

**UNIVERSITI TEKNOLOGI MARA
FACULTY OF ADMINISTRATIVE SCIENCE & POLICY
STUDIES**



PRACTICAL TRAINING REPORT (ADS667)

**SENAI AIRPORT TERMINAL SERVICES SDN BHD
(SATSSB)**

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2014991769**

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THE DECLARATION

We hereby declare that the work contained in this report is original and our own except those duly identified and recognized. If we are later found to have committed plagiarism or acts of academic dishonesty, action can be taken in accordance with UITM's rules and academic regulations.

Signed.

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(2014991769)

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TABLE OF ABBREVIATIONS

Acronyms	Definition
SATSSB	SENAI AIRPORT TERMINAL SERVICES SDN BHD
CPI	COMPLIANCE AND PROCESS IMPROVEMENT
SBAT	SENAI BUSINESS AVIATION TERMINAL
IMS	INTEGRATED MANAGEMENT SYSTEM
FMD	FACILITY MANAGEMENT DEPARTMENT
TEN	TENANT MANAGEMENT
LGL	LEGAL DEPARTMENT
FIN	FINANCE DEPARTMENT
COR	CORPORATE PLANNING

CHAPTER 1.

COMPANY'S INTRODUCTION

1.1 Introduction

This chapter contains the establishment of Senai Airport Terminal Services Sdn Bhd (SATSSB). Strategies which results in high performance are identified with activities that generally lead to success in the industry; that is key success factors. It also elaborates the growth potential, expansion and future plan, airlines and destination the company provide and share the location of SATSSB located. In this chapter also be found organization's chart of the Senai Airport Terminal Services Sdn Bhd (SATSSB), the growth of Senai Airport from small airport for Johor and now one of the international airport in Malaysia, future plans and vision and mission of the company. It also contains the location of Senai Airport and corporate structure of company.

1.2 Logo of Senai Airport Terminal Services Sdn Bhd



Figure 1.1: Logo of SATSSB

1.3 Organization's Background

Senai International Airport formerly known as Sultan Ismail International Airport is in the area of Senai, Kulai District, Johor, Malaysia. It is the international and domestic gateway for Southern Region of Peninsular Malaysia. It was built in 1974 and it serves the Johor's state as well as the people of Johor and around Malaysia. The airport was first operated by the Department of Civil Aviation and after that Malaysia Airport Holdings Berhad took over until November 2003 when its management and operations were taken over by Senai Airport Terminal Services Sdn Bhd (SATSSB). SATSSB is a member of MMC Group Companies. It owns and manages the operations of Senai International Airport.

Senai Airport has recorded a fantastic growth in passenger and aircraft traffic. It is able to handle up to 4.5 million passengers and 100,000 tones of cargo per annum. There are plans to increase the capacity of passengers up to 10 million in a long term and become a success cargo hub in the future. The passenger statistics from 2003 until 2016 has shown a tremendous growth and has been steadily climbing from 0.8 million in 2003 to 2.8 million in 2016. Since SATSSB took over Senai Airport, they have invested over 600 millions to upgrade and enhance the facilities and infrastructure for the airport. Recently, there are few expansions and upgrades include lengthening the runway to 3800m and building a parallel taxiway to increase runway capacity.

SATSSB has launched a multi-billion Ringgit Malaysia project called Airport City or Aeropolis. The project on 1,133 hectares cover three components which are residential, commercial and hospitality amenities, air cargo logistic center and high-tech park (Zazali,2008). On 26 May 2008, SATSSB proclaimed a RM70 million plan to build an aero-mall. The mall have a retail space of 10,000 square feet. The aero mall was officially opened in July 2010 (Zazali,2008). On July 2008, Kuwait's Al-Aqeelah announced a project to build an aviation academy at Senai International Airport. The project cost around US\$100 million (Roziana,2008). Since December 2009, airport provides free WiFi services to all customers at the main terminal and cargo center. In 2015, Senai International Airport be the main hub for flymojo.

1.4 Vision and mission of organization

Next, the vision and mission of the company. The vision for SATSSB is "To be the southern regional hub for commercial and business aviation". In order to achieve the set vision, the company has set its mission to support the vision which is "To provide the highest level of safety, security and efficiency of aviation system and competitive services and facilities for the maximum benefits of the aviation communities" (Senai Airport,nd) This mission can be achieved through prioritized on customer satisfaction, stakeholders security and safety is assured, process carried out by competent and dedicated staffs, integrity is the core of dealings, compliant to prescribed regulations and standards and maintain continuous business and performance improvement (Senai Airport, nd).

1.5 Growth of Senai International Airport

In 1974, the operation started. It was the year Senai International Airport was officially opened for commercial operations to serve the southern region of Malaysia (Senai Airport, nd). Before this, it was being managed by the Department of Civil Aviation (DCA) and later by Malaysia Airports Holdings Berhad (MAHB) in the year 1992. In 2003, Senai Airport Terminal Services Sdn Bhd (SATSSB) took over the management and operations of Senai International Airport. In 2004, Senai Airport Cargo Terminal was constructed with a built-up area of 3,600 sqm and has a capacity to handle up to 80,000 tonnes of cargo per annum. Currently, 90% of the cargo is live seafood and perishable items from Sabah and Sarawak. SATSSB is continuously developing the airport to be the cargo hub for the southern region. In 2006, the runway was extended from 3354 meters to 3800 meters. Senai Airport is able to adapt the landing of the largest passenger aircraft in the world, the airbus A380 and the giant cargo carrier. In 2009, SATSSB was acquired 100% by MMC Corporation Berhad and became part of the MMC Group. In 2010, Aeromall was the first stand-alone airport mall in Malaysia. It is on 20 hectares site and offers 83,375 feet of retail space to passengers and public for a better shopping experience with more choices to shop and dine. In 2012, SATSSB began on the development of Senai Airport Aviation Park (SAAP) to increase aviation-related activities at Senai International Airport. It includes MRO center, fixed based operations, aviation academy, manufacturing & assembly center and logistics & distribution center. In 2015, SATSSB has started its operations of its private jet terminal, the Senai Business Aviation Terminal (SBAT) in March 2015. It is equipped with conference rooms, executive and public

lounges as well as an event hall to cater for meetings, seminars, events and training.

1.6 Departments at SATSSB.

At Senai International Airport, there are 7 departments which are Aviation Security Department (AVSEC), Airport Fire & Rescue Services (AFRS), Information Technology Services (ITS), Airport Operations Department (AOD), Cargo Operation (CAR), Ground Services Department (GSD) and Terminal Management (TER).

The supporting services are Facility Management (FMD), Procurement (PRO), Human Resource and Administration (HRA), Legal (LGL), Tenant Management (TEN), Senai Business Aviation Terminal (SBAT), Compliance and Process Improvement (CPI), Sales and Marketing (SNM), Corporate Communications (COM), Finance (FIN) and Corporate Planning (COR). It excluded Senai Airport Free Industrial Zone (SFZ) and Special Project (SPE) (Senai Airport,nd).

