



## **A TECHNICAL REPORT**

*ON*

### **STUDENTS INDUSTRIAL WORK EXPERIENCE SCHEME (SIWES)**

*HELD AT*

**MALCO TRANSPORT LIMITED**

**NO. 6, OLD IFE ROAD, STRAQBAG BUSTOP BESIDE YEPET FILLING  
STATION, ADEGBAYI, IBADAN, OYO STATE**

*PREPARED BY:*

**LUKUMAN IKIMOT ABIDEMI**

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## **DEDICATION**

I dedicate this technical report to Almighty Allah, the giver of knowledge, wisdom and who is rich in mercy.

## **ACKNOWLEDGEMENT**

I am using this opportunity to express my profound gratitude and deep regards to Almighty Allah, the creator of heaven and earth, the one who knows the beginning and the end, the alpha and the omega, also to my parents (MR & MRS LUKUMAN), and to all those who have contributed immensely to the successful completion of my SIWES programme. The blessings, help and guidance given by them, time to time has carry me this far. I also take this opportunity to express a deep sense of gratitude to compliment my mentor for his cordial support, valuable information and guidance which helped me in completing my SIWES through various stages. I am also deeply grateful to the organization for accepting me, and also my regard to the school board of trustees and the staff a very big thanks to all and sundry.

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## **CHAPTER ONE**

### **1.1 INTRODUCTION TO SIWES**

Students Industrial Work Experience Scheme (SIWES) is a Skills Training Program designed to prepare and expose Students of Universities, Polytechnics, Colleges of Technology, Colleges of Agriculture and Colleges of Education for the Industrial Work situation they are likely to meet after graduation. The Scheme affords Students the opportunity of familiarizing and exposing themselves handling equipment and machinery that are usually not available in their institutions.

### **1.2 HISTORY OF SIWES**

The Students' Industrial Work Experience Scheme (SIWES) was initiated in 1973 by the Federal Government of Nigeria under the Industrial Training Fund (ITF) to bridge the gap between theory and practice among products of our tertiary Institutions. It was designed to provide practical training that will expose and prepare students of Universities, Polytechnics, and Colleges of Education for work situation they are likely to meet after graduation.

Before the establishment of the scheme, there was a growing concern among the industrialists that graduates of institutions of higher learning lacked adequate practical background studies preparatory for employment in industries. Thus the employers were of the opinion that the theoretical education going on in higher institutions was not responsive to the needs of the employers of labour.

As a result of the increasing number of students' enrolment in higher institutions of learning, the administration of this function of funding the scheme became enormous, hence ITF withdrew from the scheme in 1978 and was taken over by the Federal Government and handed to National Universities commission (NUC), National Board for Technical Education (NBTE) and National

Commission for Colleges of Education (NCCE). In 1984, the Federal Government reverted back to ITF which took over the scheme officially in 1985 with funding provided by the Federal Government.

### **1.3 OBJECTIVES OF THE PROGRAMME**

The specific objectives of SIWES are to:

- Provide placements in industries for students of higher institutions of learning approved by relevant regulatory authorities (NUC, NBTE, NCCE) to acquire work experience and skills relevant to their course of study
- Prepare students for real work situation they will meet after graduation.
- Expose students to work methods and techniques in the handling of equipment and machinery that may not be available in schools.
- Make transition from school to the labour market smooth and enhance students' conduct for later job placement
- Provide students with the opportunity to apply their knowledge in real life work situation thereby bridging the gap between theory and practice
- Strengthen employer involvement in the entire educational process and prepare students for employment in industry
- Promote the desired technological knowhow required for the advancement of the nation.

### **1.4 THE ESTABLISHMENT**

**Malco Transport Limited** situated at No. 6, old Ife road, Stragbag bustop, Adegbayi, Ibadan is a prominent logistics and Transportation Company that specializes in providing comprehensive

transportation solutions across various industries. The company offers a wide range of services, including road freight, warehousing, distribution, and supply chain management, ensuring the safe and efficient movement of goods. Malco Transport Limited is known for its reliable fleet of vehicles, which includes trucks and delivery vans designed to handle diverse cargo needs, from small parcels to large shipments.

