



Menuju Ke Mercu Kecemerlangan

Sejak ditubuhkan lebih daripada 15 tahun yang lalu dengan hanya mempunyai 16 buah cawangan, Nationwide Express Courier Services Berhad ("Nationwide Express") telah berkembang maju menjadi sebuah syarikat perkhidmatan hantaran cepat yang terkemuka di Malaysia. Nationwide Express sekarang mempunyai sebanyak 104 rangkaian. Hasil daripada pertumbuhan berterusan yang pesat, Nationwide Express telah disenaraikan di Bursa Saham Kuala Lumpur pada tahun yang ke sepuluh ianya beroperasi, menjadikannya satu-satunya syarikat perkhidmatan hantaran cepat awam di Malaysia.



Rangkaian cawangan, pusat perkhidmatan dan ejen Nationwide Express terdapat di setiap bandar di seluruh Malaysia. Anak syarikat milik penuh Nationwide Express, yakni Nationwide Express Courier Services Pte Ltd beroperasi di Singapura, sementara di Negara Brunei Darussalam, Nationwide Express diwakili oleh sebuah ejen. Di peringkat antarabangsa, Nationwide Express mempunyai jalinan dengan syarikat perkhidmatan hantaran cepat antarabangsa untuk menampung permintaan luar negara. Nationwide Freight Forwarders Sdn. Bhd., anak syarikat milik penuh Nationwide Express pula mengendalikan perniagaan penghantaran dan pemunggahan kargo. Jumlah keseluruhan pelanggan Nationwide Express adalah melebihi 50,000 merangkumi segenap sektor ekonomi tanpa pergantungan yang lebih kepada mana-mana sektor. Anggaran peratusan pasaran perkhidmatan hantaran cepat Nationwide Express ialah 20%.

Aktiviti utama Nationwide Express ialah di dalam bidang perkhidmatan hantaran cepat barangan di antara lokasi-lokasi. Pusat pemerosesan utama di ibu pejabat, Shah Alam mengendalikan lebih daripada 28,000 bungkusan dan surat setiap hari. Ianya mempunyai keupayaan untuk memproses sebanyak 35,000 bungkusan dan surat setiap hari. Pengendalian sebanyak 70,000 sehari mampu dijalankan jika pengubahsuaian dan pemasangan alat jentera diadakan.

Perniagaan & Operasi (samb.)

Nationwide Express telah menjadi lebih mantap setelah berjaya melalui masa-masa mencabar di tahun-tahun kemelesetan ekonomi yang lalu dan bersedia untuk meraih peluang-peluang perniagaan yang dijangkakan akan berkembang, hasil daripada pemulihan ekonomi negara. Perkembangan perniagaan Nationwide Express pada tahun-tahun yang lalu ialah pada tahap dua kali ganda pertumbuhan ekonomi negara. Tetapi pada tahun ini, pertumbuhan perolehan sebanyak 19% adalah lebih kurang tiga kali ganda pertumbuhan ekonomi negara. Perolehan tahun ini adalah yang tertinggi sejak Nationwide Express mula beroperasi. Prestasi Nationwide Express dijangka akan lebih cemerlang lagi dengan perkembangan pesat e-Dagang. Kekuatan jalinan rangkaian Nationwide Express yang menyeluruh, satu-satunya ciri penting E-Dagang, akan memberikan Nationwide Express permulaan yang baik serta meningkatkan daya saingnya. Untuk mencapai tujuan yang tersebut, penambahan pelaburan modal adalah diperlukan. Kedudukan kewangan Nationwide Express yang sihat akan memudahkan pelaburan modal tersebut. Perancangan akan dijalankan untuk membawa Nationwide Express ke tahap yang sesuai untuk meraih peluang-peluang yang disebutkan.

