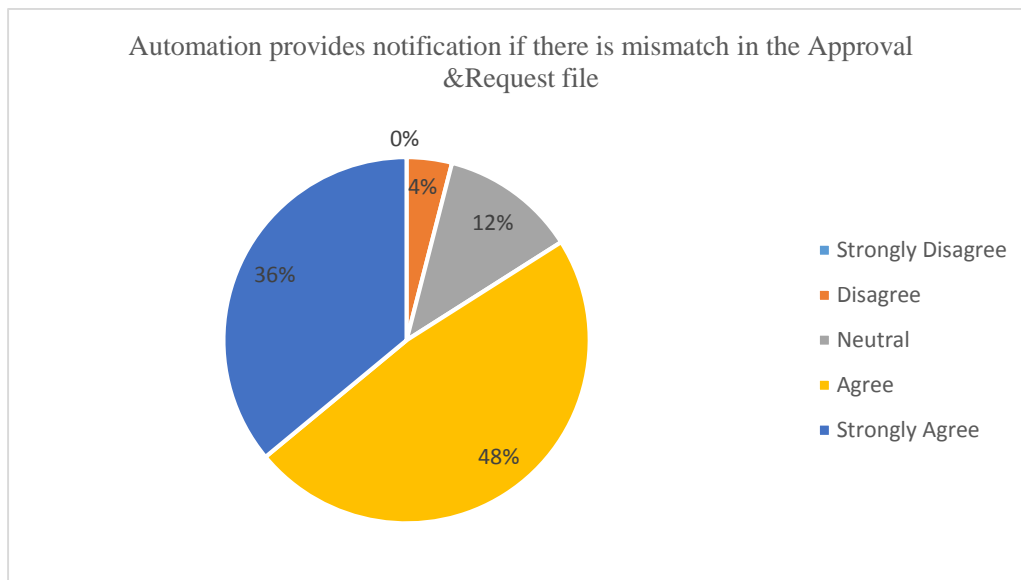


Chart 10: Notify mismatch in the Approval & Request file.

Interpretation:

We can see from the chart that 48% employees are agree that automation provides notification of mismatch in the approval and request files. However, 36% employees strongly agree that the process provides notification of mismatch. Around 12% employees are neutral with the fact. Only 4% employee are disagree that the process provides notification of mismatch of the approval and request files.

6. Cost related with RFAD Automation:

Cost is a very important factor for the organization. For maintaining the RFAD file, organization need to hire lot of employee that really costly for the organization. Besides that there are some other cost such as storage cost to maintain the file. Automation process reduces the cost for the organization. Automation process also makes the work easier for the employee.

SL. No.	Statement	Strongly Disagree 1	Disagree 2	Neutral 3	Agree 4	Strongly agree 5
i	RFAD Automation reduces the cost of maintenance of the file	0%	2 4%	9 18%	31 62%	8 16%
ii	RFAD Automation reduces the labor cost(Human resource)	1 2%	1 2%	7 14%	27 54%	14 28%
iii	Reduces the wastage of resources for example equipment.	1 2%	21 42%	7 14%	24 48%	16 32%
iv	Reduces cost by keeping proper records of the file.	1 2%	0%	4 8%	25 50%	19 38%

Table 5: Automation process reduces cost of maintenance of RFAD files.