With a strong focus on customer satisfaction, Malco Transport Limited aims to provide tailored transportation solutions that meet the specific needs of its clients. The company works with businesses in sectors such as manufacturing, retail, and e-commerce, offering end-to-end logistics support that ensures goods are delivered on time and in optimal condition. By leveraging advanced technology, such as GPS tracking systems and logistics software, Malco Transport Limited ensures real-time tracking, transparency, and effective communication throughout the entire transportation process.

In addition to its core transportation services, Malco Transport Limited is committed to maintaining the highest standards of safety and efficiency. The company invests in regular vehicle maintenance, driver training programs, and a streamlined logistics process to ensure the timely and secure delivery of goods. Malco Transport Limited's dedication to excellence in service, reliability, and cost-effective logistics solutions makes it a key player in the transportation and logistics industry.

## **1.5 OBJECTIVES OF THE ESTABLISHMENT**

The objectives of Malco Transport Limited is centered on transportation and logistics, ensuring accurate and timely delivery of goods and employees. The key objectives of the establishment include:

1. **Ensure Timely and Safe Delivery of Goods:** To provide reliable and efficient transportation services, ensuring that goods are delivered on time and in optimal condition to meet the needs of clients.
2. **Offer Comprehensive Logistics Solutions:** To deliver end-to-end logistics services, including warehousing, distribution, and supply chain management, tailored to the specific requirements of each client.
3. **Maintain High Standards of Safety and Compliance:** To prioritize the safety of goods, drivers, and vehicles by adhering to safety regulations, conducting regular vehicle maintenance, and providing ongoing driver training.
4. **Leverage Technology for Efficiency and Transparency:** To utilize advanced technology such as GPS tracking and logistics management software to improve route planning, provide real-time tracking, and enhance communication with clients.
5. **Deliver Cost-Effective and Customized Services:** To offer cost-effective transportation solutions without compromising on quality, tailoring services to meet the unique needs of each client while optimizing operational costs.
6. **Build Strong Customer Relationships:** To foster long-term relationships with clients by providing excellent customer service, ensuring satisfaction, and continuously improving service offerings based on customer feedback and industry trends.

## **CHAPTER TWO**

### **ACTIVITIES OF THE ORGANISATION**

#### **2.1 ADMINISTRATIVE SUPPORT**

As part of my SIWES experience at Malco Transport Limited, I was actively involved in providing administrative support across various functions within the company. My primary responsibility was to assist the administrative team in ensuring the smooth and efficient operation of daily office activities. This included a range of tasks aimed at supporting both internal operations and customer-facing services.

One of my key roles was managing office documentation. I assisted in organizing and maintaining both physical and digital files, ensuring that essential records such as transport contracts, customer orders, delivery schedules, and invoices were correctly filed and easily accessible. I helped prepare weekly and monthly reports on logistics operations, tracking deliveries, and monitoring vehicle fleet status. This involved using software tools to input data accurately and create reports that were then shared with relevant departments.

In addition to document management, I also provided support in scheduling and coordinating meetings between different departments and external stakeholders, such as clients and suppliers. This often involved confirming appointments, preparing agendas, and taking minutes during meetings, ensuring that key decisions and action points were documented and followed up on.

Another significant aspect of my administrative duties involved customer service support. I responded to customer inquiries regarding delivery status, invoices, and other logistics-related queries. This gave me firsthand experience in handling client relations, ensuring that customer concerns were addressed promptly and professionally, thus contributing to the company's reputation for excellent customer service.

Throughout this experience, I gained valuable insights into the role of administration within a logistics company, especially in maintaining effective communication, managing operations, and ensuring timely information flow. My involvement in these activities helped me develop strong organizational, communication, and problem-solving skills, all of which are essential in a business administration context.

## **2.2 CUSTOMER SERVICE**

During my SIWES at Malco Transport Limited, I had the opportunity to gain hands-on experience in customer service, which played a critical role in ensuring the company's logistics operations ran smoothly and clients were satisfied. One of my key responsibilities in this area was responding to customer inquiries, both via phone and email, regarding various logistics-related matters such as delivery status, scheduling, and tracking information.