NECSB—"A Fulfillment House"

Nationwide Express mempunyai lebih daripada 170 buah kenderaan kecil dan besar, dari 2.4 tan sehinggalah 16 tan. Kenderaan digunakan untuk penghantaran bungkusan, manakala surat dan dokumen dikendalikan oleh motorsikal. Jumlah kurier motorsikal di seluruh negara ialah melebihi 400 orang. Kedua-dua jenis kenderaan tersebut memungut dan menghantar lebih daripada 600,000 bungkusan dan surat ke setiap pelusuk negara setiap bulan.

Kesemua penghantaran barangan di Semenanjung Malaysia dikendalikan sepenuhnya oleh Nationwide Express, manakala perkhidmatan udara syarikat-syarikat penerbangan digunakan untuk sektor dari dan ke Semenanjung Malaysia/Sabah dan Sarawak.

Walaupun tahap perkhidmatan kepada pelanggan sekarang adalah membanggakan, Nationwide Express akan terus mencari jalan untuk memberikan kepuasan pelanggan kepada tahap 100%. Perkhidmatan yang baik, cekap dan efisien adalah ciri terpenting bagi memastikan kesetiaan pelanggan yang sedia ada dan menarik pelanggan yang baru.



Perniagaan & Operasi (samb.)

Tenaga Kerja Mantap dan Berdedikasi

Sumber manusia adalah harta yang terpenting di Nationwide Express. Nationwide Express menyediakan suasana kerja yang baik, pendapatan yang berpatutan dan peluang untuk kakitangan terus berkembang maju bersama-sama dengan perkembangan syarikat.

Pengurusan secara “hands-on” telah membantu kejayaan syarikat. Dasar terbuka dan struktur organisasi yang mendatar telah merangsang tindak balas yang lebih cepat dan tepat dalam mentadbirkan operasi Nationwide Express. Perbincangan-perbincangan secara terbuka telah dapat mengatasi dan menyelesaikan masalah-masalah yang berbangkit.

Pertambahan jumlah kakitangan sebanyak 14% pada tahun ini daripada 1,200 orang tahun lalu dijangkakan akan berterusan selaras dengan peningkatan perniagaan. Nationwide Express memberi penekanan kepada latihan untuk para kakitangan bagi mencana satu budaya kualiti di dalam organisasi. Peruntukan khas telah diketepikan untuk tujuan tersebut.

Sebagai sebuah organisasi yang penyayang, Nationwide Express mempunyai polisi khusus untuk mengambil tenaga kerja kurang upaya. Beberapa kakitangan kurang upaya telah dilatih dan sekarang menjadi kakitangan tetap Nationwide Express.



Teknologi Maklumat

Dengan berjaya sistem komputer, NICAS (Nationwide Intergrated Courier Applications System) di ibu pejabat, Shah Alam, Nationwide Express telah mengambil langkah-langkah untuk “rollover” ke seluruh negara. Setelah siap nanti, sistem canggih ini akan mengambil alih sepenuhnya sistem cari dan kesan yang ada sekarang. Ini dijangka akan memperbaiki lagi tahap perkhidmatan Nationwide Express dan seterusnya akan memperkukuhkan lagi prestasi syarikat.



Laman web Nationwide Express telah diadakan dan akan terus dipertingkatkan untuk digunakan sebagai satu pelantar informasi dan perkhidmatan interaktif kepada pelanggan-pelanggan. Nationwide Express menjangka masa depan yang cerah dan menggalakkan dengan penyatuan sistem NICAS yang sedia ada dengan portal internet.



Towards Greater Heights

Since its incorporation more than 15 years ago, Nationwide Express Courier Services Berhad (“Nationwide Express”) had grown from a 16-Branch enterprise to become an established household name and the nation’s very own leading courier services company with a total network of 104. With a continued tremendous growth since its inception, Nationwide Express was listed on the Kuala Lumpur Stock Exchange (KLSE) on its 10th year of operation. It is the first courier company to be listed on the KLSE and to date still remains the only one.