Since I did my internship under Compliance and Process Improvement (CPI) department, CPI department is tasked to coordinate in all matters related to compliance and process improvement issue such as IMS ISO 9001:2015 and ISO 27001:2013, Document Control, Risk Management, Business Continuity and Process Improvement. The compliance committee is an entity to plan, implement, monitor and act on all areas of quality and information security

management within SATSSB. The compliance committee shall meet as a routine at least once a year to discuss on the QMS and ISMS and discuss individual internal audit reports and actions taken to contribute to organizational learning process and get feedback from other departments for improvement process.

1.7 Airlines and destinations

1) Airlines:

- Malaysia Airlines
- ASIANA AIRLINES
- Firefly
- SPRING AIRLINES
- Malindo air
- SICHUAN AIRLINES
- Air Asia

2) Destinations (Domestic & International):

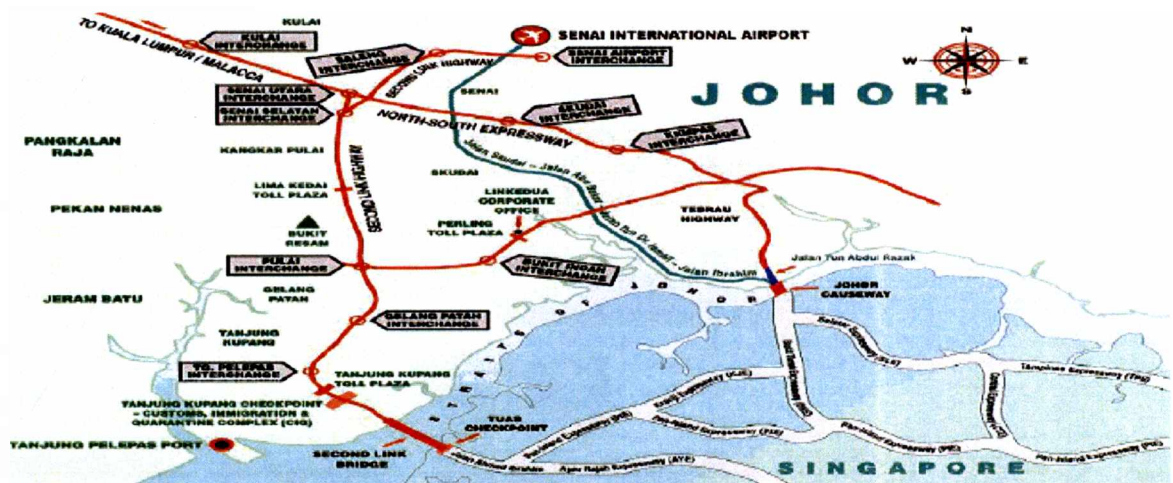
Table 1.1:

Destination (Domestic and International)

Domestic	International
<ul style="list-style-type: none"> • Langkawi • Penang • Ipoh • Subang • Kuala Lumpur (KLIA & KLIA2) • Kuching • Sibu • Kota Kinabalu • Tawau 	<ul style="list-style-type: none"> • Ho Chi Minh • Bangkok • Surabaya • Jakarta • Guangzhou • Seoul • Shenzhen

1.8 Location of Senai International Airport

The airport is located near Johor Bahru approximately 32 kilometers. It is located at the most strategic development zone in Malaysia which is at Iskandar Malaysia. It is also close to the Port of Tanjung Pelepas, Johor Port and not far away from Singapore. The airport is linked to the main highway and railway network which spans across Peninsular Malaysia.

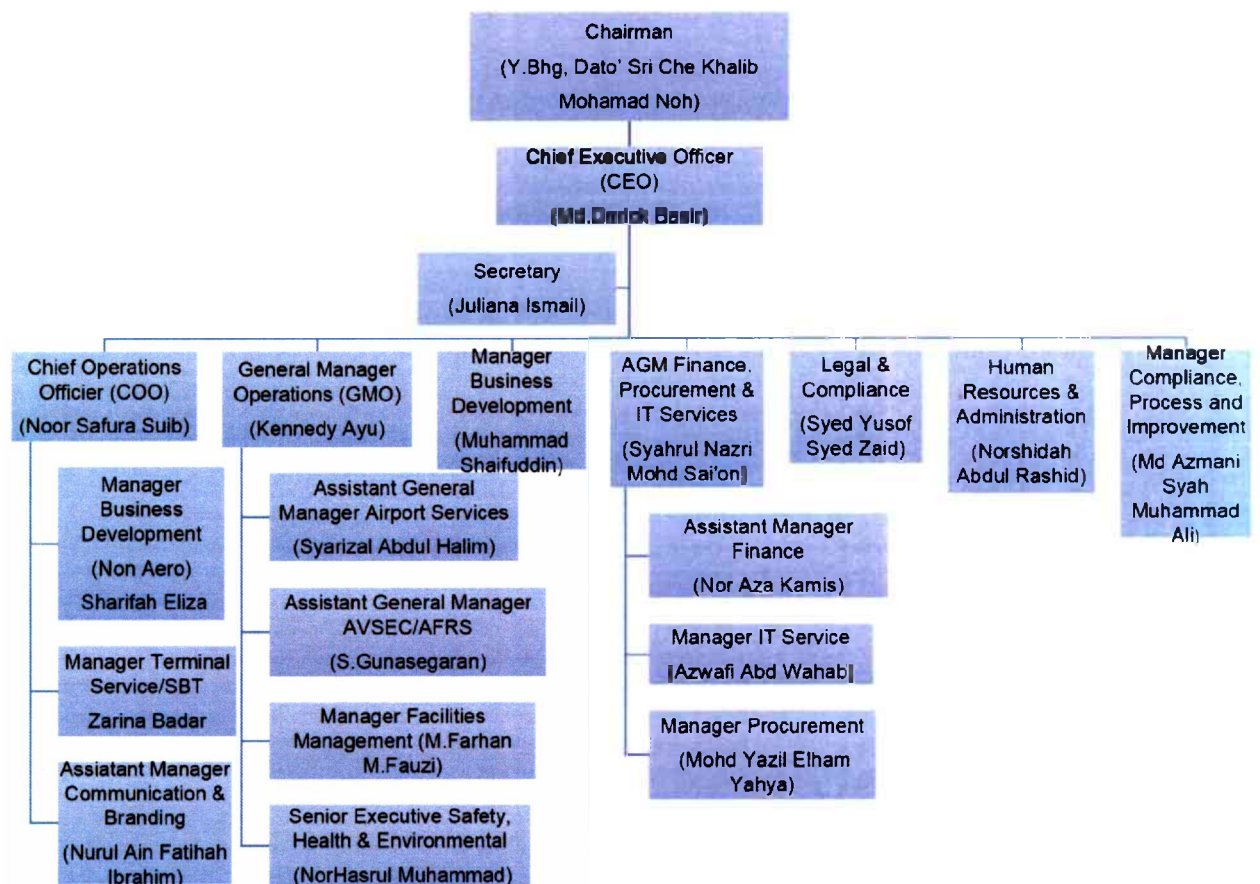


Sources: [www. Senaiairport.com](http://www.Senaiairport.com)

Figure 1.2: Location of SATSSB

1.9 Organizational Structure

The principal activities of SATSSB are managing, operating, maintaining and developing the Senai Airport and provision of airport and aviation related services at the said airport 2003. The functional organizational structure for SATSSB is as follows:



Sources: Senai Airport Terminal Services Sdn Bhd (SATSSB)

Figure 1.3: Organizational Structure of SATSSB

1.10 Chapter Summary

Trainee had explained about the history of establishment of Senai Airport Terminal Services Sdn Bhd (SATSSB) and also had identified the mission, vision, core business and activities, organizational structure and the organization's logo.

