



Internship Report on  
Parcel Delivery - Opportunities & Challenges for  
Capital Logistics & C-Express Ltd.

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30 April, 2019

## Letter of Transmittal

30 April, 2019

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Assistant Professor

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Subject: Internship report submission on Parcel Delivery - Opportunities & Challenges for Capital Logistics & C-Express Ltd.

Dear Sir,

With due respect and humbleness this is to inform you that I have successfully completed my internship program at **Capital Logistics & Express Ltd.** My internship tenure comprised of three months from 01 December, 2018 to 28 February, 2019. Now I am very delighted to submit my internship report titled as ‘Parcel Delivery - Opportunities & Challenges for Capital Logistics & C-Express Ltd.’. It was an intense work experience for me where I got the opportunity to learn a lot of things. I always tried to analyze the findings while working for my organization as an intern.

Moreover, it was my absolute pleasure to have you as my supervisor. Your continuous support and guidance helped me complete this report. I tried to include every possible learnings and experiences in this paper which my organization tried to inculcate in me.

Sincerely,

Md. Monzurul Huq. Ornob

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## Letter of Endorsements by the Supervisor Faculty

The Internship Report entitled “Parcel Delivery - Opportunities & Challenges for Capital Logistics & C-Express Ltd.” has been submitted to the internship supervisor in fulfillment of the requirements for the degree of Bachelor of Business Administration, Major in Operations & Supply Chain Management at BRAC Business School, BRAC University on 30 April, 2019 by Md. Monzurul Huq. Ornob, ID: 15204010. The report has been accepted and may be presented to the Internship Committee for evaluation.

(Any opinions, suggestions made in this report are entirely that of the author of the report. The University does not condone nor reject any of these opinions or suggestions).

---

Mr. Md. Hasan Maksud Chowdhury  
Internship Supervisor

## Acknowledgement

My heartfelt gratitude to those who helped me relentlessly at the time of preparing the report and for that I want to thank Almighty who made everything possible for me.

While making the report, there were number of individuals from the organization who helped me continuously without any complaint. For their advices, teachings & guidance I could collect the necessary data and all to make this report a complete one.

In the very firsthand, I want to thank my academic supervisor Md. Hasan Maksud Chowdhury, Assistant Professor of BRAC Business School who had been supporting me since long when I started doing my major at university. His kind supervision and guidance, today I feel proud to have this final copy in hand prepared and credit goes to him unconditionally.

Secondly, I would also like to thank my Operations team Mr. Shafayet Mohsin & Ms. Nabila Khandaker for their goodwill and support. I would also like to thank my internship instructor from the company Mr. Sajed Alam for guiding me during my tenure of work. It was tough and challenging for me to work in an operations team which got very easy for me just because of the great team. Their suggestions and guidance boosted my confidence and I could work in a very dynamic environment.

Furthermore, I want to also thank the other intern students as well who shared their views from their organizations which helped me to learn even more.

## Executive Summary

Capital Logistics & C-Express Ltd. is a fast growing freight forwarding company in the industry simultaneously operating three different kinds of services based on supply chain management. Logistics support, partnership with the renowned logistics service provider in the country, International freight in & freight out through the able service of renowned companies like DHL, TnT, Aramex, sidewise, B2C home delivery service around Dhaka City are the three dynamic departments of the company which includes able leaders at their workplace. In today's busy world everyone wants comfort both at their individual and social level. In this report, I've organized ideas and tried to portrait the real picture of the industry, the functions of my workplace how they operate although having thousands of challenges at all level in the competitive market of the dynamic century. In this ever growing technological era of science, people basically want more and more comfort, thus, the opportunity arises for the freight forwarding company to fulfill the demands and gaps. E-commerce has recently emerged in the country but already it got enhanced at level and it has become a lifestyle, a regular necessity. Market competition out there is tough which seems to be challenges for Capital Logistics but fortunately, with a positive attitude the company look forwards to enhance its business with able leadership in the market. With proper heads and direction the company will thrive for greater achievements and will rule the market someday that's what the company believes in. This report portraits a detailed insights of the market, the operations of the company and concludes with required recommendations which I personally found through my exploratory research with the support of different research papers, personal interactions with the market players and through my fortunate experience with Capital Logistics & C-Express Ltd.

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# Chapter 01: Organizational Overview



## 1.1 Historical Background of Capital Logistics & C-Express Ltd.

Capital Logistics and C-Express Ltd. being a private obliged company chosen underneath ‘The Companies Act (Bangladesh), 1994’ in 2012, with the objective of providing freight forwarding solution in Bangladesh. The origin of this company began as a freight forwarding company six years back, but it has more than 26 a long time of incorporation in this field. Since the year 1984 they had worked their cargo advantage which was as of presently known as “Trade Clippers Cargo Limited” (capitalbd.net/History, 2012). Afterwards, Trade Clippers was sold to DHL Global Forwarding in 2009 and this experienced group last mentioned shaped “Capital Logistics and C-Express Ltd.” which in short known as CLL (capitalbd.net/History, 2012). To supply elite and world class benefit Capital Logistics and Express presently consolidated Discuss Cargo, Sea Cargo and full extend of logistics like documentation, C&F, booking and everything related to import and export. As of now, Capital Logistics and C-Express has more than 57 talented representatives, where most of them have involvement more than 10 years of long time working with worldwide companies like DHL, TNT and etc. (capitalbd.net/History, 2012). In 2015, Khaled Farazi was chosen as the Chairman of this company and after beneath his visionary approach, the company brings numerous extra administrations. In his professional career, he an exceptionally well-known proficient within the field of corporate fund and capital showcase and sometime recently joining Capital Logistics & C-Express Ltd. he was the Chief Official Officer of BRAC EPL. His experience in global collaboration and association made a difference Capital Logistics & C-Express Ltd to urge universal exposers. Moreover, with the new neighborhood messenger benefit made a difference the company to go for wide run of clients. Already, the complete trade of this freight forwarding company generally depended on the cargo rate and the associations with shippers but due to diversification of business, company minimize the hazard and getting more swell impacts to create benefit. At the same time, numerous modern operational exercises have to be input within the supply chain to perform quickly & efficiently. Among all, conveying products securely and convenience factor is one of the major concerns. Sending merchandise and conveying products cannot work within the same supply chain quickly. The complete transportation operation alongside freight in and out both nationally and internationally might be an exceptionally basic work to perform in a common platform.

Taking the advantage of having three decades of experience in international freight forwarding, Capital Logistics and Express decide to serve the global forwarding agents. With that decision, CLL was set up by the same management to provide one stop services and solutions that includes Air Freight, Ocean Freight and full range of logistics services to the international market ([capitalbd.net/about-us](http://capitalbd.net/about-us), 2012). That time Capital Logistics and Express was known Capital Logistic Ltd (CLL) only. Later on, the “Express Courier” has been introduced with another experience operational set up with the goal of surviving B2C market. Recently, they have also launched “Local Courier service” which makes the business a complete package. For different operational purpose company has different operational management team like logistics team, express courier service team and local courier service team.

## 1.2 Capital Logistics and express Limited at a Glance

### 1.2.1 Warehousing & transportation

- 5,000 square feet warehouse space solely for transit logistics next to Dhaka Airport
- 10,000 square feet cross dock warehouse located at Chittagong Sea Port
- Own Bikers, Covered van, refrigerated van, Cargo van and trucks for transportation.

### 1.2.2 Special Services

- Livestock Handling
- Special Container with Controlled Temperature for Cold Chain Products
- Hazardous and Dangerous Goods Handling
- Charter service is available for customers with exclusive needs to uplift special or dedicated cargo to a specific destination.

