

# **THE MATERIAL HANDLING PROCEDURS IN CAFETERIAS AT DEWAN PENGINAPAN PELAJAR (DPP)**

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## **ABSTRACT**

Material Handling is the movement, storage, control and protection of materials, goods and products throughout the process of manufacturing, distribution, consumption and disposal. The focus is on the methods, mechanical equipment, systems and related controls used to achieve these functions. The material handling industry manufactures and distributes the equipment and services required to implement material handling systems. So to compare the material handling management within to the student cafeteria in Universiti Utara Malaysia, we need to go and see what actually happen in the cafeteria system movement. We have a four student cafeteria in the 'lalan A'. The first one is a Karisma Jati Cafeteria at DPP MAS, second is a Food Court Sri Bemban at DPP TNB, third is DPP PROTON cafe, and lastly is a DPP TRADEWINDS Cafeteria.

## **1 INTRODUCTION**

The paper proposes a convenient management mode for student cafeteria in university under the material handling scope, which is based on the establishment of cafeteria management standard system, optimization of cafeteria location, optimization of cafeteria logistic process, and installation of an intelligent logistic decision-making system.

The equivalent substitution in purchase, delivery, storage, processing and distribution is demanded, and containers of fixed sizes instead of balance are used for weighing. The Malaysia style of food and beverage is retained, and a simplified method of batch purchasing, processing and distributing is presented. The basic goals of the proposed management mode are to improve work environment, raise working efficiency, reduce manual labor and working time, cut down operational costs, and increase revenues.

## **1.1 Problem Statement**

A cafe committee is responsible for monitoring the operations of the cafeteria and implementing and reviewing the cafeteria policy. They may also be responsible for specific decisions as specified in the cafeteria policy, such as employing staff, authorising major purchases, or authorising changes in the menu.

A cafeteria policy is a formal document developed by the cafe committee and endorsed by the university community. The cafeteria policy sets out the aims of the cafeteria and guidelines for its operation within the university. The cafe policy is for both the university community itself (since it explains what the cafeteria is trying to achieve) and for the cafeteria manager and staff (since it explains what is expected from them).

## **1.2 Objectives**

The implementing and following good business practices will assist in ensuring the profitability of the university cafeteria. Successfully managing a university cafeteria business requires specific management skills in addition to knowledge of key business practices. The university cafeteria must be responsible for operating the cafeteria with understanding the business practices required and record keeping, stock control, marketing basics, setting prices, buying right, controlling waste and a lot more.

## **2 LITERATURE REVIEW**

Material Handling is the movement, storage, control and protection of materials, goods and products throughout the process of manufacturing, distribution, consumption and disposal. The focus is on the methods, mechanical equipment, systems and related controls used to achieve these functions.

The issue of material handling like planning, discussion and solution. The planning element such as to always advertise new products or specials, advertise old favourites or slow sellers, advertise regularly, consider the target market, and use that

markets language level and style, seek students' input to establish key vantage points for advertising, ask students to design posters and flyers promoting healthy foods or a specific special day or meal deal.

The issue can be described to other things such as in the cafeteria, some places have an attractive display of a healthy food and display colourful posters and flyers to promote healthy choices. This is very important to ensure that only healthy options are promoted in DPP cafeteria.

Place an attractive display of a healthy food

As a DPP cafeteria at the Universiti Utara Malaysia, the manager of the DPP cafeteria must maintain the material handling system to be a good image as a leading a good food for the student. The effectiveness of material handling in cafeteria management is very important to reduce the movement cost and time such as the material arrangement system. Academic achievement is influenced by various factors including genetics, diet, socioeconomic status and others. That why the diet is very important for the student in the university.

### 3 METHODOLOGY

According to Sekaran, 2003 (cited in Maizatul Wahidar, 2011) defines research method as a technique that is used for conducting research such as in data collection, data analysis, and evaluation of the accuracy of the research result. In this chapter, will describe about six main sections such as research design, data collection, research instruments, population and sample, data analysis method and lastly conclusion. In the end of this chapter, researcher will get the result by using this research methodology. So the sample is some cafeteria at UUM and population is a customer like student and UUM staff.

The data were collected from the relevant authorities on DPP Cafeteria 'lalu A'. The study is using qualitative comparative analysis. This analysis had done by pick the most frequency of DPP Cafeteria and does the comparison on it. This analysis used the case study of four cafeterias.

### 4 FINDINGS

**Figure 1.** Common visited venues for raw material.

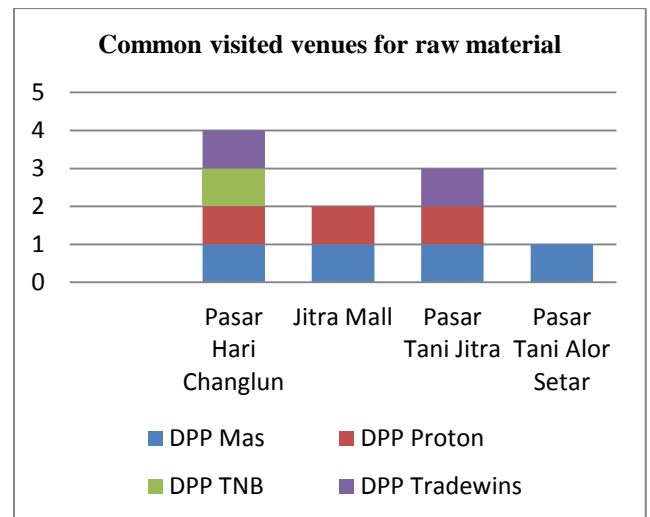


Figure 1 shows the available of raw material resources for DPP Cafeteria at 'lalu A'. The highest numbers that most raw materials have been taken by the cafeteria at 'lalu A' is the Pasar Hari Changlun. The lowest number that raw materials have been taken is by cafeteria DPP Mas at Pasar Tani Alor Setar.

