



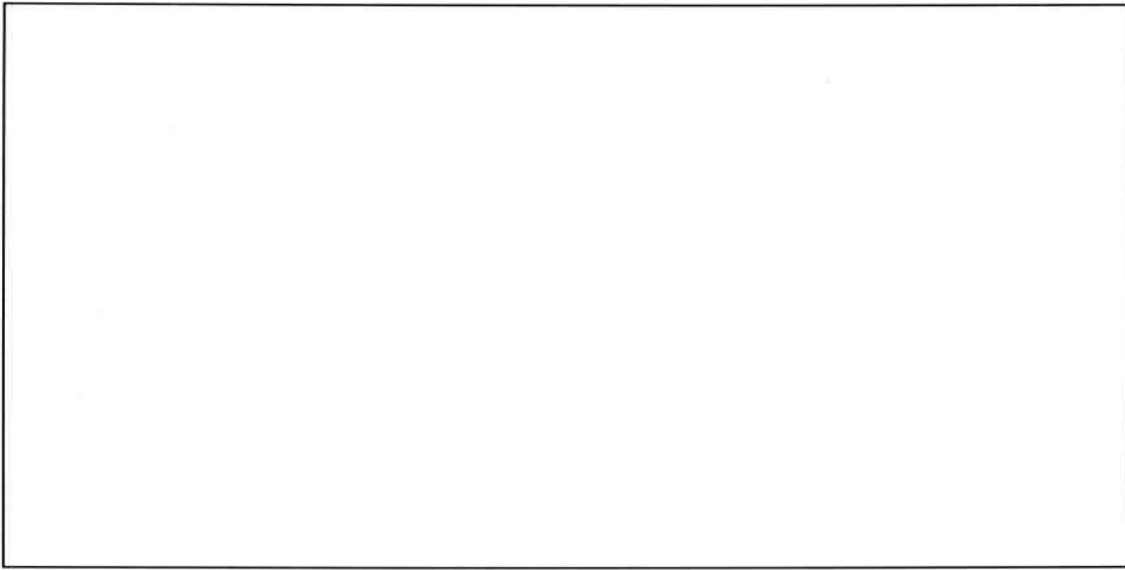
**UNIVERSITI TEKNOLOGI MARA  
FACULTY OF ADMINISTRATIVE SCIENCE AND POLICY STUDIES  
BACHELOR OF ADMINISTRATIVE SCIENCE**

**PRACTICAL REPORT  
MIWT GLOBAL RESOURCES SDN BHD**

**ZABIR BRAHIM BIN BAHARUDIN  
2015126495**

**JANUARY 2018**

Supervisor's Comments

A large, empty rectangular box with a thin black border, intended for the supervisor's comments.

Moderator's Comments

A large, empty rectangular box with a thin black border, intended for the moderator's comments.

**CLEARANCE FOR SUBMISSION OF THE PRACTICAL TRAINING REPORT BY  
THE SUPERVISOR**

Name of Supervisor : Madam Noor Fadhleen binti Mahmud

Title of Practical Training Report : Internship at MIWT Global Resource Sdn Bhd

Name of Student : Zabir Brahim Bin Baharudin

I have reviewed the final and complete practical training report and approve the submission of this report for evaluation.

---

(MDM. NOOR FADHLEEN BTE MAHMUD)

Date:

## **THE DECLARATION**

I hereby declare that the work contained in this Practical Training Report is my own except those that which have been duly identified and acknowledged. If I found guilty to have committed plagiarism or other forms of academic dishonesty, action can be taken in accordance with UiTM's rules and academic regulations.

Your sincerely,

---

(ZABIR BRAHIM BIN BAHARUDIN)

## ACKNOWLEDGEMENT

First of all, I would like to thank and express my gratitude to Allah that His blessings and guidance, I able to do and complete this practical training report without facing too much problems and difficulties. I would also like to thank to my parents for the moral and financial supports they provided me during the practical training period at MIWT Global Resources Sdn Bhd for 8 weeks.

As final semester of Faculty of Administrative Science and Policies Study in Bachelor of Administrative Science student, I have been assigned to complete a report for the requirement of subject ADS667 Practical Training. After doing for practical training at MIWT Global Resources Sdn Bhd for 8 weeks, preparing a report regarding of the tasks is a part of requirement of this subjects.

Therefore, I would like to express my gratitude and special thanks to Madam Madam Noor Fadhleen binti Mahmud, who is my supervisor for ADS667 Practical Training for her guidance, encouragements, knowledge and advices during the process of completing this practical training report. Through all of her supports, I was able to complete my report. Her mentorship is truly an inspiration to me.

Besides that, I was very grateful to MIWT Global Resources Sdn Bhd for giving me a chance to do practical training in their place. I would like to thanks to my Host Supervisor, Miss Syazwani Haren, for all her support, advices, knowledge she gave to me. . I, with my immense pleasure and deep sense of gratitude, would also like to thank to all the staff in MIWT Global Resources Sdn Bhd, for their valuable guidance during my industrial training. In addition, I would like to thanks Managing Director, Encik Mustafa Kamal for recruiting me as an intern and creating such a wonderful environment for learning both soft and hard skills. Only Allah S.W.T can repay all the good deeds and may be shower with blessing through and through.

**ZABIR BRAHIM BIN BAHARUDIN**

**BACHELOR OF ADMINISTRATIVE SCIENCE (HONOURS)**

**FACULTY OF ADMINISTRATIVE SCIENCE & POLICY STUDIES**

**UNIVERSITI TEKNOLOGI MARA, KOTA SAMARAHAN**

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## **1.0 INTRODUCTION OF THE ORGANISATION**

This chapter include the background of the organisation, objectives, organisation policy, mission and vision of the organisation, organisation structure, and core business of the organisation, logo, location, and contact information.