### 1.2.3 Logistic Services

- Worldwide air forwarding with transportation support at each step throughout your supply chain
- Door to door and airport to airport import and export service from inland points to and from multiple global destinations
- Continuous reporting and shipment visibility through our global information system
- Due diligence of all material agreements and documents
- Abide by export and import policy
- Competitive rates through leveraged volume procurement

### 1.2.4 Ocean Freight

- Prompt Service of LCL, FCL or Project Cargo
- Continuous reporting and shipment visibility through our global information system
- Door to port and port to port service
- Multimodal sea-air service gets the cargo to its destination on time at a highly competitive price

### 1.2.5 Air freight

- 5000 square feet warehouse space solely for the air transit logistics which is next to Dhaka Airport
- Door to door, airport to airport express delivery service within 3-7 day in any destination
- Networking with major airlines carrier like Emirates (EK), Etihad (EY), Saudi Arabia Airlines (SV), Singapore Airlines (SQ), Thai Airways (TG), Quarter Airways (QR), Kuwait Airways (KU), British Airways (BA) and many more
- Custom brokerage service like air export and import clearance, Duty delivery Paid (DDP), Duty delivery Unpaid (DDU)
- Relationship with customs authorities, EPB, C.C.I & E

### 1.2.6 Express Courier

- Provides a worldwide express courier service via an affiliation with global express companies such as DHL, TNT, ARAMEX and UPS
- Manage the delivery and distribution for a rapidly expanding list of active clients consisting of individuals, small and medium enterprises to large corporations
- Offers a comprehensive suite of express international courier services and delivery solutions including international documents, noon documents, airfreight and import express

### 1.2.7 Local Delivery

- Home delivery and pick up service inside Dhaka
- Same day and next day delivery
- COD (cash on delivery) collection on behalf of different merchants
- Delivering goods from Dhaka to every district in Bangladesh
- Special delivery service for food and cold storage goods
- Real time tracker for product location update
- Mobile app for receiving order, cash management and auto invoice generator

### 1.2.8 Other Services and businesses

- Own creative team “White Spot Digital” for digital marketing and website management
- Provides E-commerce services like boosting, branding shop management etc.
- Bangla food Mill Ltd
- Farazi Food and Beverage Ltd
- Food Swingers
- Farazi Holdings Ltd

### 1.3 Department, Company Organogram and Major Working Areas.

Capital Logistics and Express is a complete team of 56 employees apart from part timer and interns. Top management starts with chairman and under his supervision, managing director and the other directors set employees key performance area. In this organization there are four major departments which are accounts, sales, operation and Human Resource. Apart from that, they have their creative and IT team for technical support. According to their working areas they set their organogram which I have shown in figure 01.

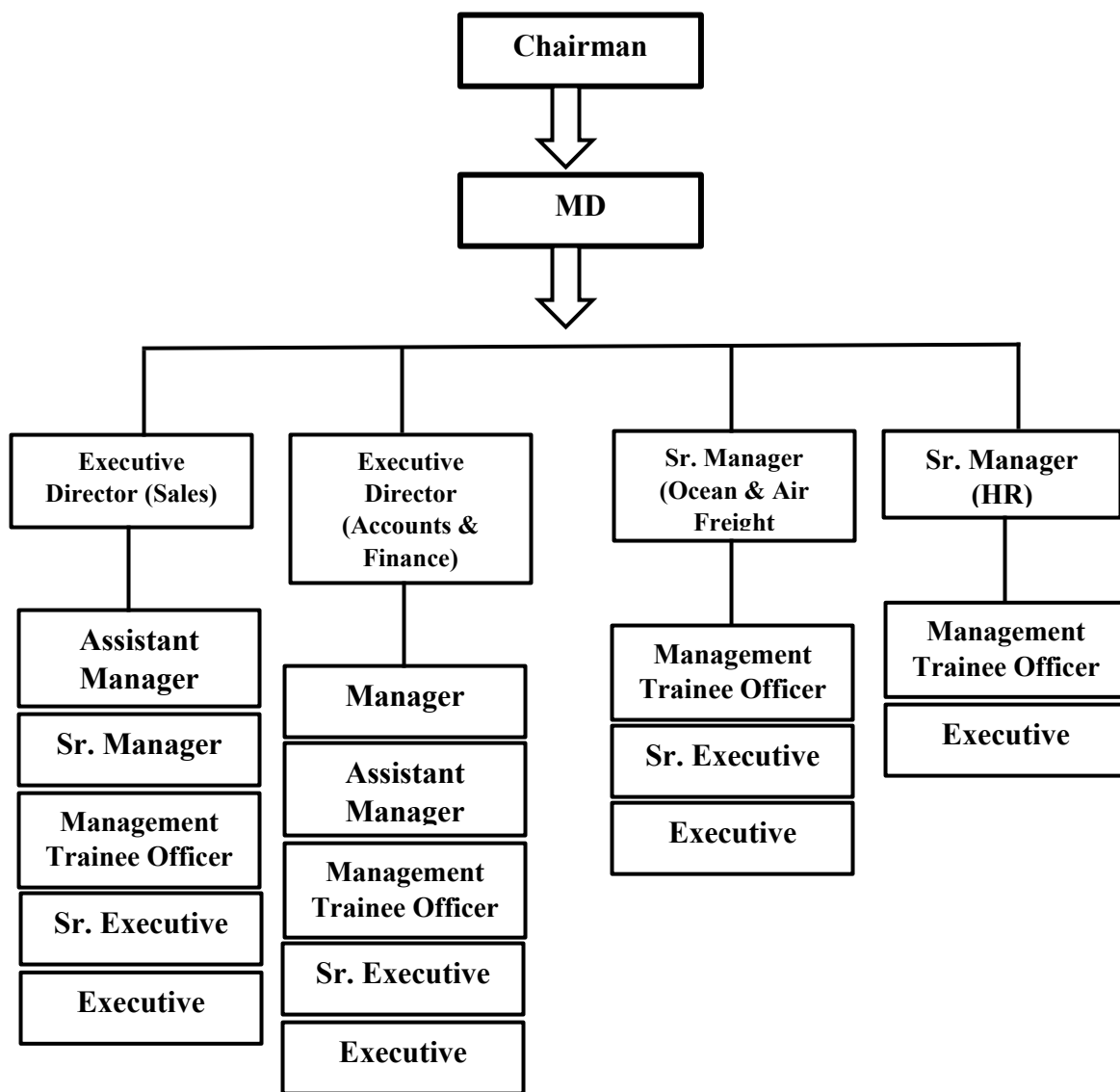


Figure 01: Company Organogram

Major Work divisions for Capital logistics and Express Ltd.

As Capital Logistics and Express is mainly a freight forwarding company, its supply chain and operation is designed based on that. As some of the operational work is different from logistics and express courier service, both Capital Logistics and Capital Express are registered as a different company. Other than that local courier service operates under Capital Express Ltd.

### 1.3.1 Sales Division

The most reason of deals division is to guarantee good looking sum of shipment from people, little and medium endeavor to expansive enterprises. Most of the cases, they get shipment from individual or from corporate associations. As a result, most of the time the deals group should stay exceptionally active with their clients to give them more shipments. Another major work they have to be do is coordinate the competitor's rate/freight fetched. Those who gives an enormous sum of shipment have associations with numerous sending companies. The showcase remains competitive continuously as the cargo rates for aircrafts and shipping line changes exceptionally as often as possible. The B2B trade branding primarily depends on the individual connection and benefit reinforcement but for buyer item like express messenger and a nearby conveyance company needs partitioned branding group. As company doesn't have possessions branding group most of the branding work presently depends on the deals group. (capitalbd.net/about-us, 2012)

### 1.3.2 Accounts and finance division

Apart from other works, most of the organization accounts and finance division have their specific five role in the organization (Role of Accounting Department, 2016) and those are –

1. Accounts Payable (money out)
2. Accounts receivable and revenue tracking (money in)
3. Payroll
4. Reporting and financial statement
5. Financial controls

Capital logistics and Express also have expert team for these works but it becomes a critical task for them when they keep record for Capital logistics and capital Express differently. Other than the basic works accounts division have to work on the credit control.

Company needs to pay the shipper before the shipment starts and the clients pay the company after successfully receiving or delivering the goods. So, most of the time, a huge amount of money remains stuck as accounts receivable.