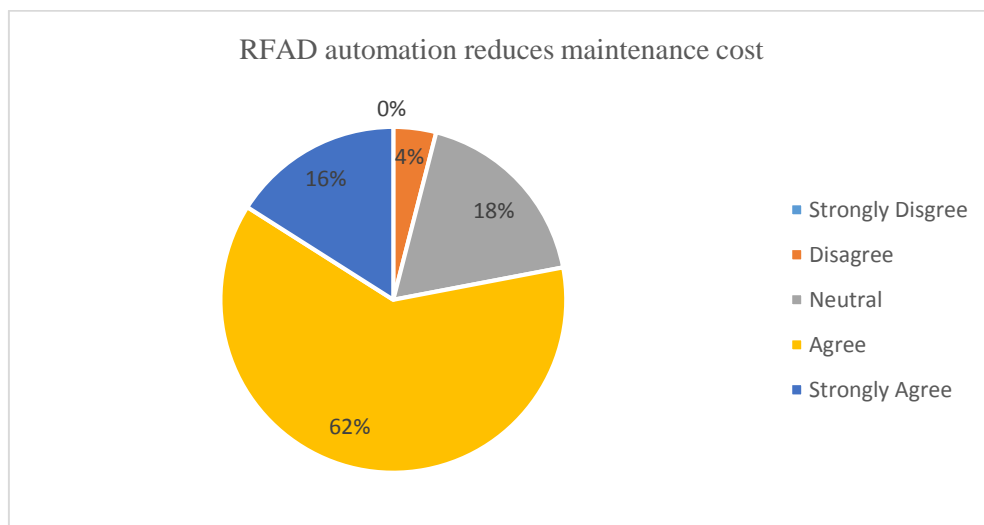


Chart 11: Automation reduces maintenance cost

Interpretation:

We can see from the chart that approximately 62% employee are agree that RFAD automation reduces the maintenance cost of the files. Around 16% employees are strongly agreed that it will reduce the maintenance cost. Only 18% employees are neutral with the fact. 4% employees are disagreed that the process will reduce maintenance cost.

7. Performance of the employee after implementing RFAD Automation:

Performance is a very crucial factor for the employee as well as organization. If the employee does not get the proper information they cannot complete the work properly. If an individual employee performance increases, the organizational performance also increases. Performance of an employee is a satisfactory factor for the employee as well as the organization. Inter department coordination is very necessary to deliver the right information to the employee. Automation process delivers the information to the employee in a very easy way.

SL No	Statements	Strongly Disagree 1	Disagree 2	Neutral 3	Agree 4	Strongly Agree 5
i	RFAD Automation impacts on employee performance	0%	2 4%	9 18%	31 62%	8 16%
ii	RFAD Automation affects organizational performance	0%	1 2%	7 14%	24 48%	18 36%
iii	Inter-Department co-ordination and performance depend on RFAD automation	0%	2 4%	9 18%	26 52%	13 26
iv	RFAD Automation maintains the customer relationship by keeping track of the information about them	0%	0%	7 14%	26 52%	16 32%

Table 7: Automation process helps to improve productivity of the employee.

Interpretation:

We see from the table that 62% employees are agreed that RFAD automation impacts on employee performance. Only 4% employee are disagree that it will impacts on employee performance. Moreover, 48% employee agree that RFAD automation affects overall organizational performance. Only 2% employees are disagreed with this fact. Besides, we can see that 52% employees are agreed that RFAD automation improves inter department coordination. Only 4% are disagrees with this fact. However, around 52% employee are agree that RFAD automation keep records of employee which help to maintain relationship with customer by providing information.

8. Accuracy:

Gathering, storing and delivering accurate information is very important. If inaccurate information enter in the RFAD file, the employee also get inaccurate information that will be a disaster for the organization. Automation process follows a standard format that will prevent the error in the first stage of uploading information. In this way automation process helps to store accurate, reliable information in the system.

SL No-	Statements	Strongly Disagree 1	Disagree 2	Neutral 3	Agree 4	Strongly Agree 5
i	Accurate information are gathered in the first stage of preparing RFAD file	0%	1 2%	9 18%	32 64%	8 16%
ii	Stores accurate information in the system	0%	1 2%	7 14%	28 56%	14 28%
iii	Provides reliable information	0%	1 2%	4 8%	27 54%	17 34%
iv	Aligns with historical data with current and existing one	1 2%	1 2%	6 12%	22 44%	20 40%

Table 8: Automation process helps to store accurate information.

