

A STUDY ON THE INTEGRATION OF NEW GLOBAL POSITIONING APPLICATION FOR TRUCKS IN RTT LOGISTICS AT CAMERON HIGHLANDS, PAHANG

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ABSTRACT

This research sought to determine how Ringlet Trading Transports (RTT Logistics) in Cameron Highlands used a new application (Global Positioning System) for trucks to improve on-time delivery performance in order to fulfil customers' expectations and satisfaction through on-time delivery. This research, on the other hand, contributes to the enhancement of RTT Logistics procurement and production by giving an effective application for businesses to save expenses (cost minimizations) by calculating the most direct route to their destination. In order to achieve the goal of the study, data was also collected through a survey. In addition, 30 truck drivers in Cameron Highlands responded to the survey. The truck drivers were between the ages of 18 and 55. The drivers were asked to determine if they agreed that on-time delivery has increased their capacity to meet the expectations of their clients. In this study, the Global Positioning System (GPS) was found to make truck drivers' everyday work trips easier. Aside from that, RTT Logistics' owner believed that implementing a new application assisted their employee and company in achieving its goals and objectives through incredible performances.

Keywords: Global Positioning System, Ringlet Trading Transports (RTT Logistics).