### 1.3.3 Operations and Quality Control Division

There's two isolated operations group beneath the same supply chain for Capital Logistics and for Express and nearby messenger. For numerous reasons, logistics and express courier are the foremost basic errand for the organization, but as they have a total setup with master individuals they can quickly do this. On the other hand, neighborhood conveyance is comparatively modern and there are numerous challenges still to overcome. Diverse sort of items requires diverse sort of shipment.

The basic operations of an export or import shipment involves in multiple work step. From figure 02 and 03 one can get some basic idea of a shipment process which I have found from the operation manager.

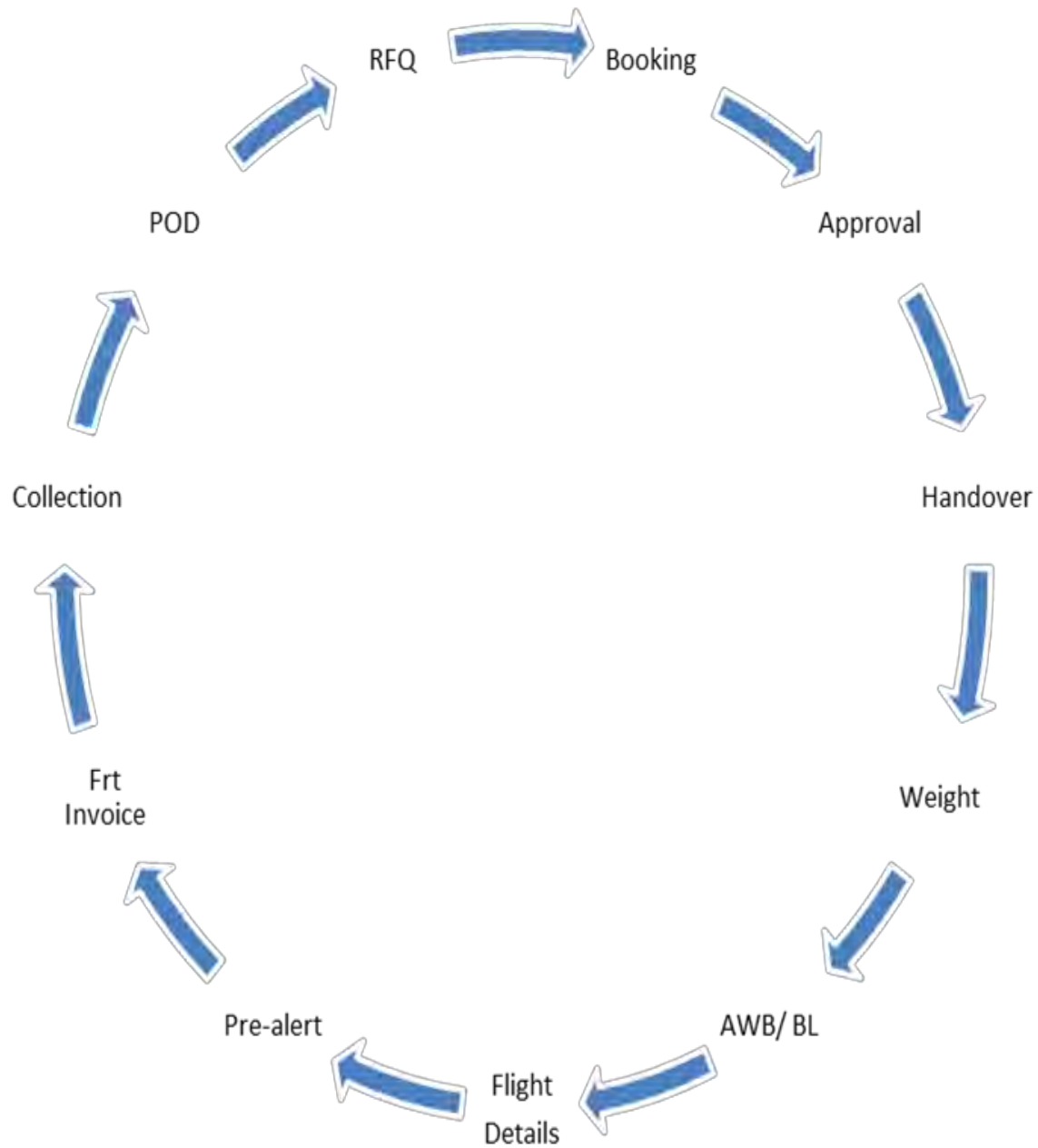


Figure 02: Steps of an Air Shipment



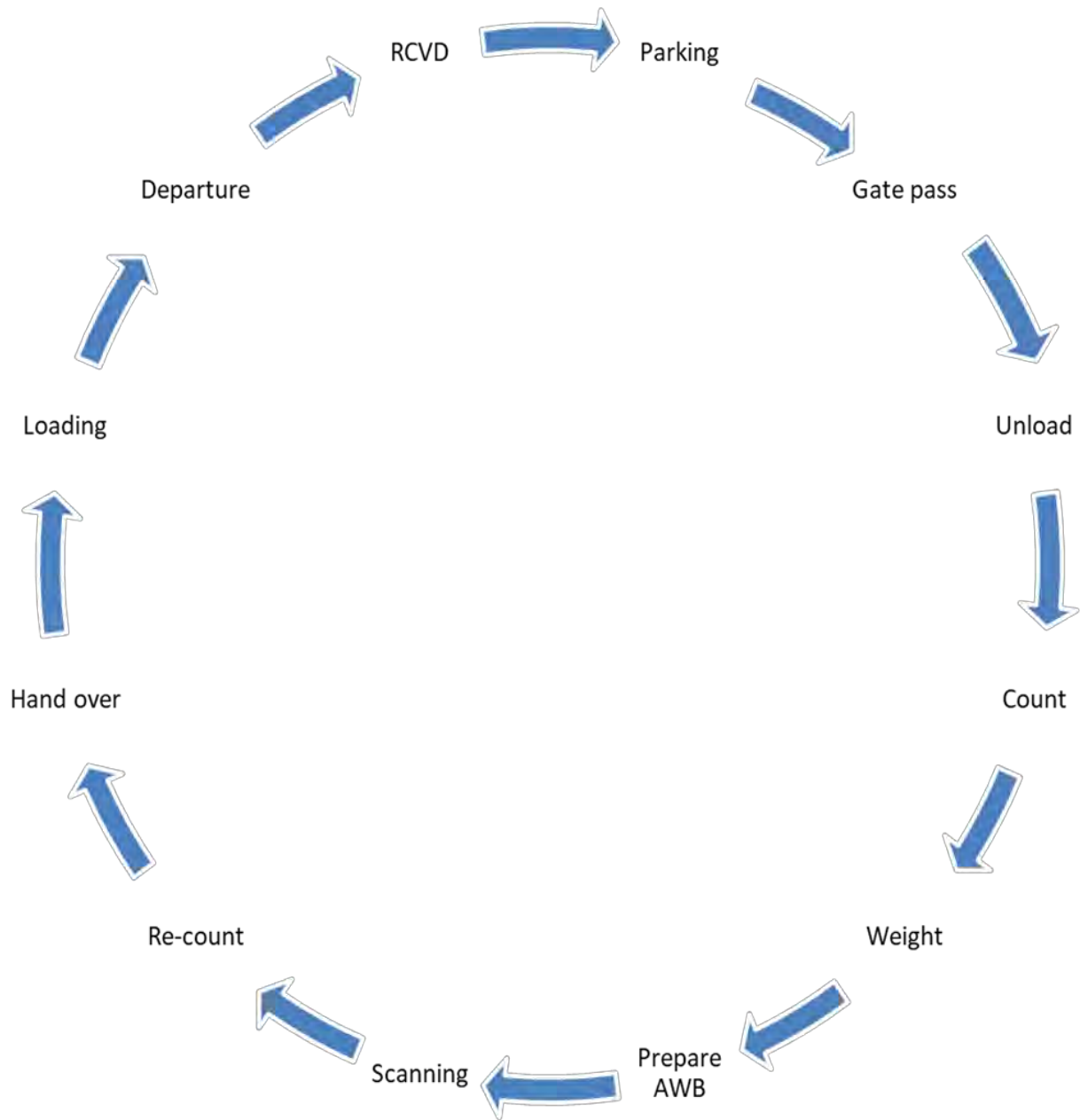


Figure 03: Steps of Air Shipment (detailed version)

Local delivery operation is far different from the international delivery. From Dhaka to other district in Bangladesh, company use 3<sup>rd</sup> party courier agency and within 2 days product is delivered to the authorized dealer. Then the customer can pick up the product from destination point or they can get home delivery with extra payment. Inside Dhaka company operations with their own logistics. They have their own biker and delivery van for home delivery service. User can get their product status from mobile app or by customer care service. (capitalbd.net/about-us, 2012)

Quality control is one of the major concern for Capital Logistics and Express. As the company's main services is handling products from one place to another place, in due time all responsibility related to products or goods is companies concern. So, taking all these matter as major concern Capital Logistics and Express first check product details, package size, temperature control system and etc. Company also have their own logistics for pick and pack and temperature control before sending it to shippers. Pharmaceuticals and RMG's have their own way to quality check and capital logistics and express already set up the standards to serve this two sector.