### **1.1 BACKGROUND OF THE ORGANISATION**

In line with the rise of construction, oil and gas industries, M.I.W.T Global Resources Sdn. Bhd. was established on 5<sup>th</sup> June 2013 under Companies Act 1965 as an approved training provider under the Malaysian Human Resource Development Fund (HRDF) for semi-skilled or unskilled local employees, semi-skilled or unskilled foreign employees, school leavers, and youth interested in pursuing their career in construction, oil and gas industries.

### **1.2 OBJECTIVES**

The goals are a series of levels the business outlines to accomplish its mission. Each goal, or level, is separated by a series of stepping stones that the business must climb to reach each goal. The stepping stones are objectives. The objectives, unlike the mission statement, are actionable and measurable steps. There are usually multiple goals and objectives needed to achieve the business' mission statement.

M.I.W.T Global Resources Sdn. Bhd.'s three (3) objectives are:

- To deliver knowledge and skills that are high-in-demand in construction, oil and gas industries
- To produce skilled and semi-skilled employees for construction, oil and gas industries
- To develop the capacity and capability of the construction, oil and gas industries through the enhancement of quality and productivity by placing great emphasis on professionalism in the endeavour to improve the quality of life.

### **1.3 ORGANISATION POLICY**

Policies provide clarity to the reader when dealing with accountability issues or activities that are critical to the company, such as health and safety, environmental, equal opportunities, training, anti-bribery or issues that have serious consequences.

One of M.I.W.T Global Resources Sdn. Bhd.'s policies is Quality Policy and Core Values. With reference to the policy, the organisation is dedicated to the following points:

- Create an environment of integrity and high ethics

- Establish objectives to help communicate organisational direction and drive improvements
- Meet or exceed customers' expectations and all other relevant requirements
- Instil a positive culture, whereby everyone are unselfishly try to help others
- Achieve continual improvement of operations and performance
- Live lives in a balanced way, working hard for the company but never sacrificing quality of life at home

Besides Quality Policy and Core Values, there are Health and Safety Policy, Environmental Policy, Equal Opportunities Policy, Training Policy, and Anti-Bribery Policy.

#### **1.4 MISSION OF THE ORGANISATION**

A mission statement is a short statement of an organization's purpose, identifying the scope of its operations: what kind of product or service it provides, its primary customers or market, and its geographical region of operation. The definition of a mission is being sent to complete a specific task or is a group of people sent somewhere to promote the peoples' lives in some way.

M.I.W.T. Global Resources Sdn. Bhd. comes up with a mission to be a training provider providing training related to welding technology and inspection, and construction to semi-skilled or unskilled local employees, semi-skilled or unskilled

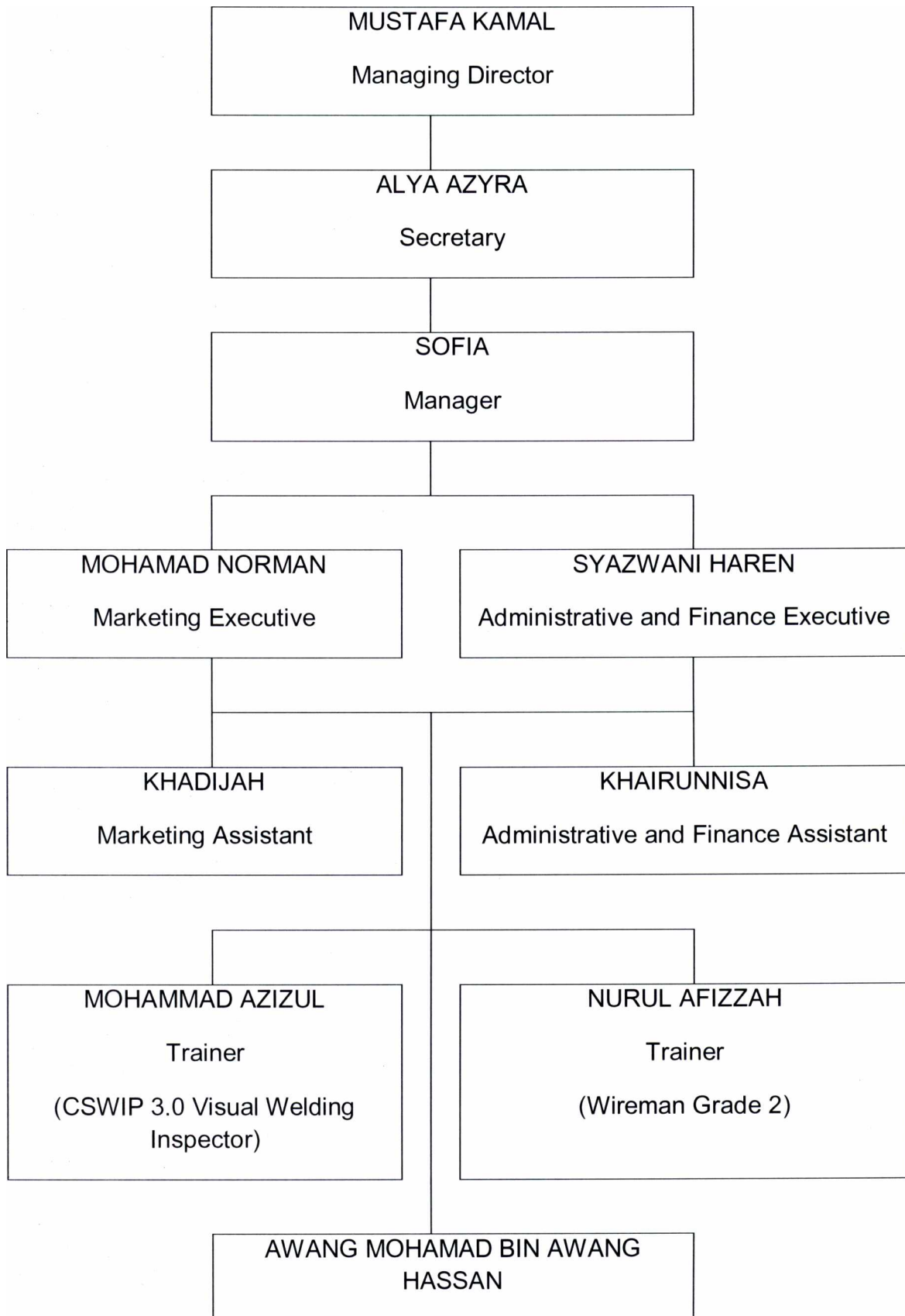
foreign employees, school leavers, and youth interested in pursuing their career in construction, oil and gas industries around the world.

