TABLE OF CONTENT

	Abstr	ract	Page	
)	INTRODUCTION			
	1.1	Purpose and Significance of the Study	1	
	1.2	Research Questions	2	
	1.3	Scope of the Study	3	
	1.4	Limitations of the Study	4	
	1.5	Organisation of the Study	5	
)	LITERATURE REVIEW			
	2.1	What is Credit?	6	
	2.2	Why Do Businesses Extend Credit?	7	
	2.3	The Importance of Credit Control	8	
	2.4	Set-up of Credit Control Department	9	
	2.5	The Role of the Credit Manager	10	
	2.6	Duties of tomorrow's Credit Manager	12	
	2.7	Debtors/Accounts Receivable Management	17	
	2.8	Credit Policy & Practice	19	
		2.8.1 Accounts Receivable Policy Formulation	20	
		2.8.2 Credit Policy	20	
		2.8.3 Credit Instruments	23	
		2.8.4 Payment Methods	23	
		2.8.5 Collections Policy	24	
		2.8.6 Credit Insurance	24	
		2.8.7 Overdue Accounts	25	
		2.8.8 Collection Policy Review	26	
		2.8.9 Financing Policy	26	
		2.8.10 Accounts Receivable Procedures	27	
	2.9	Policy and Procedure Analysis and Amendment		
		2.9.1 Monitoring Standards	27	
		2.9.2 Policy Analysis	30	

3.0	RESEARCH METHODOLOGY			е	
	3.1	Exploratory Study	3.	1	
	3.2	Selections of Measures	32	2	
	3.3	Sampling Design	33	3	
	3.4	Data Collection Procedure	34	4	
	3.5	Data Analysis Techniques	34	4	
4.0	RESEARCH RESULTS				
	4.1	Summary Statistics of Responden	ts 36	ô	
	4.2	33	7		
	4.3				
		4.3.1 Independent Credit Control	Department 39	Э	
		4.3.2 Utilisation of Available Cred	lit Search Facilities		
		to Obtain Credit Information	1 4	1	
		4.3.3 Promptness in Invoicing ar	nd Issuing Monthly		
		Statement of Accounts	4:	3	
		4.3.4 Formal Written Credit Policy	y and Procedures 44	4	
		4.3.5 Use of Information technology	ogy (IT) in Debtors 4	7	
		Management and Credit Co	ontrol		
		4.3.6 Proper Credit Documentation	on 4	8	
		4.3.7 Use of Third-party Debts C	ollection Agency 4	9	
		4.3.8 Use of Factoring Facility	5	1	
	4.4	Summary of Research Results	5	3	
5.0	CONCLUSION AND RECOMMENDATIONS				
	5.1	Summary and Conclusions	5	6	
	5.2	Suggestions for Additional Resea	arch 5	7	
	5.3	Implications on Credit Control Pra	ctices in Malaysia 5	8	
		and Recommendations			
BIBL	IOGRA	PHY	6.	2	