Interpretation:

We can see from the table that 64% employees are agreed that RFAD automation process helps to gather accurate information for preparing RFAD file. Only 2% employees are disagreed with this fact. Moreover, 56% employees are agreed that RFAD automation store accurate information in the system. Only 2% employees disagreed that it will store accurate information. However, 44% employees agree that RFAD automation aligns with historical data with current and existence one. On the other hand, 2% employees are strongly disagreed that it will align with the historical data with current and existence.

Findings and Conclusion:

Findings:

After data analysis and interpretation, the facts I have got are shown in this part.

Findings from Working Environment:

- Majority of the employees are very satisfied with the working environment for automation process of RFAD in UPS. They said they are working in a healthy environment.
- This survey shows that some of the employees are not satisfied with the friendly working environment for automation process.
- Very few employees express their opinion towards communication system. They are saying that two way communication systems are not properly maintained.
- The survey shows that physical working environment is not healthy enough. They are saying that they do not updated technology and software.

Findings from Savings time of the employee

- The study shows that employees get updates information for customer or other related information within a very short time.

- Most of the employees express their opinion that RFAD automation stores files in the system in a very systematic way.

Findings from Employee productivity:

- The study shows that most of the employees believe that RFAD automation process increases employee productivity level.
- Majority of the respondent agree that RFAD automation increases employee productivity that ultimately increases organizational revenue.
- The survey shows that very few employees agree that RFAD automation increases employee accuracy level of work.

Findings from employee work life balance:

- From the study it is seen that most of the employee believe that RFAD automation maintains their work life balance.
- Many employees said that RFAD automation reduces their work pressure a lot.
- On the other hand, very few employees believe that they will get enough time to spend with their family.
- From the survey result it is seen that though RFAD automation saves lots of time till employee have to work extra hour.

Findings from eliminating error in the file:

- The study shows that most of the employee believe that RFAD automation eliminate error in the first stage of the process which are not possible in the manual process.
- Very few employees agree that RFAD automation process is able to detect error in the request and approval file.

Findings from cost related with RFAD automation:

- Most of the employees have agreed that RFAD automation will reduce maintenance cost.
- Very few people Most of the employee have positive respond toward reducing labor cost.
- Very few people agree that this process will reduce the wastage of equipment.

Findings from performance of the Employee:

- Most of the employees have positive opinion towards improving their performance.
- Majority of the employee have negative opinion towards maintaining customer relation.

Findings from accuracy level:

- Most of the employee believes that RFAD automation process provides accurate and reliable information.
- Very few employees believe that this process aligns historical data with current data.

Recommendations:

- Employees should more friendly with each other. Every employee should respect with each other. Every employee should work together for the development of the organization.
- Two ways communication system should maintain. If one department employee needs help from other department they should response it in a positive way.
- For automation update technology or software is needed. Employee who involves with automation process should provide desktop rather laptop. I would like to recommend more advance software for automation such as web system rather using access.
- Before making RFAD files whether approval or request, gather and input accurate information in a proper way that ultimately increase accuracy level of employees.
- Since RFAD automation saves enough time till employee have to work extra hour because of their other works. I would like to suggest proper office hour for work.

Sometime employee has to come early in the morning or have to work late night. So they can use flexi time for their employee since the organization is not following this policy.

- If all the departments employee who are related with RFAD work follow a standard format then only automation process able to eliminate error in the files and file can successfully upload easily in the system. If any mistake occurs system will provide notification or deny accepting it in the system.

- Air Alliance Ltd. (UPS) has different RFAD files format such as doc, pdf and excel files. So I would like to suggest uploading all the previous and current files information in a standard format. Though it will take lots of time, organization will get long term benefits from it.

Conclusion

Request for additional discount (RFAD) is a very important for UPS business. It is the part and parcel of for every department in UPS except HR. RFAD is a valuable resource for this company. Air Alliance Ltd. (UPS) have more than seven hundred customers. Air Alliance Ltd. (UPS) have to maintain these customers file. As these RFAD files are important, they have to keep these files properly as well as they have to share these files within the department. So they bring the automation process to store as well as share these files with the employees. Automation is a process where manual files are converting in the system or software to store as well as proper access.