CHAPTER 2

SCHEDULE OF PRACTICAL TRAINING

2.1 Introduction

This chapter explained on the schedule of practical training which has been recorded on the logbook during the practical training. It explained the scope of works and the daily activities that had been conducted.

Practical training schedule

Table 2.1

Practical Training Schedule

WEEK 1	25/7/17
(25/7/17-28/7/17)	My first day began when I was studied the integrated management system manual about the policies governing Senai Airport's Integrated Management System. Next I helped to organize Malaysia Standard ISO into one file and organize a file for legal process, human resource development, fire rescue and sublease land and do a numbering for that documents. I have to divide all the documents according to departments in Senai International Airport. After that, I ticked on control of non-conformance services and product master list log according to

	<p>non-conformance report for 2017 and 2016. Next, I had to put all ticked non-conformance report to put it in 1 file.</p>
	<p>26/7/17</p> <p>On next day, I went to Senai Business Aviation Terminal (SBAT) for meeting. Reviewed Standard Operating Procedure (SOP) of Senai Business Aviation Terminal and also reviewed SBAT departmental documentation. The items in departmental documentation are terminal passenger handling process, cleanliness inspection, facility inspection, customer feedback management, booking management, management of supplies for SBAT, stock checklist form and public vehicle entrance. I went for Integrated Management System (IMS) meeting which was meeting with all department document controller. I got to know all the IMS member through meeting. During meeting, job description and specification of document controller and documentation status were explained by main document controller. All document controller will know the date for IMS Audit Plan. Main document controller introduced E-Library to all other document controller. After attended IMS meeting, I had to complete Control of Non-Conformance Services Master List Log 2017.</p>
	<p>27/7/17</p>

	<p>On the third day, I went to Facilities Management Department to get a signature for the document on Non-Conformance Report (NCR). After that, I have to key in Non-Conformance Report into the control of Non-Conformance Services Master List Log 2017. I need to arrange it according to every department in Senai International Airport. After that, I had to put all the Non-Conformance Report in one file. Staple all Non-Conformance Report and compile it to make it easy to find the documents. I did a library indexing for all documents in all departments. I also did label on a file for each every departments. Other than that, I need to do IMS Document Master List for every documents.</p>
	<p>28/7/17</p> <p>On the last day of week 1, I was continued doing ITS IMS Document Master List for every documents. I had to write a number on every documents that stated in library indexing . Keyed in library indexing according to departments and their documents. I also need to key in the label for every documents in label file. My supervisor asked me to google on how to improve document management system for Senai International Airport.</p>

<p>WEEK 2 (31/7/17-4/8/17)</p>	<p>31/7/17</p> <p>On the first day, I had to print ITS IMS Document Master List to list all the documents in every departments. Scanned SIRIM BERHAD- customer service management booklet and SIRIM BERHAD- Guideline and requirements booklet.</p>
	<p>1/8/17</p> <p>Next day, I completed labeling for every file contained every documents for each departments. Pasted the label number on each file to avoid confusion in the future. I did correction on ITS IMS Master List Log. Rechecked ITS IMS Master List Log before printed it. Arranged Non-Conformance Report (NCR) according to report number which are from small number to big number so it will be easy to find the NCR in the future. Scanned Non-Conformance Report of finance and procurement department to personal computer (PC). I had to attend Sharepoints Requirements meeting between Compliance and Process Improvement department and SRKK. In the meeting, I did minutes of meetings which was to discuss what is the page layout and the design of the page.</p>
	<p>2/8/17</p> <p>On the next day, I went to Tenant Management Department to do inventory and auditing for all their documents. In order</p>

	<p>to do inventory, I had to check their tenancy period, name of company , company register number, the related document and location for all documents. 36 files has been reviewed by me.</p>
	<p>3/8/17</p> <p>On the fourth day, I went to Tenant Management Department to do inventory list and auditing for all their documents. I had to check whether they have tenancy agreement, letter of offer or term sheet and memo. I also need to check whether the documents has been terminated or not and their tenancy period. 40 files have been reviewed by me.</p>
	<p>4/8/17</p> <p>The last day of week 2, I had to go to Tenant Management department again to do inventory for balance documents. I need to do auditing for their documents and checked whether they have tenancy agreement,letter of offer or term sheet and memo. I also need to verify whether documents have been terminated or not by Tenant Management departments. 20 documents have been reviewed by me. After finish review documents at Tenant's department, I went to Terminal Services department to do inventory and auditing for all their documents. I was being asked by my</p>

	<p>supervisor to examine what documents they have and which have been terminated. The person-in-charge on documents need to report to me what documents they have in their department. Other than that, I able to learn to use a shredder because I need to dispose the slide presentation used in the meeting.</p>
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<p>WEEK 3 (7/8/17-11/8/17)</p>	<p>7/8/17</p> <p>Week 3 started with I required to go to Facilities Management Department to do a record for all their documents. My partner and I have to inspect whether list and documents in library room for Facilities Management Department are aligning. We were required to add in the list if there are documents missing. It is for future use in case we need to find documents, the documents already in the list.</p>
	<p>8/8/17-11/8/17</p> <p>Started from 2nd day until the last day of week 3, I was unable to come to office because of sick. I had headache, fever, flu, vomit and gastric for 4 days. Medical certificate I have given to Human Resources department for their</p>

	record.
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<p>WEEK 4</p> <p>(14/8/17-18/8/17)</p>	<p>14/8/17</p> <p>On the first day of week 4, my supervisor was not around so I helped sales and marketing department. I contacted potential customers and got the person-in-charge's number or emails to be contacted in the future especially sales and marketing department. I contacted them to promote advertising space at Senai Airport in case they want to rent advertising space to promote their products. I able to get 19 potential customers and promoted to them the advertising and promotion space at Senai International Airport. After lunch, I had to help other staffs in my department to stamp all the paper for audit meeting attended by my manager at Kuala Lumpur. I also need to paste stickers on all papers for audit meeting. After finishing helped my department, I helped other staffs to stamp and paste stickers on all papers for board of director's meeting. It took about 5 hours to finish stamp,paste stickers and compile the presentation papers for board of director's meeting.</p>
	<p>15/8/17</p>