I assisted in providing real-time updates on the status of deliveries, ensuring that customers were informed about expected arrival times and any changes to the delivery schedule. This required effective communication skills and the ability to access and interpret information from the company's tracking system to provide accurate and timely responses.

Another important aspect of my role in customer service was handling complaints and resolving issues. When customers had concerns, whether it was about delayed shipments, damaged goods, or discrepancies in billing, I helped address these issues by coordinating with relevant departments, such as logistics or billing, to find a solution. I learned the importance of remaining calm and professional when dealing with frustrated clients, as well as how to ensure that complaints were resolved to the customer's satisfaction.

I also supported the company in building long-term relationships with clients. By offering proactive assistance and ensuring clients received the best possible service, I contributed to fostering trust and loyalty. This also involved gathering customer feedback to improve service delivery and identifying any areas for improvement in the customer service process.

Through these activities, I developed valuable customer service skills, including active listening, problem-solving, and conflict resolution, which are essential in maintaining a positive brand image and ensuring customer satisfaction in any business environment.

## **CHAPTER THREE**

### **OTHER ACTIVITIES IN THE ORGANISATION**

#### **3.1 LOGISTICS AND INVENTORY MANAGEMENT**

During my SIWES placement at Malco Transport Limited, I had the opportunity to gain practical experience in **logistics** and **inventory management**, which are integral aspects of the company's operations. These functions ensure that goods are moved efficiently, inventory levels are monitored accurately, and customer demands are met in a timely manner.

One of my main responsibilities was assisting with inventory tracking and management. I supported the team by updating records of incoming and outgoing stock, ensuring that inventory levels were accurately reflected in the system. This involved regularly checking stock quantities, preparing reports on inventory movements, and helping to identify any discrepancies between the physical stock and the inventory records. I also assisted in the periodic stock audits, where I was able to observe and contribute to the process of verifying inventory counts to ensure accuracy.

In terms of logistics, I played a role in supporting the coordination of shipments, both incoming and outgoing. I helped prepare necessary documentation for transport, including shipment orders, delivery receipts, and customs clearance paperwork for international shipments. I also assisted in scheduling deliveries, ensuring that the correct logistics routes were chosen for timely delivery and cost-efficiency. Working with the logistics team, I learned how to effectively plan and track deliveries to ensure smooth operations and meet tight deadlines.

Additionally, I was involved in maintaining communication between the warehouse team, drivers, and customers. I supported the management of delivery schedules, making sure that drivers had

all the information they needed for efficient routes and timely arrivals. This also involved dealing with issues such as delayed shipments or inventory shortages, where I helped to adjust schedules and provide updates to customers.

Through this experience, I gained a deeper understanding of how logistics and inventory management impact the overall efficiency of a business. The knowledge I gained in managing stock, tracking shipments, and coordinating logistics operations has equipped me with practical skills that are essential for any business within the supply chain and logistics sector.

### **3.2 PROCUREMENTS AND HUMAN RESOURCES MANAGEMENT**

During my SIWES at Malco Transport Limited, I was also involved in supporting both **procurement** and **human resources** functions, which allowed me to gain insight into two crucial areas that contribute to the efficient running of the business.

In **procurement**, I assisted the team with sourcing and ordering supplies necessary for the daily operations of the company. I helped in preparing procurement requests, tracking orders, and maintaining accurate records of purchased items. Additionally, I supported the team in ensuring that all required materials were available for the logistics and transportation operations, such as vehicle maintenance parts, office supplies, and other essential goods. I also helped communicate with suppliers to confirm delivery schedules and resolve any issues regarding late or incorrect shipments, ensuring that the company maintained a consistent supply of necessary materials.

In **human resources (HR)**, my responsibilities included supporting the HR department with administrative tasks related to employee records and personnel management. I assisted in

maintaining up-to-date employee files, ensuring that records were properly filed and easily accessible for future reference. I also helped in the onboarding process for new hires by preparing and organizing documents required for employment, such as contracts and training materials. Additionally, I participated in monitoring attendance records and updating employee performance reports, which contributed to the efficient management of the company's workforce.