## **1.5 VISION OF THE ORGANISATION**

Vision is an aspirational description of what an organization would like to achieve or accomplish in the mid-term or long-term future. It is intended to serve as a clear guide for choosing current and future courses of action.

M.I.W.T. Global Resources Sdn. Bhd. comes up with a vision to be an internationally recognised training provider providing training related to welding technology and inspection, and construction for construction, oil and gas industries around the world.

## 1.6 ORGANISATION STRUCTURE



Training Coordinator cum Warden

Figure 1.0

## 1.7 CORE BUSINESS OF THE ORGANISATION

In collaboration with The Welding Institute (TWI) of United Kingdom and The Construction Academy of Malaysia, M.I.W.T Global Resources Sdn. Bhd. provides training related to welding technology and inspection, and construction such as:

- CSWIP 3.0 Visual Welding Inspector Level 1
- CSWIP 3.1 Welding Inspector Level 2
- CSWIP 3.2 Senior Welding Inspector Level 3
- AWS-CSWIP Bridging
- CSWIP Plant Inspection Level 1
- NDT Magnetic Particle Testing
- NDT Penetrant Testing
- NDT Ultrasonic Testing (Welds)
- NDT Ultrasonic Testing (Thickness Measurement)
- NDT Phased Array
- NDT Radiographic Interpretation
- NDT Time of Flight Diffraction
- BGAS-CSWIP Painting Inspector Grade 1
- BGAS-CSWIP Painting Inspector Grade 2
- BGAS-CSWIP Painting Inspector Grade 3

- BGAS-CSWIP Site Coatings Inspector
- NEBOSH International General Certificate (IGC)
- Wireman Grade 1
- Wireman Grade 2
- Air Condition
- Mechanical Ventilation 1
- Mechanical Ventilation 2

The Welding Institute (TWI) of United Kingdom is the world's largest provider of welding technology and inspection related training with centres strategically located around the globe. Training with The Welding Institute (TWI) of United Kingdom leads to internationally recognised qualification and certification which delivers real benefits to industry through the acquisition of new competences and increased business capabilities.

The Construction Academy of Malaysia is a Construction Industry Development Board (CIDB)'s assessment and training centre which caters to the need for skills development and development for construction employees. It focused on equipping building personnel with industry-standard competence according to industry standards.

## 1.8 LOGO

Logo is a recognisable and distinctive graphic design, stylised name, unique symbol, or other device for identifying an organisation. It is affixed, included, or printed on all advertising, buildings, communication, literature, products, stationery, and vehicles.

Below is M.I.W.T Global Resources Sdn. Bhd.'s logo:



Figure 1.1

Below are the meanings behind M.I.W.T Global Resources Sdn. Bhd.'s logo:

MIWT, reading backward as TWIM, means The Welding Institute (TWI) of Malaysia. The colours of navy blue and grey are the colours in The Welding Institute (TWI) of United Kingdom's logo.

The globe represents M.I.W.T Global Resources Sdn. Bhd.'s vision which is to be an internationally recognised training provider providing training related to



welding technology and inspection, and construction for construction, oil and gas industries around the world.

The logo is seen more towards The Welding Institute (TWI) of United Kingdom compared to The Construction Academy of Malaysia. It is because M.I.W.T Global Resources Sdn. Bhd.'s main collaboration is with The Welding Institute (TWI) of United Kingdom.

## 1.9 LOCATION

M.I.W.T Global Resources Sdn. Bhd. is located at Lot 559-561, 1<sup>st</sup>-2<sup>nd</sup> Floor, Lutong Commercial Centre, 98000 Miri, Sarawak.

Below is the map:

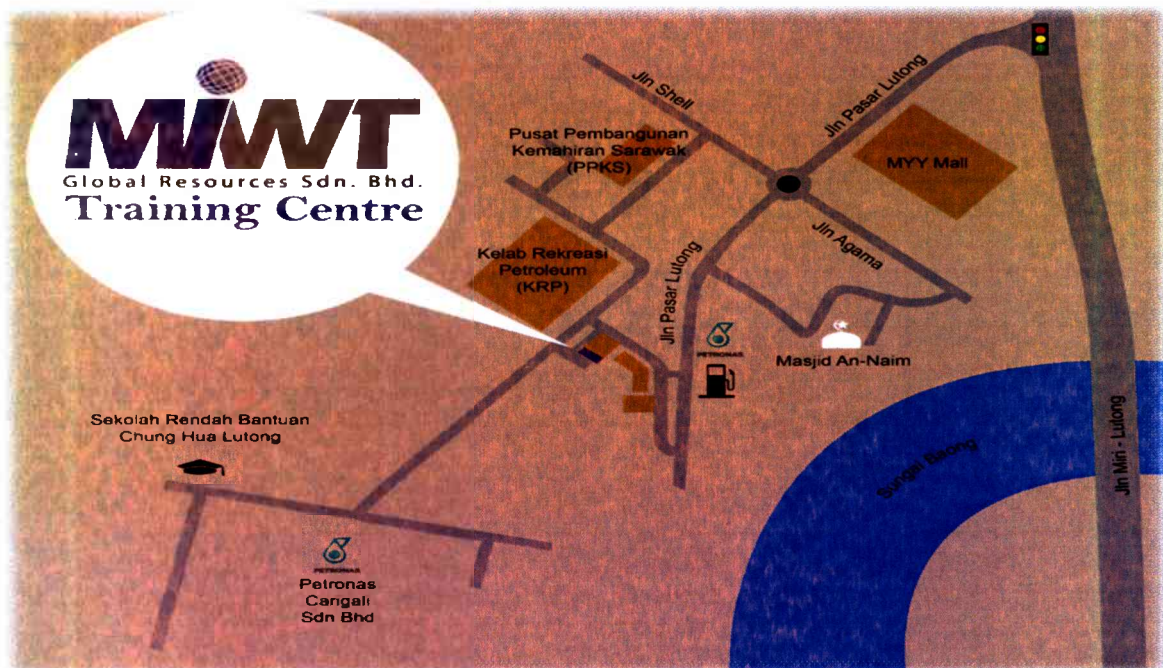


Figure 1.2

## 1.10 CONTACT INFORMATION

Below are M.I.W.T Global Resources Sdn. Bhd.'s permanent and correspondence address, telephone number, e-mail address, and official Facebook page:

### **M.I.W.T Global Resources Sdn. Bhd.**

Lot 559-561, 1<sup>st</sup>-2<sup>nd</sup> Floor, Lutong Commercial Centre

98000 Miri, Sarawak, Malaysia.

Telephone Number: +6085-654619

E-mail: [miwtglobal@gmail.com](mailto:miwtglobal@gmail.com)

Facebook Page: MIWT Training Centre

## **CHAPTER 2**

### **2.0 CHAPTER REVIEW**

This chapter focused on the schedule of practical training which has been recorded on the logbook by trainee during the practical training. It covers from Section 2.1 until Section 2.2.

### **2.1 INTRODUCTION**

During the industrial training process, the trainee, Zabir Brahim Bin Baharudin has been given a practical training log book which is for the trainee to report and summarize the daily tasks that has being done while undergo the two months industrial training started from 24<sup>th</sup> July 2017 until 15<sup>th</sup> September 2017. This chapter will focused more on the tasks that being executed throughout the industrial training that have been undergo at MIWT Global Resources Sdn Bhd. In addition, during the practical training, the trainee was being allocated at Department of Students Intake, which daily task involves dealing with the application of students that wish to pursue skill programs in the training centre. The following section will details on the practical training schedule of weekly tasks that been carried out by trainee.

## 2.2 PRACTICAL TRAINING SCHEDULE

The trainee is provided with log book by UiTM Samarahan. All tasks that has being done by the trainee was recorded in the log book and all the recorded activities had being signed and approved by the supervisor, Miss Syazwani Haren on weekly basis. Among the task that has been delegated to the trainee were as below:

On the first week of practical training, I has been introduced by the Supervisor to other employees in the company. Miss Syazwani Haren has shown me on where my table is, and what task is being expected to be delivered. I have been attached to Department of Student Intake, which dealt with the application of students that wish to pursue the skill programs in the company. On the first day, I were mainly being asked to introduce myself in front of other employees, being shown where the file cabinet is, being teach on how to use fax, deliver mail and enter the company's website with id and passwords were given too. The next day, the first task has been delivered which is to reply a mail from the Yayasan Sarawak regarding the student's loan on their courses. This mailing process were being supervised by Encik Awang Mohammad bin Awang Hassan, who teach me on what format to reply to, and how to use proper words or corporate words to reply the letters. Then, I was being asked to pick up a phone call that most of them came from the youngsters that ask on the details of the programs that being offered by the company. My supervisor, Miss Syazwani Haren has wrote me a letter on what questions that they would usually ask, and what I should answer to them. This process is easy since it involves two ways communication and good tone to ensure smooth communication as being learned in Organisational Behavior subjects. Then, I has been asked to sent the

letters to the Pos Laju Office to deliver it to students address, which are reply letters to those whom came from the rural areas that has no internet access. Most of the students in MIWT Global Resources came from the rural people that has interest to pursue their career in oil and gas industries.

On week two, the trainee were being called by the Managing Director of MIWT Global Resources Sdn Bhd, Encik Mustafa Kamal, and been brief on what task that need to be delivered. I have been asked to join a meeting that been brief by the Managing Director, on matters such as the students intake for this batch, the aims of the company, how to apply for the student loan from Yayasan Sarawak, targeted students for this batch and many more. Each of employees has been delivered a task, as I has been delegated authority together with Encik Awang Mohammd bin Awang Hassan to conduct the Orientation Programs for Welder Inspector Intake. I have involves in the stage of preparing the stages, prepare the tables, chair, and so on to ensure that the Orientation Program for the 5 days run smoothly. Daily activities at the week involves together with Encik Awang Mohammad bin Awang Hassan ordering food for the students, preparing a timetable for the schedule activities and many more. Also, at that week, my supervisor, Miss Syazwani Haren has asked me to prepare a purchase order letter on the purchase of 5 new bed and 8 tables for the purpose of the usage in the students dorm. Then, she also has asked me to collect all the letter from the cabinet to be arranged according to dates and put it in a file. The letter came from various date, which the old one was from 2014. Also, I have been ask to prepare a letter to be submit to Yayasan Sarawak regarding the amount of student fees to be paid by the Yayasan Sarawak.

On week three, it is more on communication skills or administration. I have been asked to replace the duties of Encik Awang Mohammad bin Awang Hassan on the front desk, since he is busy with promoting the company courses in Belawai. I have been exposed on how to handle calling made by the caller. Such welcoming words to the caller such as "Morning, MIWT training centre, how can I help you.." were being pronounced whenever people made call to us. Also, I have to deal with parents of the students that came to me to deliver their questions and inquiries regarding their son and the programs, such as work opportunities. This is where I been exposed on how to communicated properly in a corporate ways on how to dealt with customers. I have been assisted by our manager, Miss Sofea, whom help me on answering the questions from the customers. The practical student will be exposed how to handle calling made by the customer. This is the summary of the third weeks.

