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Abstract

The primary purpose of this study is to examine whether shipment information moving from sister-company in Sweden to case-company in Finland is inadequate, what kind of effects this lack of flawless and precise information has on case-company's internal processes and their efficiency, and what could be done to alleviate the situation. The purpose of this study will be realized by answering the following questions:

1. Is shipment information coming from Sweden to Finland inadequate?
2. How does lack of flawless and precise shipment information in supply chain affect the case-company's internal processes and their efficiency?
3. What can be done to alleviate the flow of inadequate shipment information?

Study questions will be answered mainly through qualitative data acquired from theme or semi-structured interviews as well as quantitative data from the case-company. However, the emphasis is on qualitative data and theme interviews, which constitute as the main part of the empirical section of the study.

It becomes apparent from the empirical part that the quality of shipment information is not at the desired level and needs to improve if more operational efficiency gains are to be expected. One finding is that information sharing is not measured at the moment and since most of the problems of import process from Sweden relate to information sharing, some kind of measurement of this information flow could improve managers' ability to monitor export-import process. The third study question was concerned about what could be done to alleviate inadequate information. Again, empirical findings suggested that something obviously needs to be done. Interviewees proposed that information systems should be renewed and one of the interviewees suggested that better monitoring could be achieved through more scanning of packages.

Key words	Logistics, supply chain management, information sharing, performance measurement
Further information	