The Capital Logistics and express Ltd. operation division is responsible for constant monitoring in different delivery stage of any products which are delivered with modern and updated process. The research and development is under the umbrella of quality operation division (capitalbd.net/about-us, 2012).

#### 1.3.4 Export & Import Division

The key purpose of Capital Logistics and Express is to provide convenient freight services, reliable and efficient forwarding to the clients. They aim to become top freight and forwarding company in this industry in terms of excellence in delivery (capitalbd.net/about-us, 2012).

They have rapidly grown to be one of the most trusted companies to handle the clearing and forwarding of all movable cargo. They are expert in freight forwarding and logistics of goods of all types.

**Exports Documentation:** Purchase order from Buyer, Sales Invoice, Packing List, Shipping bill, Bill of Lading or air waybill, Certificate of Origin and any other specific documentation as specified by the buyer, or as required by financial institutions or LC terms or as per importing country regulations (capitalbd.net/about-us, 2012).

**Imports Documentation:** Purchase Order from Buyer, Sales Invoice of a supplier, Bill of Entry, Bill of Lading or Air waybill, Packing List, Certificate of Origin, and any other specific documentation required by the buyer, or financial institution or the importing country regulation (capitalbd.net/about-us, 2012).

- Air Export & Import Clearance
- Ocean Export & Import Clearance
- Duty Delivery Paid (DDP), Duty Delivery Unpaid (DDU)
- Documentation for all processes and outbound clearance

### 1.3.5 PPIC Division

PPIC means planning, procurement, inventory and control. This division must play a vital role in the development of company strategies, the planning and implementation of procurement policies and the analysis of marketing demand and service requirements (capitalbd.net/about-us, 2012). Most of the time, board of directors makes these major decision.

### 1.3.6 International Business Division

As an international courier, Capital Logistics and Express offers a wide range of courier services. For worldwide shipping connections every forwarding companies needs very strong international connections which mainly depends on companies profile and reputation. They have already built a good network with different shipping lines and courier agencies. According to their website they represent many facts to establish their company name in the international stage and those are –

- 60 TEUS Ocean Freight per month
- 75 Tons Air Freight per month
- 1,500 Shipment per month
- Offers a comprehensive suite of express international courier services
- Delivery solutions including international documents, non-documents, air freight and import

### 1.3.7 HR Division

HR division deals with the process and procedure of employee management. Human Recourse division is always ready to gathers appropriate employees, trains them to adjust with the company and put them into right places. Most of the time they also handles legal aspects like tax return and labor and employee law compliance of The Capital Logistics Ltd. HR division also takes cares of the basic six HR functions which are given bellow (Mayhew, 2018).

- New recruitment
- Job safety
- Employee Relation
- Compensation and Benefits
- Labor law compliance
- Training and Development

### 1.3.8 IT and creative Division

Now a days IT and Creative department of any organization play a very important role. In Capital Logistics and Express IT division is known as “White Spot Digital” which basically handles the website management, content development, graphics design, boosting and overall companies IT system.

IT Division of this company works together with all the departments and for its sister concern companies to assist all units. Besides that they also handles companies E-commerce site and performs online branding on behalf of our clients as their branding partner. (capitalbd.net/about-us, 2012)

## 1.4 Companies Vision and Mission

### 1.4.1 Vision

A strategic vision describes management's aspiration for the future and delineates the company's strategic course and long term direction (Thompson, Peteraf, & Gamble, 2016). Vision shows a particular direction for long term goals. The vision of Capital Logistics and Express is –

“Providing first class Freight service” (capitalbd.net/about-us, 2012).

### 1.4.2 Mission

Most of the cases we get confused about the mission and vision statement but the difference between mission and vision is clear-cut. A company's mission describes its purpose and its present business by answering three questions (Thompson, Peteraf, & Gamble, 2016)

- Who we are?
- What we do?
- Why we are here?

Capital Logistics and Express also set their mission statement accordingly and their mission statement is –

“We offer a comprehensive suite of express international courier services and delivery solutions including international documents, non-documents, airfreight, ocean freight and import, worldwide express air forwarding with transportation support at each step throughout same supply chain. We also provide Continuous reporting and shipment visibility through our global information system” (capitalbd.net/about-us, 2012).

### 1.4.3 Company's Current Goal

Right Now, Capital Logistics & Express is devoted to increase its sale growth, productivity and improve company image with customer satisfaction by ensuring continuous improvement and to prove itself to be one of the remarkable freight forwarding company in Bangladesh.

## 1.5 Delivering Goods and Transportation logistics Operation

Now-a-day's one of the most essential element of freight forwarding as well as economy is a well-designed transportation system (Regan, Holduin, & Chow, Freight Transportation Planning and Logistics, 2017). Capital Logistics and Express follow and exercise swift supply chain system for better transportation of goods.

First of all, for fastest international courier service Capital use express courier which are basically done through the affiliation with the giant courier companies like DHL, TNT, ARAMEX and UPS. Here the company's main job is to collect product and product detail from different agents or individuals and hand over it to them. The rest of the work is done by these international courier companies. For safety purpose company may serve many logistics like packing, documentation, product pick-up and etc., but after the product is handover to international courier partner once, the responsibly of customer's products is on them.

The Company's main challenge starts with the B2B logistics deal where the company has to transport goods for different business industries like medicine and RMG, which are basically high volume product (More than 100 KG) and mostly done through ocean and air freight. Company divide transportation phase into four parts –

- Pick-up location to warehouse.
- Warehouse to air/sea port.
- On board product (Air/Ship/road).
- Destination port to delivering address.

The whole process can be tracked through the user tracking ID and every steps requires some other logistics support other than transportation logistics. So, it's a long term process and Capital Express & logistics is determined to serve its consumer a one-stop service for the whole process.

When company imports any door to door delivery they need to confirm after the product is safely delivered to consumer's home. Taking this in mind, company keeps a team of delivery man for home delivery and home delivery outside Dhaka is done through a company's dedicate agent.

As they have a dedicated team for local delivery, they decided to start local delivery service for the local customers of Bangladesh inside and outside Dhaka. They have same day and next day delivery inside Dhaka, and they are mainly targeting small and medium e-commerce business and individuals for this service.

Initially express courier and local courier was delivered through the same logistics operation channel, but due to increasing demand in local delivery they had to separate the whole transportation logistics operation. Now the express and local courier is serving with refrigerator-van, pickup-van, micro, truck, motorbike and bicycle.

During my internship period here in Capital Logistics and Express, I was selected to work in the logistics operation department and most of the time I was engaged with transportation logistics. During my internship period, I observed that demand of local delivery is increasing continuously, but at the same time the logistics supply chain is not improving at the same pace and day by day it is becoming a more critical job with increasing demand.