On the fourth week, at early in the morning, I have joined the students on a program called "Kesihatan dan Kerohanian" that being led by Encik Awang Mohammad bin Awang Hanafi. This program were conducted in Padang Bola Sepak ILP Miri. Among the activities were, football match, exercise, speech by the Managing Director, Encik Mustafa Kamal, ended by prize ceremonies. On this week, my task were mainly assisting my supervisor, Miss Syazwani Haren on printing out the students document such as ICs, Resume, school certificates and so on to be kept on a file for future usage. The document need to be kept well to be used to be sent to the oil and gas companies for the purposes of the student's practical training. Then, I have been asked to send a letter twice, in the morning and in the evening to the Pos Laju to be delivered to ABM (Akademi Binaan Malaysia) and to CIDB

Malaysia. I have also been asked to prepare a slide for Miss Syazwani Haren for her to present the company's activities to the clients.

Then, in the fifth week, my task were mainly updating the asset list in the storage facilities. Also, I have been asked to update the list name for family day that will be conducted for the students on the weekends. Me and Encik Awang Mohammad bin Awang Hassan has been given a sum of money to buy groceries at the mall, for the purposes of hampers. After that, we wrapping up the hampers or the family day. I also have answering calls from the parents of the students that were asking on the condition of their son. Then, I have been asked to key in data for Students details, on who has pay their fees and those whom still have overdue payment. Also, I have been ask to laminating documents. Other activities such as faxing documents, scanning documents, photocopy documents, has been asked by my supervisor, Miss Syazwani Haren and also some from the manager, Miss Sofea.

In the sixth week, I have been asked to calculate list for storage facilities. Then, I have arrange files in the drawer. The old files were being asked to be put in other cabinets, meanwhile the new one were being placed next to my supervisor's table. Then, my supervisor, Miss Syazwani Haren has asked me to help recheck the staff's account for claiming process (OTs, elauns). Then, I have been asked to distribute the students IDs to all the students. Also, I have been asked to arranged all the documents and mark it according to dates to be given to the Managing Director, Encik Mustafa Kamal for his signature. I also have been asked to write a mail to be sent to one of the ex-students, Encik Mohd Hafiz regarding his overdue payment that still has not been fulfil to the MIWT Global Resoures. Then, I fax it and put it in a



letter to be sent to Pos Laju. Other task such as answering calls, faxing documents, and photocopy documents were also being done.

On the seventh week, I have received documents from the Pos Laju, that comes from the ABM (Akademi Binaan Malaysia). Then, I have assist my supervisor to update latest list of inventory in the storage facilities. Also, we check list inventory list in storage facilities. Also, I have been asked to prepare a document to be post to Kuching. In this week, I have assist Encik Awang Mohammad bin Awang Hassan to promote the MIWT Global Resources courses in the Marudi, outside of Miri area. We stay there for 2 days, mainly promoting the courses to the school students, youngsters, by opening booth in Dewan Utama there. The feedback that we get were impressive, as most youngster shows their interest in joining the courses programs, as we have explained that there has been a loan prepared by Yayasan Sarawak and work were guaranteed after finished taking the courses. The next day, we go back and I have been asked to update the list of interest students (those whom has made calls and state their interest to join next batch intake).

This week is the last week that I conducting my internship programs. On this week, I have been a little task, not much as before. My duty were mainly just answering calls, key in details of the students, scanning documents, prepare a mail to be sent to Yayasan Sarawak, photocopy documents, posting documents and stamping documents. On my last day here, I have been celebrated by all the staff members, where they has make a little ceremony for my last day.



## **CHAPTER 3**

### **(ANALYSIS)**

#### **3.0 INTRODUCTION**

The third chapter of practical training report will cover the analysis of Training specifically focuses on one area of task as covered in the Practical Handbook (refer to the Appendix). This chapter also should reflect definition of Concept. Demonstration of practical and theoretical aspects as how student relates all concepts learned in classroom at workplace; and how student transforms knowledge gained at workplace to reinforce understanding on the concepts learned in classroom. The chapter also should be able to demonstrate a reflection of student's personal experience during the training.

#### **3.1 MAILING**

Mailing is the activity of sending things to people through the postal service. Mail continues to be an integral part of the document workflow. In a typical mail centre today, 60% to 70% of the labour is spent sorting incoming and interoffice mail. Incoming mail is defined as those mail pieces that are received by any company, and in addition to the postal address, contain company-specific addressee information, such as name, title, department, subdivision and other specific details. Unlike the postal address, this information is not regulated by strict rules, and it may appear in a great variety of formats on the mail piece.

It is comparatively easy to manage the flow of incoming mail in small companies: often it is enough to read only the first and last name on an envelope. However, the problem tends to grow with the size of a company. In large corporations, the structure of addresses may include multiple fields that conform to complex rules and various priorities that have to be considered to unambiguously locate an addressee.

### **3.1.1 MAILING PROCESS IN MIWT GLOBAL RESOURCES SDN BHD**

MIWT Global Resources SDN BHD were still practicing manual procedure in receiving letters or mails through post or fax from the customers and students. I has been exposed on the procedure of keeping and recording the mails that came in and out of the organizations. In every process that I've been delegated the task, every receiving letters will be recorded in *Buku Penerimaan Pelajar* and *Buku Daftar Pelajar*. Each of the books was located under the control room. The person who in charge with all incoming letters is Training Coordinator cum Warden, Mr. Awang Mohamad b Awang Hassan. If Mr Mr. Awang Mohamad b Awang Hassan was absent, Madam Khadijah whom act as the Marketing Assistant, to help the processes.

The mailing can be relate to the English for Correspondence as it involves the mailing process that need to be ensured either it is following the format standard or not. This writing course will improve your English for business correspondence writing and, in the end, you will write what you want to write in your business letters

and emails. The courses not only write, it also look at the writing process, types of correspondence, how to respond to emails and letters, the use of tone, common writing errors, and the grammar and writing problems.

