

### **Abstract**

This research study aims 1) to study the concept of a retail provider. Osotspa Co., Ltd. 2) to study on the retail establishments. The freight logistics system, 3) to study the various aspects of the service. Comments and suggestions on ways to improve the logistics system provides a survey (Survey Research) research group. Entrepreneurial retail service shipping company, Osotspa Co. data collected through questionnaires distributed to a sample of 30 patients from the study found that quality feedback system logistics. Quality of service of Osotspa level best. In summary, the table with the comment, "the amount of goods ordered are correct" opinions on many levels. Which averaged 4.07, followed by "reliability, service quality," comments at a high level. Which has an average of 3.80, followed by "the time for quick delivery" "opinions on many levels. Which has an average of 3.75, followed by "convenience" comments at a high level. Which averaged 3.54, followed by "value-added products and services," comments at a high level. The average 3:45, followed by a "communication with the ship" comments at a high level. Which averaged 3.41

The hypothesis testing found that personal factors are gender differences. The age difference Status of different educational levels and different factors, individuals with experience doing retail business. Difference was statistically significant at the 0.05 level.

**Keywords:** The retail turnover, Osotspa, Quality logistics services.