## Chapter 2: Introduction



Capital Logistics and Express is a private limited company registered under ‘The Companies Act (Bangladesh), 1994’ in 2012, with the goal of providing one stop forwarding service in Bangladesh. Though this company starts their journey as a forwarding company six years back, but it has more than 26 years of experience in this field. Since the year 1984 they had operated their cargo service which was previously known as “Trade Clippers Cargo Limited” ([capitalbd.net/about-us](http://capitalbd.net/about-us), 2012). Trade Clippers was sold to DHL Global Forwarding in 2009 and this experienced team latter formed “Capital Logistics and Express” Ltd which is also shortly known as CLL ([capitalbd.net/about-us](http://capitalbd.net/about-us), 2012). To provide exclusive and world class service Capital Logistics and Express now incorporated Air Freight, Ocean Freight and full range of logistics like documentation, C&F, booking and everything related to export and import. Currently, Capital Logistics and Express has more than 57 skilled employees, where most of them have experience more than 10 years working in different world wide companies like DHL, TNT and etc. ([capitalbd.net/about-us](http://capitalbd.net/about-us), 2012). In 2015, Khaled Farazi was elected as the Chairman of this company and after under his visionary policy company bring many additional services. He is a very well-known professional in the field of corporate finance and capital market and before joining Capital Logistics and Express, he was the Chief Executive Officer of BRAC EPL. His experience in international collaboration and affiliation helped Capital Logistics and Express to get international exposer. Also with the new local courier service helped the company to go for wide range of customers. Previously, the whole business of this forwarding company mostly depended on the freight rate and the connections with shippers but due to diversification of business, company minimize the risk and getting more ripple effects to generate profit. At the same time, many new operational activities have to input in the supply chain to perform swiftly. Among all, delivering goods safely and timely is one of the major concerns. Forwarding goods and delivering goods cannot operate in the same supply chain swiftly. The whole transportation operation logistics is a very critical job to perform. In this report, I try to discuss about the overall business structure of Capital Logistics and Express but my main target will be analyzing the transportation operations and logistics for delivering local goods.

## 2.1 Origin of the Report

In Capital Logistics and Express, I am currently working as an intern in their operation and logistics unit. My core job description as an intern is monitoring and helping the transportation logistics for local and international unit. Moreover, my job responsibilities also includes make schedules for local delivery, create route map, handling customer payable accounts, accounts disbursement report, giving performance report to the higher authority for the logistics department, product listing & detailing and managing inventory. Furthermore, CLL wants to make some of their business projects and proposals which is I have to keep confidential until the launching. As I am doing my BBA major in Operations and supply chain management they helped me to keep exploring with the practical knowledge of the operation and logistics of a freight forwarding. I learned the steps of an international freight service and tried to keep learning the logistics support they are doing for their clients.

## 2.2 Statement of the Problem

Capital Logistics and Express is registered in 2012 under the Bangladesh company act with a mission of giving one stop international forwarding service. With time passed, they introduced express courier and local courier services. Already they started expanding their customer base with first-class delivery service and holding a handsome of customer share in this forwarding industry. They have expertise in forwarding medicines, RMG, livestock and dangerous items like chemical. Currently I am working as an intern in operations and logistics department which is at the head office located at Banani, Dhaka. The purpose of my program was to help the team for successful and smooth operation. For that reason I was assigned to help probably in every work that the company requires to complete a successful operation. As I have operated in logistics and operations team during my internship period, I faced various types of issues that is challenging to maintain this team and I have discussed these challenges, findings and recommendation throughout this report.

## 2.3 Objectives of the Study

### **Broad Objective:**

The broad objective of my research is to find out the challenges of the operation team of a freight company as well as the industry in Bangladesh through analyzing the circumstances in Capital Logistics and Express.

### **Specific Objectives:**

- To know the challenges of hiring employees for the delivering goods
- To find out the challenging situations when delivering a product
- Challenges to achieve customer satisfaction through different service
- To point out the difficulties while making successful product delivery or shipment

## 2.4 Scope of the Study

The purpose of this report is to represent the internship experiences. The objective was to gain practical knowledge from this internship program at Capital Logistics and Express Ltd and understand the working environment of the forwarding operation team. Capital Logistics and Express Ltd is currently trying to provide a one stop solution for delivering goods no matter it is in the National territory or in International market. The higher authority is guiding the whole team to perform strategic plans.

Each part of this report will focus on the results and lessons learned from the project, which I only monitor as an intern during my internship.

## 2.5 Limitation of the Study

As Capital Logistics & C- Express Ltd is working basically within the sending industry. There are numerous secret issue over utilizing its inner documentation and data due to numerous competitive and lawful limitations. So, it was not simple to accumulate fundamental data to plan this report more comprehensively. Besides, Capital Logistics & C- Express Ltd is experienced but they are working in this title recently and as a modern company in Bangladeshi showcase it is serving for as it were for 6 a long time. Hence, most of its information with respect to the operation and procedures within the local advertise are totally modern and troublesome to reveal. At show, Capital Logistics & C- Express Ltd is giving from Dhaka and Chittagong city and it is very intense to speak to the full picture of their benefit giving commerce in this report.

## Chapter 3: Literature Review

Right now subject to critical disturbance, last-mile conveyance, particularly of packages, is getting an awesome bargain of consideration within the media and from financial specialists – legitimately so. The taken a toll of worldwide divide conveyance, barring pickup, line-haul, and sorting, sums to ~ EUR 70 billion, with China, Germany, and the Joined together States bookkeeping for more than 40 percent of the market. However, the showcase isn't fair huge, it is additionally profoundly energetic, with development rates in 2015 extending between 7 and 10 percent in develop markets, such as Germany or the US, and nearly 300 percent in creating markets such as India. This implies that, in develop markets, volumes may twofold over the another ten a long time, coming to generally 5 billion and 25 billion packages per year in Germany and the US individually.

The biggest driver of this development isn't shockingly e-commerce, which has moved advertise share from the B2B to the B2C section. B2C once made up ~ 40 percent of the showcase, but has since surpassed 50 percent in a number of nations, counting Germany. In expansion, the final mile's strong share in add up to divide conveyance taken a toll – frequently coming to or indeed surpassing 50 percent – makes it a key handle step for those looking for to pick up a competitive advantage. At the same time, it is absolutely at the final mile that numerous occupants are battling, as they frequently bear noteworthy labor cost drawbacks and thus, all else being rise to, competitive impediments.

Estimate, development, and the troublesome situating of occupants alone as of now give adequate grounds for considering long-standing time advancement of the final mile. But there's one more basic calculate supporting the case for taking a closer see: the final mile is seeing disturbance from modern commerce models that address client request for ever speedier conveyance, as well as modern advances that are likely to reach advertise status over the following ten a long time, counting rambles and Autonomous Ground Vehicles (AGVs). (Martin Joerss, 2016)

To superior get it buyer inclinations, i.e., the quickly developing X2C advertise, we conducted a large-scale study in China, Germany, and the US with an added up to of 4,700 respondents (1,500+ in each of the three nations), which created a few intriguing comes about. Nearly 25 percent of customers are willing to pay critical premiums for the benefit of same-day or moment conveyance. This share is likely to extend, given that more youthful buyers are more slanted (fair over 30 percent) to select same-day and moment conveyance over customary conveyance. Be that as it

may, the remaining ~ 70 percent of shoppers still favor the cheapest alternative of domestic conveyance. These comes about are by and large steady over all three nations overviewed and over all item bunches, but with distinctive orders of size. Chinese buyers, for case, are essentially more open to development than their North American or German counterparts.

Moreover, showcase volumes incorporate residential express section consumers' eagerness to pay for quick conveyance when acquiring goods is extraordinarily higher than, e.g., for attire. To our astonishment, as it were a minority of respondents shown a readiness to take unattended conveyance, e.g., divide lockers, indeed at marked down prices. Get prepared for a world where independent vehicles provide 80 percent of parcels Three X2C conveyance models are likely to dominate the final mile within the future, driven by buyer inclinations and drop thickness (e.g., longer separations in provincial regions essentially increment last-mile costs): AGVs with divide lockers, rambles, and bicycle messengers. Two of these three conveyance models will be characterized by a tall degree of atomization and resource escalated. Independent vehicles counting rambles will convey near to 100 percent of X2C and 80 percent of all things. As it were ~ 2 percent will be conveyed by bicycle dispatches within the generally little moment conveyance segment.