Through my involvement in procurement and HR support, I learned about the importance of maintaining strong vendor relationships, ensuring timely deliveries, and managing employee-related documentation. These experiences gave me a broader understanding of how procurement and human resource functions support the operational and organizational goals of a business. This exposure also helped me develop organizational and communication skills, as well as an understanding of the processes involved in both areas.

## CHAPTER FOUR

### LEARNING OUTCOMES AND EXPERIENCE GAINED

#### 4.1 TIME MANAGEMENT AND ORGANIZATIONAL SKILLS

During my SIWES experience at Malco Transport Limited, one of the most significant skills I developed was **time management** and **organizational skills**. These two skills were essential for ensuring that tasks were completed efficiently and deadlines were met, especially given the fast-paced nature of the logistics and transportation industry.

Firstly, I learned how to prioritize tasks effectively. In a dynamic environment where multiple activities are happening simultaneously, it was crucial to determine which tasks required immediate attention and which could be completed later. For example, when managing customer service requests or preparing shipment documentation, I had to ensure that urgent matters, like resolving delivery delays or responding to time-sensitive client inquiries, were handled first. This experience taught me how to break down large tasks into smaller, manageable steps, ensuring that nothing was overlooked.

I also developed strong organizational skills through tasks like maintaining accurate records of inventory, managing procurement orders, and keeping track of logistics schedules. Ensuring that all files, reports, and documents were organized, whether physical or digital, allowed me to access critical information quickly and efficiently when needed. I learned how important it is to keep everything in its proper place and to follow systematic processes to reduce confusion and improve overall workflow.

In addition, I was often tasked with coordinating meetings and keeping track of appointments. This responsibility enhanced my ability to manage multiple tasks at once, using calendars and scheduling tools to ensure that meetings and deadlines were adhered to. I became adept at using planning tools to ensure smooth operations, whether it was planning deliveries, coordinating with the team, or managing follow-ups.

The time management and organizational skills I developed at Malco Transport Limited have proven invaluable. I gained a deeper understanding of how effective time and task management can positively impact productivity and efficiency. These experiences have equipped me with the ability to manage responsibilities and balance competing demands, which will be essential in any professional environment moving forward.

## **4.2 COMMUNICATION AND CUSTOMER SERVICE SKILLS**

During my SIWES at Malco Transport Limited, I had the opportunity to significantly improve my **communication** and **customer service** skills, which were essential in supporting both internal operations and client interactions. These skills were vital in ensuring the smooth flow of information between various departments and in maintaining strong relationships with customers.

In terms of **communication**, I learned how to effectively convey information to colleagues, management, and clients. I regularly communicated with different departments such as logistics, procurement, and human resources, ensuring that information about deliveries, inventory status, and employee matters was relayed accurately and on time. Additionally, I had to adapt my communication style depending on the audience, whether I was explaining complex logistics

procedures to a client or providing clear instructions to internal teams. This experience taught me the importance of being clear, concise, and professional in all forms of communication, whether written or verbal.

In **customer service**, I gained firsthand experience in interacting with clients, addressing their inquiries, and resolving complaints. I learned how to maintain a positive and professional demeanor, even when dealing with frustrated or dissatisfied customers. My responsibilities included answering customer inquiries related to delivery status, managing expectations, and providing accurate information regarding schedules or any potential delays. I also assisted in troubleshooting issues and finding solutions, which enhanced my problem-solving skills. Ensuring that clients felt heard and valued was a priority, and I learned the importance of active listening, empathy, and offering solutions that met their needs.

Furthermore, I realized that effective communication is crucial in customer service to ensure that customers' concerns are addressed promptly and efficiently. I regularly updated clients on the status of their shipments and proactively communicated any changes or delays, which helped build trust and customer satisfaction.

Through this experience, I not only gained technical knowledge in logistics but also developed strong interpersonal skills, such as active listening, patience, and conflict resolution. These skills are invaluable in fostering long-term customer relationships and ensuring that clients receive excellent service, and they will be essential in any future professional role I undertake.