**Figure 2.** The frequency of student visited DPP Cafeteria.

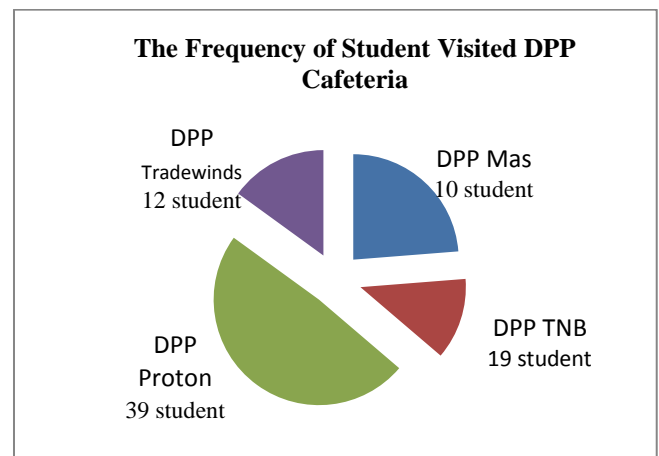


Figure 2 shows the frequency of student visited DPP Cafeteria 'lalu A'. The analysis based on sample 80 students and 20 students for each DDP at 'lalu A'. The highest frequency that most students prefer to go is at DPP Proton, which are 39 students. While, the lowest frequency that students prefer to go is at DPP TNB, which is 19 students. This comparison showed that for each cafeteria has different material handling of management such as planning a menu and cleanliness.

## 5 DISCUSSIONS

### 5.1 Limitation of the Study

The potential limitations of this study are described below: This research was conducted within the limitation of time. This research was only given two month to complete it. So, this research only conducted small size of proportion which is only 80 questionnaires was distributed among the DPP cafeteria like Tradewinds, MAS, TNB, and Proton residential hall.

### 5.2 The Manager of University Cafe Commitment

To access the financial records of the cafeteria, time to meet with and discuss the issues with the treasurer, bursar and or other appropriate personnel. To access the university cafeteria and review the day-to-day operations and provision of foods allowed under the Healthy University Cafeteria Strategy Fresh Tastes at Universiti Utara Malaysia.

**Figure 3.** Type of favourite food served in DPP cafeteria.

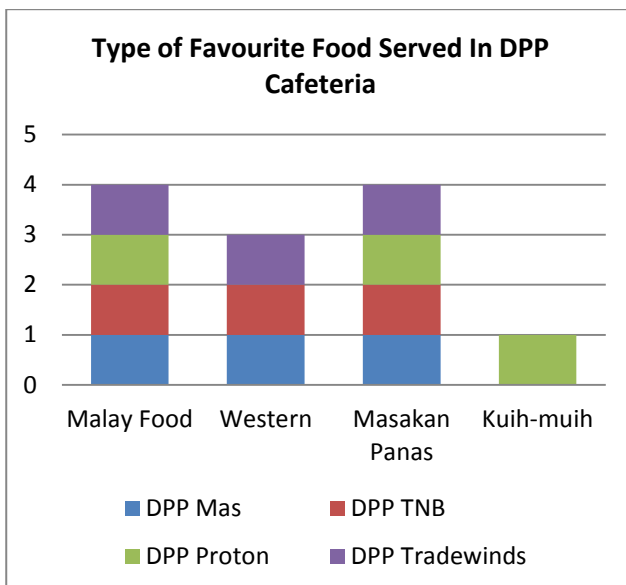


Figure 3 shows the type of favourite food served in DPP cafeteria. There are four types that have been served by DPP Cafeteria at 'lalan A'. The highest number of favourite food is Malay food which is served by all DPP Cafeteria. While the lowest number of favourite food is kuih-muih that only served by DPP Proton.

## 6 CONCLUSION & RECOMMENDATION

The research paper proposes a convenient management mode for student cafeteria in university under the material handling scope, which is based on the establishment of cafe management standard system, optimization of cafeteria location, optimization of cafeteria logistic process, and installation of an intelligent logistic decision-making system.

The equivalent substitution in purchase, delivery, storage, processing and distribution is demanded, and containers of fixed sizes instead of balance are used for weighing. The Malaysia style of food and beverage is retained, and a simplified method of batch purchasing, processing and distributing is presented. The basic goals of the proposed management mode are to improve work environment, raise working efficiency, reduce manual labour and working time, cut down operational costs, and increase revenues.

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