	<p>On the next day, I was required to find potential brands for Senai International Airport and listed the potential brands in the prospect log book in Microsoft Excel. I found their numbers and email that can be contacted in the future especially persons in charge for sales and marketing. I able to get 22 potential brand's number or email on that day.</p>
	<p>16/8/17</p> <p>The next day, I did the same thing which I need to find potential properties company and listed them in the prospect log book for record. I found their numbers and email to be contacted in future. This time I able to get 30 potential properties company's number and email.</p>
	<p>17/8/17</p> <p>On the forth day I had to update Control of Non-Conformance services Master List Log 2017. I filled in an action taken, date of action and state the closed remarks on Master List Log 2017. After that, I stapled all Document Control Report according to their number and about 20 documents control report I have stapled. I need to put it in one file. After put all documents in one file, I had to put the documents into the library. I updated library indexing according to their position. I pasted the label file on the file. Next, I went to CEO department to do inventory for all their</p>

	documents. I had to check what documents they have and how many documents that are active and not active. List the documents that are active.
	<p>18/8/17</p> <p>Last day of week 4, I attended Qurban Talk prepared by Human Resource Department about 2 hours. I went to CEO department to do inventory for all their documents, checked what documents they have and how many documents that are active and not active. After that, I listed all the documents that are active in CEO department. After lunch, I went to see all 'Jemaah Haji' at departure terminal and lastly I did document Master List Log at Microsoft Excel regarding Facilities Management Department.</p>

<p>WEEK 5</p> <p>(21/8/17-25/8/17)</p>	<p>21/8/17</p> <p>On the first day, I did document Master List Log at Microsoft Excel regarding Facilities Management Department. I referred to the 'Bomba Cabinet'. I did document Master List Log at Microsoft Excel for CEO's office. I checked their document type and keyed in according to departments.</p>
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	<p>22/8/17</p> <p>I was unable to come to office because of sick. I had slip disc pain and flu. Medical certificate I have given to Human Resources department for their record.</p>
	<p>23/8/17</p> <p>On the third day, I did document Master List Log at Microsoft Excel regarding Facilities Management Department. I referred to the Civil Cabinet and Mechanical Cabinet kept in library. I listed their document type and keyed in according to departments. I also need to entertain customers at counter service at Senai Airport. After that, I attended SRKK meeting regarding e-library for Compliance and Process Department.</p>
	<p>24/8/17</p> <p>I did document Master List Log at Microsoft Excel regarding Facilities Management Department. I also did document Master List Log for Tenant Management Department and Terminal Department. Listed document type according to their documents.</p>
	<p>25/8/17</p> <p>I did document Master List Log at Microsoft Excel regarding Facilities Management Department. I also did master list log</p>

	<p>for plan at Facilities Management Department and listed document type and title of plan according to departments. After lunch, I helped Finance Department calculated money collected from Senai Mosque. I went to departure hall to assist others during departure of 'Jemaah Haji'.</p>
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<p>WEEK 6</p> <p>(28/8/17-1/9/17)</p>	<p>28/8/17</p> <p>I did document Master List Log at Microsoft Excel regarding Facilities Management Department. I also did master list log for plan at Facilities Management Department and listed document type and title of plan according to departments.</p>
	<p>29/8/17</p> <p>On the next day, I did document Master List Log at Microsoft Excel regarding Facilities Management Department. I also did master list log for plan at Facilities Management Department and listed document type and title of plan according to departments. I did document Master List log for Cargo department, Terminal department, Legal department, Human Resource department, Operations department, Corporate Planning department and Tenant Management department.</p>
	<p>30/8/17</p>

	<p>I went to Legal department to do inventory for all their documents, checked what documents they have and how many documents that are active and not active. After that, I listed all the documents that are active in Legal department. I checked 94 documents at Legal department. I did document Master List Log at Microsoft Excel regarding Legal Department and listed document type and title of plan according to departments. I also helped Corporate Communication Department to arrange national flag into paper bag to give to the passengers and distributed national flag to the passengers from Langkawi in conjunction with national day at departure hall.</p>
	<p>31/8/17-1/9/17</p> <p>Public holiday for National Day and Hari Raya Aidiladha</p>

<p>WEEK 7</p> <p>(4/9/17-8/9/17)</p>	<p>4/9/17</p> <p>Public holiday in conjunction of SEA Games.</p>
	<p>5/9/17</p> <p>I helped Sales and Marketing department find the contact number of company that produced charging station. I found 6 contact numbers of charging station in Malaysia.</p>

6/9/17

I helped Sales and Marketing department to find potential brands for Senai International Airport and listed the potential brands in the prospect log book in Microsoft Excel. I found their numbers and email that can be contacted in the future. I able to get 22 potential brand's number or email on that day. The example of brands are crepe2u, Radiusite, Sugarscarf, PurdyPetals, Sticky, Coolblog, Maloevera and Breadstory.

7/9/17

On that day I had to do slides for Internal Audit. I need to copy and paste from Microsoft Word regarding audit to Microsoft PowerPoint for slides. I helped Legal Department to print and scan tenancy agreement between Senai Airport and FRAS Flying Club. Keyed in the area which is the clause and details of nonconformity. The Key issue is the finding and the remarks is the objective evidence. Key in minor non-conformance, opportunity for improvement, best practice for procurement and ground handling performance. Next, I went to air side to take a look how it is operated. I also went to airport's firefighter and learn how they manage and operate if emergency happened at the airport explained by chief firefighter, Mr Ismail. I got experience a ride of fire

	<p>truck and fire engine. I went to fire turret to learn how it operates and get to know what was pilot said to the tower before it departs. I got experienced to see a plane depart and landed closely and got to see royal flights belongs to royal families of Johore. Finally, I got to see how cargo operates and managed it.</p>
	<p>8/9/17</p> <p>On the last day of week 7, I printed 5 copies of emergency route, safety and health information, organizational structure and information about Human Resources. Calculated documents in every department in the Microsoft Excel. I need to ask Human Resource department for their policy, organizational structure and all poster and information. I pasted all the information on 3 information board which are at main office, Facilities Management Department and Terminal department. About 20 posters and information pasted on information board.</p>

<p>WEEK 8</p> <p>(11/9/17-15/9/17)</p>	<p>11/9/17</p> <p>I was unable to come to office because of sick. I had slip</p>
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	<p>disc pain and flu. Medical certificate I have given to Human Resources department for their record.</p>
	<p>12/9/17</p> <p>I assisted business development department. I had to recheck their slides for presentation and make it more interesting on Travel and Tour survey 2017 presentation. I changed all horizontal graph to pie chart and put map and line graphs for easier to see.</p>
	<p>13/9/17</p> <p>I went to Corporate Communication department to do inventory for all their documents, checked what documents they have and how many documents that are active and not active. After that, I listed all the documents that are active in Corporate Communication department according to document type, title and department. I checked 59 documents at Corporate Communication department. I did document Master List Log at Microsoft Excel regarding Corporate Communication Department. I assisted business development department on their slide presentation. I had to redo their slides for presentation and make it more interesting. I changed all graphs to pie chart and checked its font and size of the words. Paraphrased words in the slides.</p>

	<p>14/9/17</p> <p>I assisted business development department on their slide presentation. Checked the slides to see it is interesting or not. I went to Aeromall to measure and find the right places to open up a booths for Health and Safety events. Helped find the suitable location whether in front of other shops or at walkway. Other than that, we need to find a right location for health and safety talk. Examined place for blood donation by KPJ Puteri Specialist, Johor for Health and Safety events.</p>
	<p>15/9/17</p> <p>On the last day of my internship, I examined document master list log to see which department not completed yet. I went to Senai Airport Cargo to paste posters and information on information board. I also went to ramp area to paste the remaining posters and information on information board. Lastly, I went to IT Department to do inventory for all their documents.</p>

2.2 Chapter Summary

In this chapter, the trainee had explained about the tasks that being carried out during the practical training. The task given to the trainee by the host's company is follow the standard guidelines as provided by Faculty of Administrative Science and Policy Studies. Apart from that, it also can be concluded that the trainee is able to understand the Compliance and Process Improvement (CPI) working environment especially in this department. Besides, it is a valuable experience that can be gaining from the internship program where all the tasks that are being given by the supervisor can be useful for the future career.