The EWC plays the same role when being translated into the real organization, such as the delegation to write on a letters to be sent to the Yayasan Sarawak for the application of the student's loan. This is where the English for Correspondence studies need to be re-examine back as it shows on the formats that suitable to be followed by, the date, signature, content, and so on. The students are being assisted by experienced employee, where also have been asked to write a letter of reply to the future students regarding questions and so on, in a proper ways through email and fax. Apart from that, the most frequent mail that I need to write is for the ABM (Akademi Binaan Malaysia)

### **3.1.2 MAILING RECORDED FROM THE STUDENTS APPLICATION**

All of data needed were recorded as proof of receiving the letter from the students. As a practical students, I has been trusted to maintain all letters in the good condition because the information was confidential and important for future reference.

The letters that came from or for the students involves various titled. Some of it came from the Yayasan Sarawak, regarding their student loan for the courses payment. The letter from the Yayasan Sarawak will usually be placed on a file and

recorded on the *Buku Penerimaan Pelajar*. This letter relates to either their loan has been accepted or rejected, but usually the MIWT Global Resources staff will keep it since the letters are for them. Meanwhile, the letter from the ABM (Akademi Binaan Malaysia) will be kept on *Buku Daftar Pelajar* as usually the letters from the ABM involves the details of the student that will take the courses in MIWT Global Resources.

### **3.1.3 MAILING PROCESS**

After receiving the letter, it needs to be minute by the manager. Then, I must bring the letter to Mr Awang Mohammad b Awang Hassan to get signature from him as he was in charge with the customer's requirement and dealing with the students letters of application. In a book, the sender details such as name, company name, telephone or fax number and details of the letters were recorded. Mr. Awang Mohamad b Awang Hassan will get files number for ease the process of answering urgent letters. All of the files number can be getting from person that in charge with file management which is Miss Syazwani Haren.

The final step of this process is once the details were recorded, I had been delegated the responsibilities to make two copies of the letters to be kept in files and one copy for posting or faxing as a proof. Every letters need to be file in order to ensure that the paper did not misplace and easy to find.

Figure 1.3 below shows the existed work flow for MIWT manual mailing process.

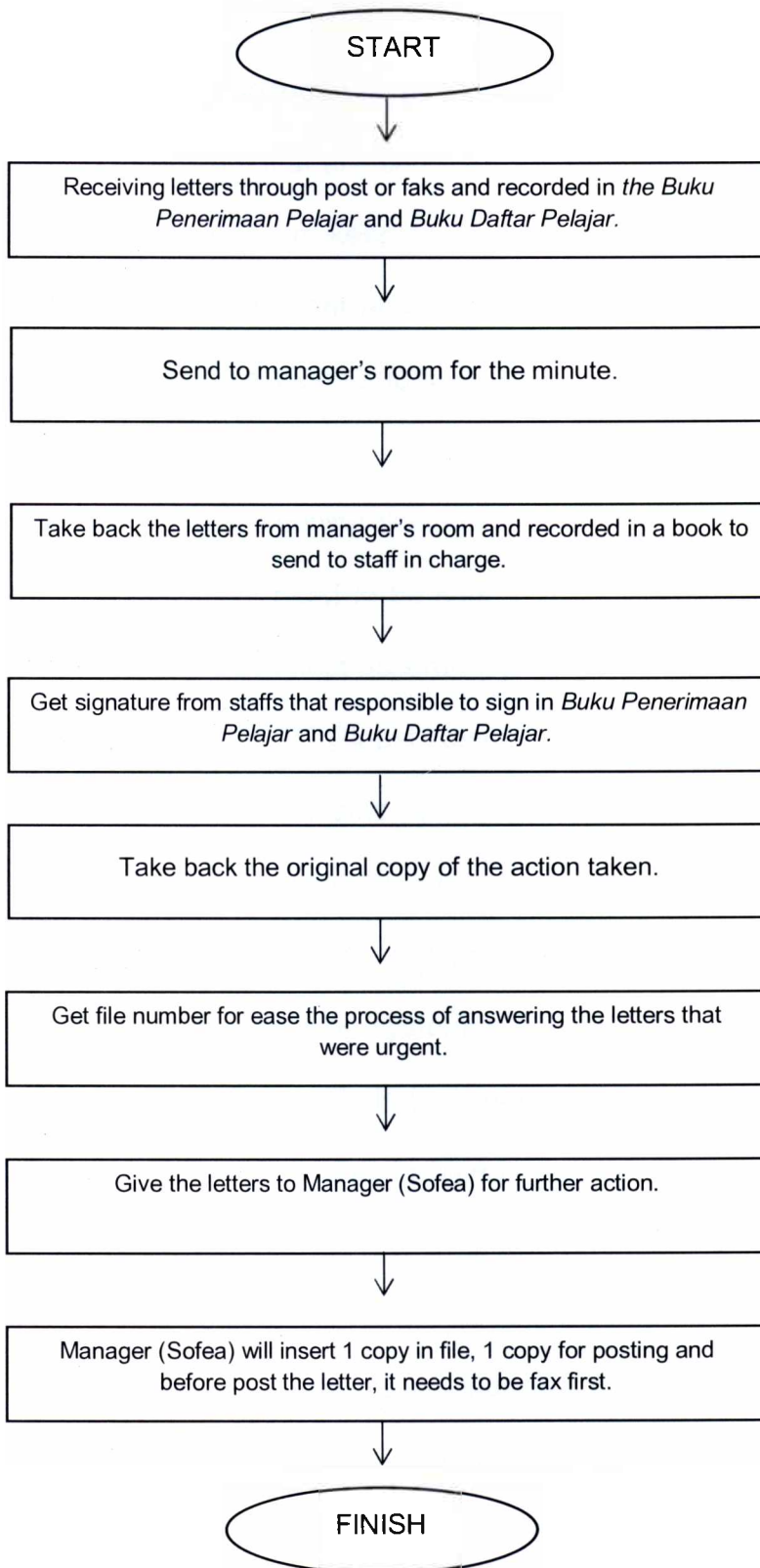


Figure 1.3: Manual Procedure Work Flow

## 3.2 FILLING

Filing means keeping documents in a safe place and being able to find them easily and quickly. Documents that are cared for will not easily tear, get lost or dirty. A filing system is the central record-keeping system for an organisation. It helps you to be organised, systematic, efficient and transparent. It also helps all people who should be able to access information to do so easily.