Conventional conveyance will account for the remaining ~ 20 percent of all things: enormous B2B clients with tall drop variables (i.e., the number of packages dropped per stop/recipient) and frequently uncommon conveyance necessities (e.g., hanging products) will favor generally human conveyance as we know it nowadays. The same is genuine for e-commerce conveyance, as individuals will still need cases to be carried up to their separated returns to be taken care of straightforwardly. (Martin Joerss, 2016)

This vision will become reality within the next ten years

The speed at which the sketched out last-mile conveyance scenarios can be come to will change, depending on open estimation, direction, and labor costs. Early selection of these modern independent conveyance models will concentrate in created nations, where labor costs are tall sufficient to form the return on venture critical. Within the creating world, be that as it may, labor costs will likely stay moo sufficient to avoid any major innovation alter affecting the final mile over the following five to ten a long time. In any occasion, direction will have to be change altogether (e.g., risk for harms caused by independent vehicles), but such administrative challenges

will be overcome within another ten a long time, driven by the impact of the expansive vehicle companies. At the same time, open conclusion concerning independent vehicles counting rambles has as of now begun to shift – with 60 percent of shoppers demonstrating that they are in favor of or at slightest uninterested to ramble conveyance. Subsequently, there's exceptionally small to suggest that the transformation will not kick in over the next ten years, at least in the developed world. (Martin Joerss, 2016)

So what does that mean for any player within the showcase? On the off chance that a company works in a high-labor-cost nation, it better starts thinking around end of the final mile presently, as key establishments in HR, IT, and the venture methodology have to be laid down. Companies that come up short to act before long will relinquish their chance to be among the contenders for the final mile within the long term. In any case, sometime recently we bounce to conclusions, let us see at our discoveries in detail. (Martin Joerss, 2016)



## Chapter 4: Methodology of the Study

## 4.1 Research Design

A research design is a comprehensive plan that sets out the research objectives and gives guidance on what a research has to do to properly recognize these objectives. (Jaideep, 2016). It is the blue print for collection, measurement and analyzing the data (M.K. William, 2017). The research design is the overall plan for dealing with various research components in a logical and rational way; ensuring that the research problem is addressed appropriately.

The research design is similar to establishing a descriptive plan for the research in which the researcher explains how the overall research is to be carried out. (Jaideep, 2016).

There are various types of research design which can be used for understanding different types of research problems. Basically researcher use three types of research design-

1. Exploratory Research
2. Descriptive Research
3. Causal Research

**Exploratory Research:** This type of research is used when there is no previous data or a few historical evidence to identify the problem. Exploratory research is an unstructured and casual type of research (Exploratory Research Design, 2016). It serves as a preliminary research that is conducted for better understanding the problem and discover new thoughts. Exploratory research is conducted through expert's interview, secondary data analysis (data collected for another purposes), case study, pilot survey, projective techniques like word association, sentence completion, focus group discussions (John Dudovskiy, 2017).

**Descriptive Research:** Descriptive research is predetermined and structural type of research design from where the researcher can get statistically inferable data for the problem. The main concept for using this research is to understand the opinions, thoughts and attitudes held by a group of people on a given topic ( FluidSurveys Team, 2014). In this research, responses are grouped

and scheduled at the questionnaire for getting a statistically measurable finding. It is a conclusive type of research in nature.

**Causal Research:** The research which determines the cause and effect relationship of the variables for understanding the problem is called as Causal research design. Causal research is conclusive in nature. Moreover, this research is preplanned and structured type of research ( FluidSurveys Team, 2014). It tries to focus on two basic things-

1. To find out which variables of the research are cause and effects,
2. The nature of the relationship between cause and effects has to be identified

In my research project, I followed exploratory research through interviews with experts and group discussions with logistics executives. I spoke most of the time and received information from my instructor the operations manager.

I also analyzed some primary data from company's internal sources which is too much confidential and for secondary data I analyzed several websites, journals, reports and related literature.

## 4.2 Primary Sources

My essential information collection for this report has been done through watching the CLL representatives. I get the consent to work straightforwardly with the representatives of the operation group. I worked both in worldwide express and logistics operation office. In this manner, I watched the exercises of the workers and attempted accumulate the information which made a difference me for conducting this inquire about.

## 4.3 Secondary Sources

- Published articles
- Official web sites
- Discussion with other people related to Freight Forwarding Industries

## Chapter 5: Results, Discussion & Major Findings

## 5.1 Transportation & Logistics Operations of Capital

Transportation and Logistics operations is getting to be the foremost touchy issue presently as the client request of conveyance benefit is continually advancing day by day and benefit suppliers are not prepared to compromise on client benefit (HoneyWell, 2013). Capacity to require mechanical adjustment, persistent advancement and adapt up with changing environment can constrain a T&L operations to move forward conjointly makes a difference the organization to reach a cost-effective circumstance.

Capital Logistics & C-Express is an experienced group for worldwide sending but, the like other nearby conveyance company it is additionally confronting challenging minute for keeping up nearby conveyance service's operation. Most imperatively, conveying products inside Dhaka is the foremost basic portion or maybe conveying in other cities. Buyers who live in Dhaka, anticipate same day or another day conveyance as they are interior the city. Concurring to the separate, company tries to convey items securely inside the anticipated time.

Issue emerges when it comes to conveying interior the Dhaka city since it is very outlandish these days to provide items in due time. On the other hand, one cannot meet the client fulfillment without a same-day or following day conveyance. Customers in our nation are still habituated with the on-spot buying not on-line buying. Still E-commerce is rising due to extraordinary benefit advertising and domestic conveyance benefit. Other than that, without domestic conveyance, we cannot think of an E-commerce commerce since most of them are little and medium business visionary and they don't have sufficient venture to set a physical shop.

As of now, Capital Logistics & C-Express Ltd is working their transportation logistics centrally from the head office which is found in Banani. They have two more center points in Uttara and Mirpur for those zonal range conveyances. Most of the cases, they convey merchandise with cruiser and Bike but for expansive item or cold capacity item they utilize conveyance van. They partition the bundles concurring the area region and after that the conveyance boy begin conveying agreeing to their committed zone. At the same time, moreover collect pick-ups from distinctive dealer.

This can be the essential process of conveying items interior Dhaka but the method falls flat most of the time and numerous issues emerge whereas conveying merchandise. There are numerous issues I watched amid my learning period, which can be depicted as the operational challenges for transportation and logistics of conveying a products.

## 5.2 Effective T&L for Better Supply Chain

Company's way better execution for the most part depend on a sound supply chain execution. Transportation logistics operation is one of the foremost crucial components among all. Insights appear that approximately 77 percent organizations say that their clients presently request same day conveyance and the client fulfillment level is exceptionally moo where they cannot meet this request (HoneyWell, 2013). The increasing demand for same day delivery is putting pressure on the T&L operations to not only meet the timeline, but have to offer a continuous customer service.

A sound transportation and logistics must covers many things like –

- Route Planning.
- Well Packaging.
- Tech based.
- Customer service.
- Well trained delivery work force.
- Re-engineering of work distribution.
- Return policy.
- Payments.
- Delivery Methods and traffic update.
- Tracking and monitoring.
- Maintaining delivery hub or Distribution center.
- Swift Communication among the distributors.

These are a few fundamental criteria for quick T&L operation, but transportation logistics requires fast moment choice making. Conveying in cities like Dhaka is like anticipating the unforeseen. Here transportation and logistics is continuously full of instability and still we are utilizing the ancient post office show. Capital Logistics & C-Express encompasses a committed group for handling the supply chain operations and they are attempting to cope-up with the instability. As of late they have propelled the versatile app, advanced client installment framework, conveyance following framework and advanced client benefit group. Other than the later arrange company needs more data and overview to confront the challenge of conveying on time.