CHAPTER 3

ANALYSIS

3.1 Introduction

This chapter explains on the overview of storing a documents from all departments at Senai International Airport. Section 3.1 explains the introduction of this chapter. Then section 3.2 discusses on training programme analysis. Followed by section 3.3 explains on strengths of the job scope on auditing a documents and discusses on the limitation of the job and lastly in section 3.4 is the Chapter Summary.

During an Internship at Senai Airport Terminal Services Sdn Bhd (SATSSB) from 25th July 2017 until 15th September 2017, trainee gained an experienced working at aviation company will help the trainee use the knowledge learned in class and apply at work during internship. Learning and adapting a knowledge are two different things because when we learn in class, we just want to pass the examination and adapting the knowledge, students need to face obstacles in real working situation. Senai Airport Terminal Services Sdn Bhd provides a workspace for internship student to enhance and develop their knowledge and skills. SATSSB has made an efforts in training and contributing to the students practical training programme.

This internship will introduce student to the real working environment and under this circumstances, making use of the past experience and knowledge from classes in university is essential. Thus, the evaluation has been equipped

to see the effectiveness of the industrial training to the student in Senai Airport Terminal Services Sdn Bhd (SATSSB).

3.2 Training programme analysis

3.2.1 About Compliance and Process Improvement department.

I have been placed at Compliance and Process Improvement department at Senai Airport. From my industrial training, I learn more about how to organize, do inventory for all files and learn how to do Standard Operating Procedure in one department in Senai Airport to ensure the organization have a good performance. A good performance in the organization will bring great profit and improving their reputation as one of the international airport in Malaysia. So, the company does not suffer losses to manage the organization. As a trainee, I have given a chance to involve in doing an inventory for all documents, attend a meeting and helping other departments to ease their job in order everything run smoothly in an organization.

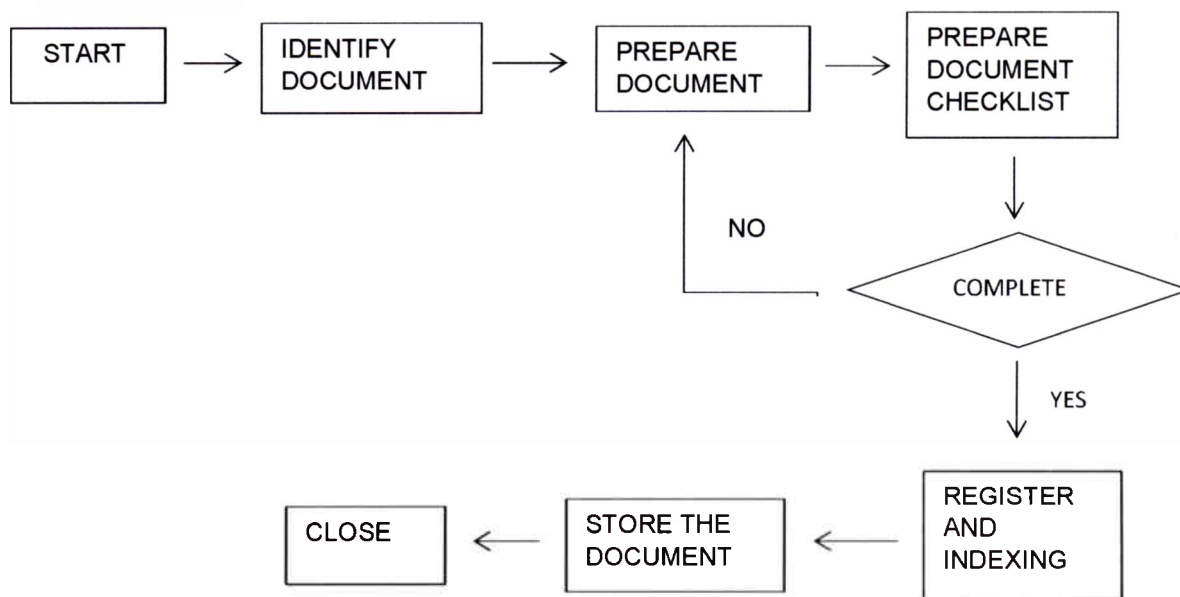
3.2.2 Inventory Management of Documentation.

I. Definition

Inventory management of documentation also known as Inventory Management System is defined as enterprise- wide disciplined concern with the identification and tracking of Information Services (IS) hardware and software assets. Its three main areas are Acquisition, Redeployment and

Termination. Its main intention is to ensure that proper justifications are performed and guidelines are followed. Redeployment procedures are responsible for ensuring that assets are tracked when move from one location to another. Inventory system is updated to reflect new location. The old product is deleted from original owner's budget and added to the new owner's budget. Termination is deleting the asset from the inventory when it is discontinued or replaced. The inventory system is well-kept within a database that ties an asset to its owner and defines the location where the asset area. The relative importance of the asset is added to the inventory record (Bronack, 2012).

II. Inventory Management of Documentation Process.



Sources: Compliance and Process Improvement Department of SATSSB.

Figure 3.1: Inventory Management of Documentation Process

In the inventory management of documentation which is also known as storing a documents where the first job scopes are collected information on all documents at every department at Senai Airport which are 18 departments including supporting services. Identify documents from all departments at Senai Airport is compulsory to see is there any documents that need to be kept or terminated. After identify all the documents, staff need to prepare documents. Other than collected information, there is a departmental document checklist where responsible personnel need to go to all departments and do document checklist. The checklist got from all departments and staff need to check the documents available at department's library whether it is align with the checklist they got from each departments. Staffs also must do an inventory document and identify which documents is active or non-active for future use. If it is not active, it has to be terminated and if it is active the documents will be kept in the data and department's library. After do an inventory and identify a documents, personnel required to do indexing and labeling on every file for every documents. After indexing and labeling , staff need to store and retrieve all the documents in department's library. All documents will be kept at each department's library so that it can be a references for future use. The standards and procedure manual relating to Inventory Management must be created and published by the personnel. This section must describes the process of which assets are identified, entered into the Inventory Management System, tracked and deleted. All information needed by personnel to perform Inventory Management functions must be clearly described within standard operating procedure. Finally, personnel who is a staff of CPI department responsible for implementing, supporting, and

maintaining assets must have access to the Inventory Management System to identify asset information needed by them to perform their functional responsibilities.