Filing process involves keeping the documents in the safe place. Safe place here means that the document need to be kept in a file that are easily to be found, clear from any danger, and been kept accordingly based on the date, the importance of the files, and so on. As in MIWT Global Resources Sdn Bhd, filling is crucial as it involves all the documents from clients, the quotation, purchase order, the letters from Yayasan Sarawak (involving students loan), documents from the ABM (Akademi Binaan Malaysia) and the documents of information of the students itself. Taking the time to organize your filing system is crucial. While everyone would love to have a paperless office, the reality is that many small businesses still have the need to store paper documents such as invoices, receipts, etc. and be able to easily retrieve them when required.

Filing receipts properly is especially important; a non-existent or messy filing system can add days of extra effort at income tax time as you don't want to miss out on tax deductions due to missing receipts.

### **3.2.1 FILLING OF THE LETTERS AND FAX FROM THE MAILING PROCESS**

Filing of the assets form after the mailing process need to follow Total Quality Management (TQM). Total Quality Management (TQM) is a comprehensive and structured approach to the organizational management that seeks to improve the quality of products and services through on-going refinements in response to continuous feedback. TQM requirements may be defined separately for a particular organization or may be adherence to established standards, such as the International Organization for Standardization's ISO 9000 series.

TQM can be applied to any type of organization; it originated in the manufacturing sector and has since been adapted for use in almost every type of organization imaginable. Through this file management of MIWT Global Resources, I can apply the 5S concept or theory as well as any other knowledge that I have learn during my study in classroom. The concepts or theories that I can apply in understanding more on this file management is on the 5S practice by the MIWT Global Resources itself whereby I have been learn in Total Quality Management (TQM) subject. Apart from that, 5S can be defined as the management method in any organizations or departments which was introduced by the Japanese industry for the comfortable, tidy and safe working environment for both the employees and employers.

The effective implementation of this 5S practice can enhance quality of the services offer to the customers, save cost and time for the file management and lastly ease the working process whereby in this context is concerning on the file

management. Apart from that, this 5S originally come from the Japanese word which are seiri (sort), seiton (set in order), seiso (shine), seiketsu (standardize) and shitsuke (sustain).

Examples of the application of this 5S practice in term of the file management are shown in Table 1.0 below.

English	Japanese	Example
Sort	Seiri	The old files that are not needed will be placed on other places, being separated with the new files so that there would not be any problem such as time taken to look for the new files (as the old and the new are being kept together)
Set in order	Seiton	Finish sorting the file, then the documents will be placed in order and being arranged in one place such as the cabinets, so that it can easily be found and be used when needed.
Shine	Seiso	The Shine stage of 5S focuses on cleaning up the work area, which means sweeping, mopping, dusting, wiping down surfaces, putting tools



		<p>and materials away, etc.</p> <p>In relation to filing process, Shine involves performing regular checking and maintaining the files. The cabinets that placed the files need to be clean, and far away from other things that can affect the condition of the files such as water, animals, etc. This is to ensure the files remains safe and clean as the documents in it are important.</p>
Standardize	Seiketsu	<p>After that, it will standardize the order of the files or records to make it more effective of the file management based on the department or unit of the organization, day, month and year (date). For example, the font and the size of the label will be standardize to ensure uniformity of the file.</p>
Sustain	Shitsuke	<p>Once standard procedures for 5S are in place, we shall perform the ongoing work of maintaining those procedures and updating the files as necessary.</p>

		<p>Sustain refers to the process of keeping the files kept In safe. always practicing the process that are sort, set in order, shine and standardize so as to enhance the quality of the services to the customers, cost and time saving and ease the file management process</p>
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Table 1.0 Application of 5S practice in term of file management

### 3.3 CONCLUSION

In this chapter, I learnt more on data processing task which can be related to the studies from past subjects in the courses of Bachelor of Administrative Science. The knowledge that I learn are the English for Correspondence that dealt with the business environment involving letters, mails, formats and so on that dealt with the mailing task that has been delivered.

Apart from that, another task that involves the subject from my previous studies were the filling process. This are one of the most important tasks as it involves the mailing process as well. This is where the subjects of Total Quality Management can be applied into real world. It involves the practices of 5s in organization, on how I dealt with the mail that came from the students and clients, and filled it in a proper ways as accordingly with the practices of 5s. 5S importance can be seen in the file management as it is very crucial to be practise when it comes to organize and manage a large number of file. Without a proper file management system, the organization will have a difficult time to handle all the new and old mails.

## **CHAPTER 4**

### **RECOMMENDATION**

#### **4.0 INTRODUCTION**

This section will be discussed on the strength and the weaknesses of every process in the activity that the trainees involved. Section 4.1 is the strength and the weaknesses of the mailing process activities, meanwhile the section 4.2 will explain on the strength and weaknesses of filing process.

#### **4.1(a) STRENGTH OF MAILING PROCESS**

In order to get fast, accurate and reliable information in a time needed, the organization must practice a good mailing process management. Therefore, below is the listed strength and weaknesses of mailing process.

The strength of good and systematic mailing process are as follows:

- Easy to be kept. A letters that were being received can be kept in file and placed in where it should stay.
- Visible evidence. In any breaching contracts, the letters that still been kept can be used as an evidence to proving a contract exist.
- Not complicated to be created. They can just copy the existing letters and edit it to make it in accordance with a nowadays situations. The name, address, and content can just be edit but the format maintain the same.