### 5.3 Role of Proper Packaging

The importance of packing accuracy is growing rapidly because it is directly related with delivery logistics (HoneyWell, 2013). It is vital both for item security and item conveyance. Most of the time company chooses the allocate cost by bundle measure and weight. For worldwide dispatch idealize pressing may be a must. It too makes a difference nearby conveyance if company employments the strategies of packing. Packing is additionally portion of branding which contain company title and symbol, address and contact data. It can minimize the generally fetched and time through distinctive measuring pack and by doing so, one can effectively make the idealized arrange file.

It is imperative both for item security and item conveyance. Most of the time company chooses the allocate cost by bundle measure and weight. For worldwide dispatch idealize pressing could be a must. It too makes a difference nearby conveyance if company employments the strategies of packing. Packing is additionally portion of branding which contain company title and symbol, address and contact data. It can minimize the generally taken a toll and time through diverse measuring pack and by doing so, one can effectively make culminate arrange file.

Capital Logistics & C-Express right now utilize standard pressing framework for universal conveyance as it were because it is must work in cargo sending trade. In neighborhood conveyance unit most of the allocation are little in weight and unit and diverse dealers have distinctive pressing strategies. Pressing moreover take long time and taken a toll more for the operation as early within the morning they stay active with choose up item and course mapping. In numerous cases the

divide is as well little to deliver a standard pack estimate. So they utilize shipper pressing and carry all the products in a huge pack or holder. Capital Logistics & C-Express utilize the sticker on the item for promoting reason. If an organization uses a systematic way of packing, it will take less time and it can give product safety. Same time by standardization with different pack size one can easily divide products according their size and weight. Now a days we can also use barcode to identify product detail on the packet. It can help return products as one can easily check the barcode and know the detail. It is silly but true that a better packing also gives the customer more attraction for the product.

## 5.4 Client service

In Conveyance benefit commerce dealing with client could be a basic work since you would like to fulfill the both parties (the sender and the collector) at the same time. Item overhaul status, assembly the designated time, return prepare and switch supply chain, COD collecting and accounts dispensing are the most challenges for the benefit provider. Capital Logistics & C-Express operations and front line client benefit administration attempt to form the arrangements for all the major criteria with a combined successful service.

### 5.4.1 Product update status

Item upgrade status alludes product's current position. A conveyance prepare begins with getting the arrangement from any people or any dealer and closes by conveying their item to their wanted goal. In between this pickup and conveyance an item can pass through distinctive stages. Diverse conveyance organization employments distinctive transportation logistics strategies. As of late we listened approximately ramble conveyance in farther zones conveyance or pizza conveyance by ramble for quickest conveyance. Any medium of transportation one can get for conveying the products, but some time recently that the administration must take thought of the taken a toll proficiency of transportation and other logistics.



Recently, Capital Logistics & C-Express has consolidated a GPS following framework to know the item upgrade additionally clients can know their overhauls by calling for to client benefit. In some cases clients are not as it were willing to know the item overhaul, they moreover require the client benefit confirmation for their products. When the operation isn't appropriately working or there's gigantic activity within the street, the genuine time overhaul can ended up revile since clients know how their item is moving and they make more weight that time.

#### 5.4.2 Challenges of facing appointed time

When clients put any arrange for conveyance they specify a few correct time for conveyance, such as between 02 PM – 04 PM which is the foremost troublesome portion of neighborhood conveyance since when operation sets any course arrange they fair put the zone region for conveyance and conveyance man begins conveying from one corner to another corner otherwise at that point can as it were provide a couple of items in a day. Sometimes it gotten to be troublesome to convince clients as they may have another arrangement at that time. On the off chance that it may be a matter of nourishment conveyance or any solidified thing conveyance at that point it could be a must work to do. In that case it cannot be a compelling transportation framework as the conveyance man needs to cover the same course once more and again.

For Capital Logistics & C-Express it too troublesome to meet such kind of correct time and numerous time companies must deny this kind of arrange ask in weight moment.

#### 5.4.3 Return Process and Reverse Supply Chain

Return handle and turn around supply chain is portion of T&L operation administration. Return conveyance can happen due to numerous reasons. Coordinating the desire of shopper can let the item return promptly. In that case the shipper takes the obligations and benefit supplier securely return the item to its shipper.

In the event that the item is denied by the client for any late issue as it were at that point the benefit supplier should take the item obligation and the company will moreover compensate the vender or the merchant.

In such circumstance Capital Logistics & C-Express specialist straightforwardly call the client to persuade them and take consent for a few more time to provide the things. In such circumstances, pre alarm is exceptionally vital which CLL continuously tries to preserve, but as like others, they too have a return arrangement and remuneration understandings with the shipper.

Reverse Supply Chain Refers the opposite work of delivery in the same supply chain (HoneyWell, 2013). That means it is the same concept of returning the product and with this task, there are some

more work to do like COD management, inform the merchant, invoice matching and account adjustment.

#### 5.4.4 COD Collection and Accounts Disbursement

Cash on delivery (COD) is the most popular form of transaction nowadays. At the same time, COD collection becomes a core task of transportation logistics. The companies deliver goods and collect COD on behalf of the merchants.

Capital Logistics & C-Express keep a record of dealer account and primarily accounts office take these obligations. In Bangladesh those who are in E-commerce trade needs to pull back cash right away after the benefit is done. Capital Logistics & C-Express presently provide installment of those dealers by week by week and it isn't a simple assignment for the account group since they have numerous other things to and in the event that we need to set a committed group for the nearby conveyance segment it's not proficient sufficient to do.

Capital Logistics & C-Express too choose not to charge any charge for collecting COD where most of the neighborhood conveyance companies in Bangladesh are charging for COD collection. For installment preparing, client can collect it from the office or bargain it through a bank. Portable keeping money is additionally a great way to payment, but the charge that's costing for cash exchange is as well tall. So most of the Clients are willing to bargain through Cash.

### 5.5 Major Findings

During my internship period I spend most of the time for neighborhood conveyance operation division and I as the neighborhood conveyance unit is in creating organize I attempted to discover the regions of advancement from the current information and circumstances. Moreover by comparing with standard conveyance benefit supplier and their way of working can get a few thoughts of conveying products and transportation logistics operation prepare

### 5.5.1 Not Using First Hour and Night hour

Those who are locked in in conveyance benefit giving commerce must got to have the set-up for utilizing time and work arrangement for circular the clock. Indeed during the weight minute they must take arrangement to work within the occasions with over time.

In Capital Logistics & C-Express they have a few workers who can work extra time but, most of the day they miss the early morning and late night move. As a result, they begin their conveying prepare at evening as within the morning they choose items from Mirpur and Uttara center, and after receiving the items, they got to portion those item, weight degree, settle conveyance charge and outline the course.

After completing all those errands, the conveyance prepare begins at the center of the day. So, they miss the foremost vital period for taking planning. On the off chance that they begin delivering from 12 PM which means they squander one third of the day time, and in our nation, buyers are not willing to get conveyance after the day time. This issue basically emerges due to need of arranging within the supply chain area and not utilizing the innovation productively.

Other than not utilizing the morning move legitimately, there is the issue with utilizing night move. As clients are not willing to get divide at night time, the company can move their possess pick-ups and make the following day course arranging at night hours. Capital Logistics & C-Express as it were utilize night move in crisis time, but as there no regular operation they cannot work quickly conjointly they have to be pay extra time cash for representatives those who work after 8 PM.

If the company comes to a permanent settlement for using night shift they can save money using overtimes and the efficiency of work will increase.

### 5.5.2 Same Treatment for different Merchant and clients

As a freight forwarding service provider Capital Logistics and Express handles delivery for different clients and merchants. Currently they are providing service for four type of clients –

- International Express courier.
- International B2B delivery logistics.
- Local delivery for business merchants.
- Local delivery for individuals.