III. Objectives of the job.

As for the Inventory Management of Documentation need to be done by the personnel to ensure all the documents in each departments are well kept in the library and do a checklist to guide the company's employees in doing their job according to requirements needed by organizations(Bronack, 2012). The objectives of inventory management of documentation at Senai Airport Terminal Services Sdn Bhd (SATSSB) are:

- To identify and track all documents in an Integrated Management System (IMS).
- To define the process by which documents are identified and maintained in the Inventory System.
- To provide Inventory System access to all necessary personnel.
- To document the Inventory Management System according to Standard Operating Procedures.

3.3 Analysis of Inventory Management of Documentation At Senai Airport Terminal Services Sdn Bhd (SATSSB).

Strengths

According to Aaron marquis, strength is used to determine what your business does best. If we know our business's strength, we can place emphasis on them when the time comes to implement the marketing programme. It does not need to be the best in the industry at something to list it as strength and the strength is based on internal and external. Hence, every organization has their own strength such as their marketing, human resources and operation in one organization. Not excluded Senai Airport, they also has their own strength that lead them to be one of the fastest growth airport in Malaysia.

1. Great Commitment

Making a commitment involves dedicating yourself to something. It is the act of binding yourself intellectually and emotionally to a course of action (Dictionary.com,nd). In order to make something works you have to give a full commitment to it. In Senai Airport for compliance and process improvement department, they give full commitment towards the inventory management of documentation. Every time before they gave task to me to do they will show how to do it so that I would not make mistakes. Even it is tired to go to each departments at Senai Airport but they still able to do it because they know they have to be committed to their job and brought me together with them to do inventory for each departments.

2. Well Prepared

According to Oxford Dictionary, well prepared can be defined as thoroughly ready or able to do something. Preparation is the process of getting ready before doing or making arrangements for something. For the inventory management of documentation, the person in charge, Madam Suriyati has prepared a few checklist for me to do an inventory on documents for every departments in Senai Airport. Checklist make my job easier because I need to check whether documents available at every departments are aligned or not with the checklist. It was including the name of documents and type of documents.

3. Strong Teamwork.

A team stands for Together Everyone Achieves More according to Paul McKinney. People in the workplace must have great teamwork to achieve company's mission. It is when everyone in the team combine their individual skills in pursuit of a goal. Compliance and Process Improvement department has shown a strong teamwork among them. There are only 4 staffs in that department including me, the trainee. Lead by manager of Compliance and Process Improvement department, Mr Azmani, he showed a great leadership towards his subordinates. In order to complete the task of inventory management of documentation, Madam Suriyati and her co-worker, Mr Asyraf will help me and teach me every time they gave a task to me. They also always help each other in order to complete their job. For example, Madam Suriyati, Mr Asyraf and me have been asked by Mr Azmani to check how many

documents in each departments, so we went to each departments to do an inventory on how many documents are active and non-active.

4. Dependability

Employers would love to hire workers who are dependable and responsibility. The dependable worker shows up to work every day and on time. A dependable employee is one of the employer can depend on for new task and project (Kelchner, nd). In order to complete the task of Inventory Management of Documentation, I always depend on my supervisor Madam Suriyati because sometimes there are certain words or job that trainee could not understand and do not know how to do it so she always taught trainee despite her busy schedule. Every time we had a meeting regarding inventory management system, she always asked me to get involved in the meeting, gave opinions and explained it to me. I as a trainee depended on her a lot especially on Inventory Management of Documentation.

Limitations

Limitations is a condition where limited ability, failing and defects happened (Bagust,2016). It is also can be defined as a limiting rule or circumstance and it can be called as a restriction (Oxford Dictionary, nd). every organizations has their own strength and weaknesses. It is because there is no company that has the strength without weaknesses. From weaknesses, they evaluate their performance and improved it to become their strength. Compliance and

Process Improvement department also has a few weaknesses in completing the inventory management of documentation.

1. Lack of Manpower.

Manpower affects everything from production to client relationships so managers need to pay careful attention to the number of workers engaged (Joseph, nd). The long-term manpower is a sequence of workdays and days off, which spans several months. He also added that, the long-term plan denotes a worker as fixed in a shift if he must be on-duty during that shift, whereas he is denoted as flexible in a day if he must be on-duty during that day, but his shift will be determined in the next planning stage when there will be more precise knowledge regarding the final workload (Di Francesco,2016). At Senai Airport Terminal Services Sdn Bhd (SATSSB), there is a lack of manpower to do an inventory management of documentation. It is because in the Compliance and Process Improvement department there are only 4 workers including trainee. As a trainee I have been assigned to do an inventory management of documentation alone with the help of my supervisor Madam Suriyati who supervise me while doing my job. Trainee has to do an inventory for every departments at Senai Airport which are 7 departments. It takes a long time about 2 to 3 days per department because there are a lot of documents need to be checked since trainee did it alone. The lack of manpower causes it takes a long time to finish the task. If the manpower is enough it could be faster to finish it. Not just that, trainee has to checked the documents thoroughly without any mistakes.

2. Communication.

Communication is often defined as the sharing of information, feelings and ideas. In the organization, exchanging information is essential for company's success. With the growth of social media, the number of communication has increased where employees in an organization can communicate each other instantaneously (Burley, nd). According to McShane (2013), communication flows between sender and receiver through communication channel while sender forms a messages and encodes it into words, gestures, other symbols and signs. In the Project Management (2015), communication is one of the approach in order to provide stakeholders with information about a project and the plan. It also one way to achieve the organization's goals. In the inventory management of documentation at Senai Airport done by Compliance and Process Improvement department, there is lack of communication between CPI department and other department. It is because when trainee wants to do an inventory to other departments like Facility Management Department (FMD), they are busy with their job and do not have time to entertain us so CPI department need to find other day to do an inventory management of documentation. Other than that, there is a miscommunication between workers in CPI department when Madam Suriyati was absent, the co-workers Mr Asyraf did not know what he should do to train or give task to the trainee. It is because Madam Suriyati never explained to Mr Asyraf about trainees's task and responsibility in CPI department.

3. Punctuality.

According to Frost (nd), punctual employees must show up to the office ready to work with plenty of time to spare. A punctuality policy sets expectations for employee arrival. Employees who always come late to the office decreases their productivity and their fellow office mates because sometimes other employees may have to cover the late staff. Other employees may feel frustrated by late staff who routinely show up late. Sometimes late staff has make it as a habit and continue doing it without any guilty. For the inventory management of documentation, CPI department's staff has called and make confirmation to other departments to do an inventory at certain time but unfortunately CPI's staff always came late to do an inventory and causes others cannot focused on their job.

4. Manual Work

According to Wikipedia, Manual work is physical work done by people and it is most works done with hand. For the case of inventory management of documentation, it has to be done manually without using any machines unless to key in data in the computer after the inventory. Trainee and other 2 staffs went to every department to do an inventory and checked all the documents one by one. After that, trainee need to state the name, type and what departments at the master list. All documents must be checked thoroughly without skipping any documents. About 100 documents in one department that need to be checked manually. The location from one department to other department is a little bit far because main office and terminal office are different.

Trainee and other staff need to walk everyday from main office to terminal office to do an inventory management of documentation.