Currently, Nationwide Express branches, service centres and agents are located in virtually every town spanning the entire country. It has a wholly-owned subsidiary in Singapore trading under the name of Nationwide Express Courier Service Pte Ltd and an agent in Negara Brunei Darussalam. Nationwide Freight Forwarders Sdn Bhd, another wholly-owned subsidiary, handles its forwarding business. The strategic alliance with a reputable international courier company since early 1990's has enabled it to service its clients' needs for international destinations. Nationwide Express has a broad-base clientele with over 50,000 customers comprising of all the sectors of the economy with no particular heavy reliance on any. It has managed to secure a market share of about 20%.

Nationwide Express' principal activity is that of providing express delivery services for time sensitive items between locations. Its main hub at the Shah Alam, has been handling packages in excess of 28,000 pieces per day and is capable of handling a maximum capacity of 35,000



Operation Review (cont'd)

pieces per day. With some improvement to its present handling facilities, it is targeted to easily handle up to 70,000 pieces per day.

Having successfully survived the worst ever recession so far, Nationwide Express has emerged stronger and is poised to take full advantage of the present improvement and encouraging developments in the country's economy. Traditionally, Nationwide Express has been growing at double the country's economic growth. However, the growth for the current year turnover of 19% to RM55 million was about triple the country's economic growth. It was also the highest ever turnover achieved by Nationwide Express. With the advent of the e-Business, Nationwide Express performance is expected to be better. The company's strong network delivery system, one of the main components of e-Business, should give Nationwide Express a good headstart and enhance its relative competitive advantage. In order to achieve this goal, some major capital investment is needed. Nationwide Express with its zero gearing and a healthy cash position is in the position to do it. Plans are at hand to bring Nationwide Express to another platform to handle these new opportunities.

NECSB-A Fulfillment House

Nationwide Express has a fleet of more than 170 vehicles from the small 2.4-ton vehicles to 16-ton vehicles. These vehicles ferry parcels and packages. Smaller items particularly envelopes are handled through motorcycles. Nationwide Express currently has more than 400 motorbike couriers all over the country. Both the van and the motorbike couriers deliver more than 600,000 pieces of documents and parcels per month to all destinations in the country.

While shipments within Peninsular Malaysia are done internally through Nationwide Express extensive linehaul, shipments to and from Peninsular Malaysia and East Malaysia are transported by air using the most efficient and reliable services available.

Having realized that good, reliable and efficient services to clients is paramount, Nationwide Express' service level though currently at a commendable level, will be continuously pushed upward to achieve 100% customer's satisfaction. In fact, one of Nationwide Express's strength in securing and retaining clients is through its service level.



Operation Review (cont'd)



Strong and Dedicated Work Force

At Nationwide Express, its people are the most valuable assets. Nationwide Express provides an environment for them to work conductively, be rewarded accordingly and grow with the company. A dedicated group of people will provide good service which will translate into good performance.

The company's success is built on its hands-on management team. Its open policy and flat organisation structure provide staff with direct and immediate access to a responsive management team. Matters are discussed openly and regularly to enable inefficiencies to be ironed out and problems to be solved.

Presently, Nationwide Express employs more than 1,200 staff, an increase of 14% from the previous year. This figure is expected to increase in tandem with the Company's growth. Being a quality-conscious organisation, the company places great emphasis on training programmes. In pursuing the advancement of a multi-skilled workforce and in maintaining the service levels, the company will continue to allocate the necessary resources in this area.

As a socially responsible company, Nationwide Express has a recruitment policy which includes the hiring of physically handicapped individuals. Thus far, a number of physically handicapped persons have successfully undergone training programs facilitated by Nationwide Express and are currently holding permanent positions in the company.

Information Technology

With the successful implementation of the computerised system known as NICAS (Nationwide Integrated Courier Applications System) at its Head Office, plans to rollover the system nationwide are in the final stage. Once fully completed, the existing manual track and trace system will be replaced by a more efficient and superior IT-based system. This is expected to further improve Nationwide Express service level and ultimately its overall performance.

The company's website has gone on-line and will be further developed to provide a useful platform for information and interactive services to both the existing and potential clients. With the integration of the present Nationwide Express back-end NICAS system with the front-end internet portal, Nationwide Express looks forward to a more challenging and exciting future.