CLL have exceptionally quick operation for universal messenger and B2B conveyance logistics, but the neighborhood conveyance unit is still in creating organize. As the company has past set-up for entryway to entryway conveyance, so they choose to supply nearby conveyance service. For universal express and B2B cargo benefit there's two diverse experienced group working at the same time, but the neighborhood conveyance have one group to serve for both shippers and people. The Issue emerges when they treat dealers and the people within the same way.

The Company contains a settled cargo charge for everybody, but company does not separate concurring to clients. Diverse shippers have distinctive customer items and from the same pick-up area they can choose numerous items. It appears advantage for the organization as here they can same both time and taken a toll. The drawback is, the company should do more work on sake of the shippers like COD collection, Account administration, Client care taking care of etc. which isn't the center obligation for a conveyance unit. For people Benefit Company fair choose and drop the merchandise.

So there can be different treatment under the same operation system.

### 5.5.3 Customer Service Policy

In spite of the fact that client benefit approach isn't a center work for the operations, but it plays immensely vital part within the supply chain of a sending company. In item dealing with prepare client administrations are required in numerous stages and here they need to keep up a different communication framework from the same supply chain. Different communication as in they got

to contact with the conveyance boys, with operation division, with clients and with the recipient. A idealize client benefit approach can offer assistance to extend deals, clear numerous operational obstructions, client inquiry and item overhauls related inquiry.

Capital Logistics & C-Express have a single line client benefit from where they can provide overhauls after operation office clearance. That appears it isn't a one-stop benefit as a result client numerous time call to operation director or deals group for their inquiry. It make issue in two ways, 1) Client can get off-base overhauls and 2) Customer Service Officers can lose center from his/her doled out center job.

A keen client care benefit with adequate information can make strides this situation.

#### 5.5.4 Centralized operation System

Conveying in cities like Dhaka is exceptionally basic in the event that you have got a centralized conveyance framework. Here Transporting item from one put to another put in due time is very impossible as there's colossal activity within the road. In such circumstance, taking same day conveyance or another day delivery order is unsafe for the organization since on the off chance that you cannot allow conveyance it'll come back as matter of notoriety of the organization and in such trade once anybody et terrible survey from the clients, other will not take your benefit from another time.

Capital Logistics & C-Express have as it were two center in Uttara and Mirpur, but the total operation is kept up from the head office which is found in Banani. Mirpur and Uttara department is as it were for products conveyance and pickup reason. To serve more quickly Capital Logistics & C- Express require more hubs or authorized point to gather and provide items and after realizing the reality CLL as of now taking activity to extend the merchant point.

#### 5.5.5 Use of Technology

The after effect of data innovation in transportation and logistics operation is critical these days and it likely will increment strongly in close future. The relentless declining cost of modern innovation and its potential benefits is empowering the cargo industry to extend its utilize

moreover data innovation will have confirming impacts on the distinctive modes of transportation (Regan, Holguin, & Chow, Online Pubs, 2017)

Capital Logistics & C-Express Ltd have as of late brought a few mechanical upgrades through their portable app which can offer assistance with giving orders, receipt era, item following and account administration. But I think usually not sufficient for stock administration and operational supply chain. It can serve the client as well but cannot offer assistance much for the operation group or particularly transportation logistics.

#### 5.5.6 Skilled Work Force

Lastly, the foremost critical component of any supply chain is their workforce. An able workforce can diminish most the operational troubles in brief time. As I said some time recently Capital Logistics & C-Express has an encounter group for worldwide dispatch and worldwide logistics benefit. At the same time, they are partnered with many international benefit supplier to assist themselves, but keeping up nearby conveyance benefit with a wide-range of clients is troublesome for them. The concept of nearby conveyance or domestic conveyance benefit is ancient but due to overwhelming development and present day client request the design of neighborhood conveyance benefit have changed.

So as a whole, there's a hole within the advertise for gifted specialist and the laborers have a information hole on operational skill, client behavior, utilizing innovation and moment choice making expertise. In Capital Logistics & C-Express, they moreover have need of skilled worker in that specific region conjointly there's a hole of learning strategy. Contracting ability laborer, Preparing and improvement with gifted coach, investigate and study, information collection and utilize of information are major necessity for each freight forwarding company.

## Chapter 6: Recommendation & Conclusion.



## 6.1 Recommendation

### 6.1.1 Supply Chain up gradation and Re-engineering.

- By utilizing the circular clock Benefit Company can guarantee early morning and late night hour for way better transportation and logistics. The day long pic-up bundles can bring to the committed center at night and in the event that they can do this they can too outline the course for the following. Using bar-code for automated mapping and billing process.
- Generating ID login for vendors for simple input of conveyance data.
- Sending alarm notice to recipient some time recently conveying products to maintain a strategic distance from the return.
- Instant handle re-engineering to dodge any vulnerability like street blockage or colossal activity jam.
- Product following overhaul and activity following overhaul can effectively screen by utilizing GPS framework.
- Use taken a toll effective transport like electric bicycles and Bicycle.
- Computerized stock administration can offer assistance to produce client information and prerequisite. At the same time company can save merchant's normal demandable merchandise to maintain a strategic distance from day by day pick-up.
- Use Standardize packaging system for easy handling, product safety and tracking.
- Decentralized the conveyance operation and allow them isolated authorization to function with adaptability.
- For speediest conveyance, range based specialist conveyance man can be selected as they know their devoted address exceptionally well.

### 6.1.2 Better Client service

- Using mobile app for Item Upgrade and sending notice for both clients and item receiver.
- Appoint customer service personnel for providing appropriate data and to persuade client for superior timing.
- Give offers and better treatment according to customer relation and business area like international express courier or local delivery merchant or any individuals.

- Taking all questions from client and back operation group to discover arrangement and not let the client make weight on the operation group directly.
- For Same day and another day conveyance affirm early pick-up affirmation from both dealers and operation team.
- Confirm best delegate time from item recipient so that it does not make issues for the conveyance man.
- Providing accounts data and affirm quick account dispensing from the authorized person.
- Immediately illuminate client around the return items.

#### 6.1.3 Use better technology for easy transaction and cost minimizing

- Use way better innovation to screen the by and large operation framework with vehicle and stock status.
- Progress portable and E-commerce communication.
- Using GPS record for superior course planning.
- Automated accounts up degree can be consolidated with their portable app.
- Real time shipment following can be accommodating for both operation group and clients..

#### 6.1.4 Skill worker and employee development

- Finding experienced and imaginative individuals those who have capacity to unravel genuine time problems.
- Train the full group, let them know their work as well as utilize of the technologies.
- Warn them almost superior client behavior.

## 6.2 Conclusion

Capital Logistics & C-Express is quite a new comer in the market comparing many others in the freight forwarding industry but the business structure and the collective motive of this company is praiseworthy. Very few companies think of providing international courier service, local delivery within Dhaka city, sidewise logistics support at the same time in a full pace. This is quite an achievement for the company that it operates and sustains competitively in the market with a good reputation. Every company has back draws in their own way but Capital Logistics and Express Ltd has earned its value within a very short time in the country. The company is constantly working for developing its business structure and expanding worldwide with effective partnership with local merchants, international service providers. Based on their current execution and future arrangement making they anticipate that inside few a long time Capital Logistics & C-Express will end up one of the driving companies from the cargo sending industry. As of now they have more than 56 recorded B2B clients who are taking benefit from CLL on a normal premise. Their inviting relationship with different carriers, shipping lines, custom brokerage and custom specialists offer assistance to serve a smooth worldwide exchange benefit. They moreover have arranged to use their trade through a few worldwide connections in spite of the fact that they have good looking sums of connections with numerous universal dispatch benefits like DHL, TNT, ARAMEX and UPS for express messenger benefits. Yet Capital Logistics & C-Express Ltd. requires improvements in many sectors as stated all through the report starting from recruiting more enthusiastic people for the sector and sidewise one important fact is, the world is changing regularly with a rapid but subtle change of mechanism. Technology, Automated Intelligence have already replaced many a prehistoric processes of doing business and delivering products. Thus, this is high time Capital Logistics & C-express Ltd. think much smarter and play hard on the field with advanced systems of technology.

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