3.4 Chapter Summary

In this chapter, trainee had explained training programme analysis on the inventory management of documentation. Trainee had identified that a few concepts that had been applied in Senai Airport which help the trainee able to understand the concepts learned in class for the past semesters. Trainee also had identified the 4 strengths and 4 limitations of doing inventory management of documentation at Senai Airport. Every strength must come from weaknesses.

CHAPTER 4

RECOMMENDATION

4.1 Introduction

This chapter begins with the introduction of this chapter for section 4.1. Section 4.2 explained on the recommendations and section 4.3 will describe the chapter summary.

As trainee I have been given a responsibility and chance to do an inventory management of documentation. There are few strengths and weaknesses in an organization and while storing documents at Senai Airport. Based on the overview of storing a documents process that are being applied in the organization during internship, trainee has a few recommendations regarding their strengths and limitations described in chapter 3. Thus, the recommendations that are being made by trainee can help in an efficiency and effectiveness of an organization as the strengths and limitations have been recognized.

4.2 Recommendation

There are few recommendations made by trainee according to her observations while doing an internship with Senai Airport Terminal Services Sdn Bhd (SATSSB). from the analysis given in chapter 3, the limitations facing by organization need to be facade with a good strategic management to ensure the effectiveness and efficiency of an organization. Meanwhile, the strengths could help to enhance its effectiveness and efficiency.

4.2.1 Recommendations on Strength.

I. Improve Staff's Commitment

Senai Airport's staffs have a very great commitment towards their job. Even they are very busy with their unstoppable job, they still give 100% commitment towards other job. Even others have shown a great commitments, there are few staffs in other departments not giving a fully commitment. It is because trainee saw there are few staffs in Senai Airport not give their commitment 100% towards their job. It is been two weeks since Chief Operation Officer ask the terminal staff to do and check the signage at departure hall Senai Airport but there is no work has been done by him. He has no commitment towards his job. Commitment shown by Madam Suriyati as staff in Compliance and Process Improvement should be an example for others. She always committed towards her job and finish all the task given to her as son as possible. This kind of attitude must be an example for other staffs in Senai Airport. In order to improve staff's commitment, top management must motivate the employees by giving rewards and recognition to them every time they did a great job in their field.

II. Encourage Staff For Well-Prepared

Early preparation is compulsory to make works going smoothly as planned. Without any preparation, things will be chaos at the end of the job and the result we get is not as excellence as we expected. If we are well-prepared we can traced any problems occurred and take a corrective action as soon as possible. At Senai Airport, most staffs are well-prepared before they do their

job. Same goes to Compliance and Process Improvement department where they will prepared a slide for their meetings with clients and make sure their work is done nicely. every time they have an event to be organized, they look at the place properly, make a tentative and make sure everything going well according to their planned. Encourage staffs to be well-prepared is important to improve the productivity of personnel in an organization. This things need to do continuously from time to time.

III. Strengthen The Teamwork

Teamwork is very important in an organization. Without teamwork job cannot be done on time and give excellence outputs to the organization. That is why every departments in Senai Airport show a very great teamwork among them when I was trainee at Senai Airport. There was one time when staff did not do their job while in a team. As a team, everyone must do their part and always take part to complete their job but if one person not complete their job, it will become a burden to the other team members. For example, in Finance department they have a lack of teamwork because of one person not do their job properly according to their job scope. So the others cannot do their job well because of one person creates the problems. In order to strengthen the teamwork, Human Resources department took an initiatives by sending all staffs in Senai Airport to go to Family Day at Palm Resort Senai. From the Family Day they will know each other better and could strength their relationship and teamwork among them.

IV. Enhance Dependability

Every staffs in an organization must be a dependable person in a workplace where they do their job without depends on anyone but the outputs is great for organization. A dependable employee is a person who can people depend on for new task or project. At Senai Airport, as a trainee I need to depends on a lot of people so that I can learn a new thing and experience it. One thing that I always be thankful for was the staffs at Senai Airport were very nice to me and let me learn new things. They always be there for me and ask me to depends on them every time I have been given a task. Trying to figure out the problems and found the solutions without depends on other people is one of the characteristic I have seen at Senai Airport. Everyone in Senai Airport must have that characteristic to improve the effectiveness and efficiency of an organization.

4.2.2 Recommendations on Limitations

I. Increase Manpower

Lack of manpower at Senai Airport has caused difficulty in completing the task. Compliance and Process Improvement has only 3 staffs in it including manager. There are a lot of work need to be done with 3 persons including audit the documents and make sure all ISO and quality improvements in an organization are updated. Based on my experience, jobs in Compliance and Process Improvement department need a large group of people because they need to audit all departments at Senai Airport including at Cargo and Senai Business Aviation Terminal (SBAT) that a bit far from main office. As a trainee

I have to do an inventory management of documentation for all departments. It means I have to check all the documents alone with the help of staff, Mr Asyraf. It took about 2 to 3 days to complete the task in one department. I have to do inventory for 8 departments alone. Sometimes my supervisor is absence so I cannot do my work without her to bring me to other departments. Absentees in Senai Airport also is one of the problem because there are many staff took on leave in one week. Sometimes their leave took about more than 1 days. It could be better if Human Resources department give warnings to these people. Human Resources department also need to recruit more workers to work at Senai Airport by doing an advertisement on the recruitment.

II. Improve Communication Among Workers

Prior to the issue of communication between CPI department and other department, they must improve their communication because everyone has their own job need to be done. CPI department must communicate to other departments early few days before the day of inventory management of documentation. If not it will disturb other workers to do their job. For example, CPI department need to do inventory management of documentation at terminal department, CPI staffs need to tell terminal staff few days before doing an inventory management of documentation so that they will be prepared and ready to entertain us. The issue among staffs in CPI department, Madam Suriyati need to tell Mr Asyraf what is the task and responsibilities of a trainee so that every time Madam Suriyati absence, Mr Asyraf know what to do with the trainee and not leave trainee without any task to do.

III. Train Staff to be Punctual

Punctuality is very important in our life where we need to be punctual in our daily life and at workplace. It shows how discipline we are and committed towards our job. Compliance and Process Improvement staff has a little problem regarding punctuality. Actually not just in CPI department, other department also sometimes not an on time person where they asked their friends to do the punchcard when they were late to come to work. In the issue of inventory management of documentation, CPI's staff made a promised to other department to come to do an inventory for certain time but they failed to come on time and a little bit late. Top management must train their staffs to be punctual because these people mostly need to meet clients so in order to satisfy the customer, they must be punctual and arrive on time without any problems. If not it will decrease the customer satisfaction towards organization.

IV. Fully Utilized the Technology Advancement

In the era of globalization and technology advancement, the big company like Senai Airport where it relates with airlines must fully utilized the technology advancement. Prior to the issue of manual work, Senai Airport need to reduce the manual work if they want efficiency and effectiveness in their organization. In order to do an inventory management of documentation, manual work will take about 2 to 3 days per departments for a staff to complete. Checked about 100 documents per department will take a long time to finish. Based on my experience, it is better to fully utilized the technology like keep all the documents in e-library. So, every time CPI department want to do an inventory

management of documentation, they will just log in at e-library and look for the documents in it. It will cut time and use less energy to do it.

