

Optimization solution for the export air freight delivery process at NTT EXPRESS Trading and Service Company Limited

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Abstract: This study proposes optimization solutions for the export airfreight handling process at NTT EXPRESS Trading and Service Company Limited. Through a combination of direct observation, process analysis, and employee interviews, the research identifies critical bottlenecks within the current workflow, including delays in documentation, inefficient warehouse space utilization, and a lack of real-time shipment tracking. By applying Lean management principles and process re-engineering techniques, the study develops targeted solutions such as standardizing document flow, implementing a digital tracking system, and reorganizing cargo staging areas. The proposed framework aims to reduce processing time, minimize errors, and lower operational costs. The findings provide a practical roadmap for NTT EXPRESS to enhance service quality and competitiveness, while also offering a replicable model for similar small-to-medium logistics enterprises seeking to optimize their airfreight export operations.

Keywords: Process optimization, Cargo handling, Air freight export, Logistics