#### 4.1(b) WEAKNESSES OF MAILING PROCESS

- Slow return speed, as it involves various stages before reaching the targeted clients. The mail process delivery usually involves 2-3 days to reach the targeted clients. Apart from that, during public holidays or Saturday and Sunday, the process of mail have to wait until working days because postal service does not open at that time.
- Low response rates, as it does not ensure whether the mail has reach the targeted audience or not. This is either the respondent does not want to respond to it, or the letters does not reach at all to the targeted person/organization.
- Higher cost of mailing operations. This happen since it involves a lot of money as we have to buy papers, ink, envelope, the postage cost, and so on. Rather than using mail and fax, emails are more practical as it used less cost.
- Repeated recording because the staff need to key in in both *Buku Penerimaan Pelajar* and *Buku Daftar Pelajar*. In MIWT Global Resources, the mail that comes in and out need to be recorded in both either in *Buku Penerimaan Pelajar* or *Buku Daftar Pelajar*, then record in the *Buku Penerimaan Surat*. It shows duplication of work and waste of time as the information recorded is the same.

## 4.2(a) STRENGTH OF FILLING

In order to get fast, accurate and reliable information in a time needed, the organization must practice a good filling process management. Therefore, below is the listed strength and weaknesses of filling process.

The strength of good and systematic filling process are as follows:

- Speeds up the process looking for previous mail, which includes letter, documents and files. The staff will need less time to record and track any file that is needed when the file is being managed accordingly and being placed in one places that can easily been found. The tracking process can easily been done by looking at the serial number that been wrote on each file. For example MIWT Global Resources have their own rack at the filing room to easily track the file when needed.
- Upon better file management, it will create a comprehensive tracking of the correspondence or student's document or data. All the students personal data will be accumulated and put in the file and all the data that is needed can be found on each of their own file.
- The old documents can be placed separately from the new one. This can easier the task of the employees to find the documents, as by separating it allows a save in time to be spent from searching the documents.

#### 4.2(b) WEAKNESSES OF FILLING

- Misplaced of files. This often happens when the practices of 5s were not being practised properly. The files were being kept in the place where it should not been put into. As for example, the new file that include new documents were being kept with the older documents. This makes the searching process been difficult.
- Natural threats. The natural threat included such disasters as flood, fire, ants, and so on that can affect the files. Such disasters can threaten as the files are fragile, it can easily be vanished (as it is usually just a paper). The ideal filling process are usually when there is a backup file being kept in computer system or in other cabinets.

## **CHAPTER 5**

### **CONCLUSION**

MIWT Global Resources Sdn Bhd is the choice made by the trainee for the practical training that involves a duration of 2 months. During the internship, the trainees gain a lot of experience in conducting a daily task as mentioned in the previous chapter.

In chapter one, it consists of the MIWT Global Resources background, such as the organization policy, the mission, vision, structure, logos, location, and contact information.

Then, chapter two involves the weekly task that has been delegated to the trainees during the internship programs. Among these were tasks such as writing a reply letter to the Yayasan Sarawak, filling the documents of the MIWT Global Resources students, faxing documents, and so on.

Chapter three is about the comparison of the theory part and the practical training. The trainees are making analysis on the task that has been delegated as mentioned in the chapter two. The analysis involved is the definition and the task process. The trainees need to evaluate what knowledge and on what subject that is being applied to the task.

Next, in chapter four, it focused on the strengths and weaknesses of the task that has been delegated as such as the mailing and filling process. The strengths and



weaknesses of the task are well define by the trainee in accordance to the trainee experience that has been gained during the internship period.

In conclusion, the internship program has gave a lot of new knowledge to the trainee that can be applied on the working environment later on. It also allowed the trainee to meet a lot of clients and have a two ways communication with important people as well as the students itself. The experience that being gained from the internship program has developed a new understanding on the corporate world that has long been wanted to know. Such experience shall be used in a proper way, either as for personal use or to teach others that will dealt with internship later on.

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APPENDIX



Picture 1.0



Picture 1.1





Picture 1.2

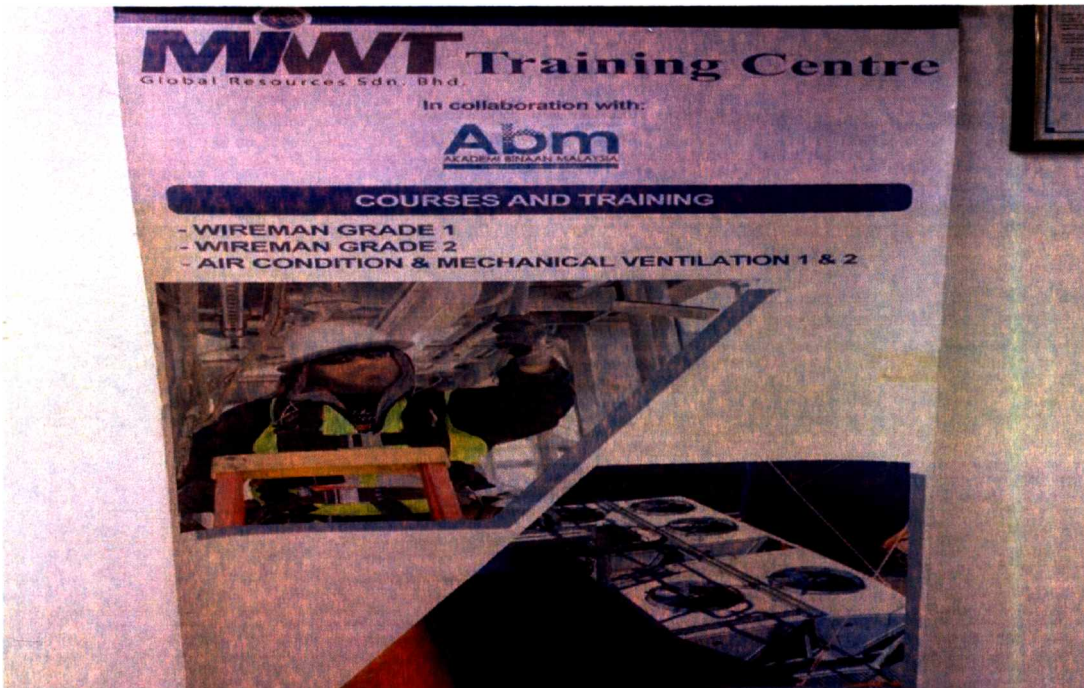


Picture 1.3





Picture 1.4



Picture 1.5