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Appendix-1: Questionnaire:

Questionnaire on the Study of “RFAD Automation process” of Air Alliance (UPS):

Dear Sir/ Madam

Please help me by providing the following information. This information will be used to identify the independent factors that affect “RFAD Automation process” of Air Alliance (UPS). Please be honest to provide your opinion.

[This is done only for academic purpose. Your responses will be kept confidential.]

Halima Khatun

ID-16104169

BRAC Business School

BRAC University

Personal information:

Name:

Age:

Gender:

Designation :

Signature:

Department :

1-Strongly Disagree, 2-Disagree, 3-Neutral, 4-Agree, 5-Strongly Agree

1. Working Environment in UPS for Automation

SL No-	Statements	Strongly Disagree 1	Disagree 2	Neutral 3	Agree 4	Strongly Agree 5
i	Working environment is comfortable for RFAD Automation process in UPS					
ii	Two way communication system is maintained for RFAD Automation process					
iii	There is friendly working environment for RFAD automation					
iv	Physical working environment (work space, light, fan, a. c, technology and equipment) all are healthy enough					

2. Time Save after implementing RFAD Automation

SL No-	Statements	Strongly Disagree 1	Disagree 2	Neutral 3	Agree 4	Strongly Agree 5
i	RFAD Automation saves enough time for employee to get updated information					
ii	RFAD automation reduces time for searching different customer file					
iii	RFAD Automation provides accurate data within a very short time.					
iv	RFAD files are stored in a systematic manner in the automation system that saves time					

3. Improvement of productivity after implementing RFAD Automation

SL No-	Statements	Strongly Disagree 1	Disagree 2	Neutral 3	Agree 4	Strongly Agree 5
i	RFAD automation process increases the productivity of an employee					
ii	RFAD automation helps to achieve optimum efficiency that ultimately increase productivity					
iii	RFAD automation increases the accuracy level					
iv	RFAD automation affects the overall organizational revenue					

4. Work life balance of Employee after implementing RFAD

SL No-	Statements	Strongly Disagree 1	Disagree 2	Neutral 3	Agree 4	Strongly Agree 5
i	RFAD Automation process helps employee to maintain work life balance					
ii	RFAD Automation reduces work pressure at work place					
iii	Automation provides enough time to spend with the family member.					
iv	Employee have to work extra hour					

5. Eliminate Error

SL No-	Statements	Strongly Disagree 1	Disagree 2	Neutral 3	Agree 4	Strongly Agree 5
i	Prevents error in the first stage of RFAD automation process(follow Standard format)					
ii	RFAD Automation process is able to detect error in the file.					
iii	RFAD Automation process is able to find out the duplicate in the file					
iv	RFAD Automation provides notification if there is any mismatch of data in the file.					

6. Cost related with RFAD Automation

SL No-	Statements	Strongly Disagree 1	Disagree 2	Neutral 3	Agree 4	Strongly Agree 5
i	RFAD Automation reduces the cost of maintenance of the file					
ii	RFAD Automation reduces the labor cost(Human resource)					
iii	Reduces the wastage of resources for example equipment.					
iv	Reduces cost by keeping proper records of the file.					

7. Performance of the employee after implementing RFAD Automation

SL No	Statements	Strongly Disagree 1	Disagree 2	Neutral 3	Agree 4	Strongly Agree 5
i	RFAD Automation impacts on employee performance					
ii	RFAD Automation affects organizational performance					
iii	Inter-Department co-ordination and performance depend on RFAD automation					
iv	RFAD Automation maintains the customer relationship by keeping track of the information about them					

8. Accuracy

SL No-	Statements	Strongly Disagree 1	Disagree 2	Neutral 3	Agree 4	Strongly Agree 5
i	Accurate information are gathered in the first stage of preparing RFAD file					
ii	Stores accurate information in the system					
iii	Provides reliable information					
iv	Aligns with historical data with current and existing one					

Additional comments or suggestions (if any)

Thank you so much for spending your valuable time