

ABSTRACT

Bill of lading has for hundred of years facilitated international trade. They system allows goods to be traded, while in transit, many times before they reach their destination. Today merchants are increasingly using information technology in trade transactions, and many believe that electronic application is very close to reality. The paper examines to facilitate the use of electronic bill of lading by saving time and cost of delivery.

In this part, the root causes will be found by using the fishbone diagram. First, it starts by drawing a diagram by team leaders and then asks for assistance from the concerned staff to find the main cause of problems. Also process development is used in this project and compares time between non electronic bill of lading and electronic bill of lading is included all component costs are calculated to study the value benefit of using electronic bill of lading. As the result, by using electronic bill of lading can be shorter from 170 minutes to 50 minutes with efficiency and improvement is 70.59% of total current process time. Besides saving cost for a company is reduced by 4,099,942 baht for over 5 years with return on investment of 35.24%

Finally, electronic bill of lading is recommended to arrange internal and external evaluation in order to study the problem and use to improve work efficiency and effectiveness of the company.