

Federal express module 1 slp



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Federal Express Introduction Federal Express is “ a worldwide network of companies providing s and businesses with the same “ absolutely, positively” zeal for service youve come to expect. Independently, each company offers flexible, specialized services that represent the broadest array of supply chain, transportation, business and related information services” (Federal Express 2008). The purpose of this paper is to identify Federal Express’ main line of business, identify a specific type of operations process that takes place there (either service or product), describe the nature of the operations given the newfound understanding of operations management and productivity, and identify the strategy or global strategy of Federal Express.

Body

Federal Express operates under a variety of names depending on the product or service that the particular brand name provides. These include FedEx Corporation, FedEx Express, FedEx Ground, FedEx Freight, FedEx Services Solutions and Technology, FedEx Trade Networks, FedEx SmartPost, FedEx Custom Critical, FedEx Kinko’s Office and Print Services, and FedEx Global Supply Chain Services. The company’s main line of business is shipping (Federal Express 2008).

This paper will focus on the shipping services provided by Federal Express. According to the Federal Express website (2008, pg. 1), “ The modern air/ground express industry was pioneered with the founding of Federal Express in 1971; the corporation was created in 1998 as FDX Corporation and became FedEx Corporation in January 2000.”

The company is headquartered in Memphis, Tennessee and is led by CEO Frederick W. Smith. It has been listed on the NYSE as FDX since 1978 and pulled in \$35. 2 billion in revenue in 2007. Over 290, 000 employees work for

the company worldwide. The average daily volume for the company is “ more than 7. 5 million shipments for express, ground, freight and expedited delivery services ,” the service area covers, “ more than 220 countries and territories, including every address in the United States,” and fedex. com sees, “ over 15 million unique visitors monthly; more than 3 million package tracking requests daily and 15 million packages shipped via FedEx Ship Manager monthly” (Federal Express 2008).

The company is already going global at a strong rate. Not only do they have locations in Canada, Europe, The Middle East, Africa, Asia, and Latin America, but they also service a list of countries that is way too big to list in this paper. It appears that they have a very strong global strategy, especially since they are able to travel to so many different parts of the world because of the very nature of their business (Federal Express 2008).

Conclusion

The purpose of this paper has been to identify Federal Express’ main line of business, identify a specific type of operations process that takes place there (either service or product), describe the nature of the operations given the newfound understanding of operations management and productivity, and identify the strategy or global strategy of Federal Express. They are a worldwide organization providing a number of services, ranging from shipping all the way to copying and printing services (Federal Express 2008).

References

About FedEx. (2008). Federal Express. Retrieved March 23, 2008, from <http://about.fedex.designcdt.com/>

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