

INTERNAL LOGISTICS AS A PART OF SUPPLY CHAIN
Case: Nokia- China, Dongguang Branch

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ABSTRACT

Internal logistics is one of the most important sections within enterprises, especially in the large manufacturing companies. It manages, arranges, plans and delivers the finished products. It is an indispensable part of the supply chain, as well as reflects the result of implementation company strategy.

This study focuses on finding the possible ways to improve the operation process of Nokia-China internal logistics by looking into Nokia-China's internal logistics in Dongguan Branch- Supply Logistics Department.

NOKIA is already a strong, international and successful company. It has its own set modes in organization and management. In the study, the case department is presented as example of internal logistics process for others. However, every department has to constantly improve itself, and create maximum benefits.

This thesis states relevant theories of logistics, supply chain and performance measurement. The analysis of the internal environment of Nokia-China and SWOT method are to formulate the current situation of Nokia-China. And this thesis makes a deep study of every logistics activity within the case company's internal logistics as well.

Lastly the result brings forward possible suggestions to improve Nokia-China's internal logistics performance, which is based on the responsiveness of internal information exchange, implementation of company strategy and enhancement the professional skills of employees.

Key words: Logistics, internal logistics, supply chain, logistics process, performance measurement, Nokia-China, Dongguan Branch

ABBREVIATIONS

CIP	Carriage Paid To
CIQ	Custom Immigration Quarantine
COO	Country of Origin
C wk	Current Week
DDU	Delivered Duty Unpaid
DN	Deliver Note
EDI	Electronic Data Interchange
E2E	End to End
FCA	Free Carrier
IE	Import & Export
L & P	Logistics & Planning
LSP	Logistics Service Provider
MM	Material Management
MY	Malaysia
NCIC	Nokia-China Investment Co. Ltd
NOI	Nokia Own Inventory
NTL-DG	Nokia Telecommunication Ltd. Dongguan Branch
OF	Order Fulfilment
OM	Order Management
PGI	Post Goods Issue (Shipping Date)
POD	Delivery Date
PO	Purchase Order
R/3	Logistics Management System
SAP	System Application and Products in Data Processing
SL	Supply Logistics
SO	Sales Order
SOI	Supplier Own Inventory
SOP	Supply Operation Planning
TC	Trade Compliance
TO	Transfer Order

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