

# QUALITY CONTROL OF LOGISTICS SERVICES COMPANY IN CV. MITRA

JAYA TRANS

Cindy Putri

International Business Networking

Drs.ec. Sujoko Efferin, M.Com(Hons)., M.A., Ph.D.

Dra. Elsy Tandelilin, M.M.

## ABSTRACT

The purpose of this internship report is to observe the relation between the theory in the quality control of distribution's sector in logistics services company in the intention to gain a company's competitive advantage and real work field. The internship is held in CV. Mitra Jaya Trans, which precisely met the nowadays's phenomenon of the logistic services company along with the infrastructure condition in this archipelago country, Indonesia. The government is gearing up to improve connectivity across the country with the development of 12 economic corridors, since, Indonesia is an archipelago with more than 17,000 islands. Moreover, Surabaya is also a center of economic activity in the area of East Java and its surroundings, even becoming a center of development and entry point for Eastern Indonesia. The integration of logistics with other functional areas will help bring a company to realize the full potential of its value-added activities and, hence, to gain a significant competitive advantage. It will also lead to a reduction in operational costs and an improvement in customer services

Keywords: logistics services, value added activities, information management, competitive advantage, quality control.