

## **Abstract**

After working at Thai Airways International Public Company Limited that situated at Suvarnabhumi airport. Thai Airways is a national enterprise subordinated to the Ministry of Transport. We have worked at Cargo and mail claim division. We discovered that there are a lot of complain from clients such as the products delayed, lost, and damaged. So we have made this project for recommend the procedure to solve this problem by increase the procedure when the product movement and increase the defensive measure.

Thus, we think this project may be advantage for the company by making a satisfactory for the clients, it can help the company reduce the capital, the product lost, delayed, damaged, and partial lost will not be happened. In addition, it can improve the efficiency of the company. At last, the staffs will have a time to make an important job for the progress of this company.