### 4.3 PROBLEM SOLVING SKILLS

During my SIWES at Malco Transport Limited, I had the opportunity to develop strong **problem-solving skills**, which were crucial in addressing challenges that arose in the day-to-day operations of the company. Logistics and transportation are dynamic fields, and unexpected issues often require quick thinking and effective solutions to ensure that operations continue smoothly.

One significant area where I developed problem-solving skills was in handling customer complaints. For example, there were instances where shipments were delayed due to unforeseen circumstances like traffic issues, weather conditions, or vehicle malfunctions. When customers reached out with concerns, I had to quickly assess the situation, gather relevant information, and provide an accurate update to the customer. In some cases, I suggested alternative solutions, such as rescheduling delivery times or offering compensation where appropriate, ensuring that customer expectations were managed and their issues resolved.

Additionally, I encountered challenges related to inventory management. On several occasions, I discovered discrepancies between the physical stock and the inventory records, which required immediate attention. I had to investigate the cause of the discrepancy, whether it was due to errors in data entry, miscounting, or unreported damages. Once identified, I worked with the inventory team to correct the records, implement new checks, and prevent future mistakes. This experience taught me how to approach problems methodically, analyze situations from multiple angles, and develop corrective actions.

In logistics operations, I was also involved in optimizing delivery schedules. Occasionally, there were conflicts between delivery times or routes, especially when dealing with multiple shipments

or last-minute changes. I worked with the team to find alternative routes, prioritize urgent deliveries, and adjust schedules to minimize delays. This required critical thinking and the ability to balance multiple factors, including customer demands, vehicle availability, and delivery deadlines.

My time at Malco Transport Limited significantly enhanced my problem-solving abilities, teaching me how to approach issues logically, identify root causes, and implement practical solutions. This experience has equipped me with the confidence and skills to address challenges efficiently and has shown me the importance of being adaptable and resourceful in a fast-paced work environment.

#### **4.4 TEAMWORK AND COLLABORATION SKILL**

During my SIWES at Malco Transport Limited, I had the opportunity to work in various teams across different departments, which allowed me to enhance my **teamwork** and **collaboration** skills. These experiences taught me the importance of working cohesively with others to achieve common goals, especially in a fast-paced and dynamic work environment like logistics and transportation.

One of my primary tasks involved collaborating with the logistics team to ensure timely deliveries. This required constant communication between the warehouse, drivers, and customer service to ensure that everything was in place for smooth and efficient delivery. Working with these teams, I learned the importance of clear communication and mutual support. For example, when delays or issues arose, it was crucial that all departments were informed so that we could quickly make

adjustments, update customers, and ensure that the problem was resolved efficiently. This experience taught me how to effectively share information and coordinate efforts to achieve seamless operations.

In addition, I worked closely with the administrative team on various projects, including organizing documents and preparing reports. Here, I learned the value of collaborating with colleagues from different departments, understanding that each team plays a unique role in the overall success of the business. By sharing knowledge and expertise, we were able to streamline processes and complete tasks more effectively. I also realized that being open to feedback and offering assistance to colleagues when needed fosters a positive work environment and enhances team performance.

I also participated in regular team meetings, where we discussed ongoing tasks, challenges, and strategies to improve efficiency. These meetings highlighted the importance of active listening and contributing ideas in group discussions. I learned that collaboration is not just about completing tasks together, but also about exchanging insights, brainstorming solutions, and learning from each other's experiences.

Through these experiences, I gained a deeper understanding of how effective teamwork and collaboration contribute to achieving organizational goals. I learned how to work in a supportive and respectful manner, be adaptable in different team settings, and leverage collective strengths to solve problems and drive success. These skills will be invaluable in my future professional career, as collaboration is key to success in any field.

## **CHAPTER FIVE**

### **CONCLUSION AND RECOMMENDATION**

#### **5.1 CONCLUSION**

My experience at Malco Transport Limited has been an invaluable learning opportunity, providing practical exposure to various aspects of the transport and logistics industry. During my time at the company, I was able to apply the theoretical knowledge gained in the classroom to real-world situations, particularly in areas such as fleet management, operations coordination, and customer service. The hands-on experience helped me develop essential skills, including problem-solving, effective communication, and teamwork.

Working with the dedicated team at Malco Transport Limited gave me deeper insights into the complexities of the transportation sector and highlighted the importance of operational efficiency and customer satisfaction. Additionally, I was able to learn the significance of safety protocols, regulatory compliance, and effective resource management in ensuring smooth day-to-day operations.

This industrial training has not only broadened my understanding of the industry but also provided me with the opportunity to build my professional network, which will undoubtedly be beneficial in my future career. I am grateful for the guidance and support provided by the staff at Malco Transport Limited, and I am confident that the skills and knowledge acquired during this training will serve as a strong foundation for my professional development.

## **5.2 RECOMMENDATION**

Based on the knowledge and experiences gained during my Industrial Training at Malco Transport Limited, I have identified several areas that could be beneficial for improving both the operational efficiency of the company and the overall experience for trainees in the future. The following recommendations are proposed:

### **1. Enhancement of Training Programs for Interns:**

- While my internship provided valuable hands-on experience, it would be beneficial for Malco Transport Limited to design a more structured and formalized training program for future interns. A well-documented training schedule and clearly defined roles will help new interns understand their responsibilities better, maximizing the learning experience.
- Incorporating more interactive training modules, such as workshops, seminars, and group discussions, could improve knowledge retention and engagement.

### **2. Improved Digitalization of Fleet Management:**

- Although the company operates a robust fleet management system, incorporating more advanced software solutions or upgrading existing systems could streamline operations. Utilizing real-time tracking technologies, automated maintenance scheduling, and predictive analytics could enhance fleet efficiency and reduce downtime.

- Adopting mobile applications or cloud-based platforms for fleet management and monitoring could help reduce paperwork and improve communication between drivers, managers, and logistics coordinators.

### **3. Focus on Driver Training and Safety Protocols:**

- While Malco Transport Limited already emphasizes safety, expanding and enhancing driver training programs could further minimize accidents and ensure compliance with road safety regulations. It is important to regularly update safety protocols to address emerging challenges, such as adverse weather conditions or evolving traffic laws.
- More emphasis on soft skills training for drivers, such as customer service and handling emergency situations, could improve the overall customer experience and driver satisfaction.

### **4. Strengthening Customer Service:**

- To further improve customer satisfaction, Malco Transport Limited could invest in training programs that focus on communication skills, conflict resolution, and time management for customer service representatives. Enhancing the quality of interactions with clients could boost customer loyalty and attract new clients to the company.
- Introducing a customer feedback system (online surveys, follow-up calls, etc.) would help identify areas where service improvements can be made and ensure continuous improvement in service delivery.

## 5. **Investment in Sustainability Practices:**

- As environmental concerns become increasingly important, Malco Transport Limited could explore eco-friendly practices in its operations. The company can consider transitioning to fuel-efficient or electric vehicles, incorporating green technologies into the logistics process, or exploring alternative fuels to reduce the environmental impact.
- Additionally, incorporating sustainability goals and reporting could improve the company's public image and appeal to environmentally conscious customers and partners.

6. **Regular Monitoring and Evaluation of Performance:** The introduction of a more regular performance monitoring and evaluation system for employees and trainees could ensure that expectations are met and any challenges or areas for improvement are promptly addressed. A feedback system that allows employees to share insights on company operations would help foster a more collaborative working environment.

7. **Further Collaboration with Academic Institutions:** To ensure the relevance and quality of future internships, I recommend that Malco Transport Limited maintain and strengthen its partnerships with academic institutions. By collaborating on curriculum design, sharing industry insights, and organizing career fairs or guest lectures, the company can continue to attract well-prepared and motivated interns.

By implementing these recommendations, Malco Transport Limited can further enhance its operational efficiency, service quality, and employee satisfaction, which would ultimately contribute to its growth and success in the transport and logistics industry.