4.3 Chapter Summary

The main highlight for this chapter was to make a recommendations of the strengths and limitations of the task which has been chose by trainee. This recommendations are based on analysis in Chapter 3 regarding the strengths and weaknesses of the tasks. The recommendations made based on the strengths is to improve the organization meanwhile, the recommendations made based on the limitations is to suggest some corrective actions that can be practiced by the organization for future aim. Thus, it can boost trainee knowledge on how to evaluate the tasks given by an organization through giving a suggestion to reduce any difficulties in the future.

CHAPTER 5

CONCLUSION

5.1 Introduction

Chapter 5 begins with Section 5.1 for the introduction of this chapter. Section 5.2 for Summary of Chapter 1, Section 5.3 for Summary of Chapter 2, Section 5.4 for Summary of Chapter 3 and Section 5.5 for Summary of Chapter 4. Finally in Section 5.6 discuss about the Report Summary.

In this chapter, it will conclude every chapter in this report that had being explained previously in chapter 1 until chapter 4.

5.2 Summary Of Chapter 1

In chapter 1, it explained about the introduction of an organization which is Senai Airport Terminal Services Sdn Bhd (SATSSB). Trainee learn the logo of Senai Airport, history of Senai Airport, how it operates and the growth of Senai Airport. In chapter 1, trainee also mentioned about the profit gained by Senai Airport. After that, trainee mentioned the vision and mission of Senai Airport. Other than that, trainee had the chance to know how many departments in Senai Airport Terminal Services Sdn Bhd, the airlines and destinations available at Senai Airport and the strategic location of Senai Airport. Finally, trainee explained the organizational structure of Senai Airport starting from Chairman.

5.3 Summary of Chapter 2

In chapter 2, trainee had explained about the tasks and jobs done by the trainee while doing her internship at Senai Airport. The tasks given to trainee were based on the guidelines that have been provided by faculty. Apart from that, trainee is able to experience the working culture at Senai Airport especially in the Compliance and Process Improvement department. In addition, it was a valuable experience that can be gain only from the internship program where all the task and activities that are being given by the supervisor to the trainee can help the trainee to prepare for real working environment in the future.

5.4 Summary of chapter 3

In chapter 3, the trainee had explained that during internship, there are some concepts that had been learn by trainee while in a classroom. At the workplace, trainee able to practiced it which it helps the trainee to gain more understanding on the concept learn in the classroom during past semesters. Trainee also able to identify the practice involved while doing an inventory management of documentation. Trainee was able to compare the theory and application parts of it and make analysis based on it. Trainee also make an observation regarding the strengths and limitations of the task done by trainee which has been selected as the main focus to prepare this report.

5.5 Summary Of Chapter 4

In this chapter, the main focus was to provide recommendations on strengths and limitations which have been highlighted in chapter 3. The chapter is regarded as the extension of the analysis done in chapter 3. This chapter has focused on identifying the weaknesses of certain task or area as well as the organizational practices. In line with that, trainee has suggested few recommendations that could be taken by the organization to enhance the work process and improve the effectiveness and efficiency in the future.

5.6 Chapter Summary

Trainee had completed her practical training at Senai Airport Terminal Services Sdn Bhd (SATSSB) on 15th September 2017 which was 8 weeks from 25th September 2017. Unfortunately, the internship period was very short to experience and learn more about working environment since the period took only 2 months to complete all the task and responsibilities provided by supervisor. However, during internship, trainee has been placed at Compliance and Process Improvement department which they manage the quality of an organization and act as auditors for all departments in Senai Airport. There are a lot of experience that trainee gained in working environment for the first time either inside or outside the office. Trainee also able to apply most of the knowledge she learned in classroom in the real working environment, particularly in the task of handling event. Through that, trainee has able to understand better on how the working environment through practical training.

Furthermore, trainee has also gained other benefits in enhancing trainee's personal development. In terms of self-confidence level and also communication skills. The improvement that trainee's obtain was through the tasks that has been carried out by the trainee while helping other department which was a marketing department that trainee need to contact all the potential customers and convince them to rent our promotion space to them. The trainee need to communicate and discuss with other staffs and department in completing tasks given especially for inventory management of documentation where trainee need to go to all departments and asked for their documents. Hence, trainee has adapted on how to use proper language and approach when communicating with the staffs, customer and also external agencies that differs in position and seniority. In addition, during the practical training, trainee has been involved with few department and few meetings that require trainee to learn and understand the issues that had been discussed on the meeting.

Apart from that, the practical training has aid the trainee to improve the knowledge and other skills that definitely are useful for trainee's future endeavors. The task and duties been performed by trainee has taught the spirit if teamwork, interpersonal skills, technical skills, critical thinking and also problem solving skills. That is all the skill that trainee's learned outside the classroom or teaching session. The knowledge that trainee get are important as it will help trainee in dealing and adapting with the real life working environment once trainee started to work in future. Other than that, trainee would be able to know her own abilities and this help trainee to search for the right job and planning for the career path in the future.

Last but not least, the trainee was able to learn about the different culture as at company's workplace culture. In addition, the friendly behavior of the staffs also makes the trainee feel comfortable and welcomed to the organization. This is not only happened at office but also outside the office. Their professionalism are very high and they showed a great work ethics among them.

As conclusion, the experience gain by the trainee is very valuable and it helps the trainee to improve the skills and knowledge. The gains that trainee had will lead trainee in the future choice of career. The practical training has prepared trainee with essential skills that trainee may needed before trainee enters working environment.

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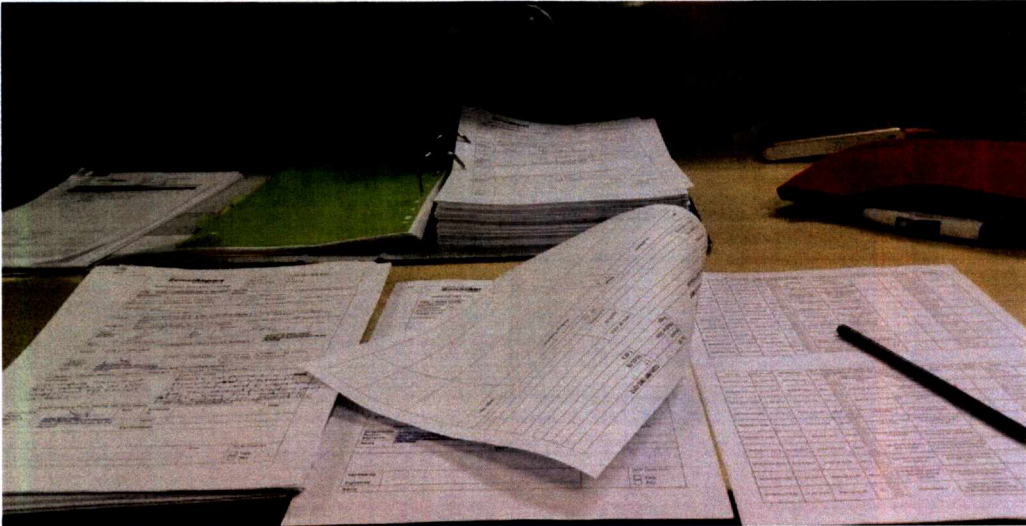
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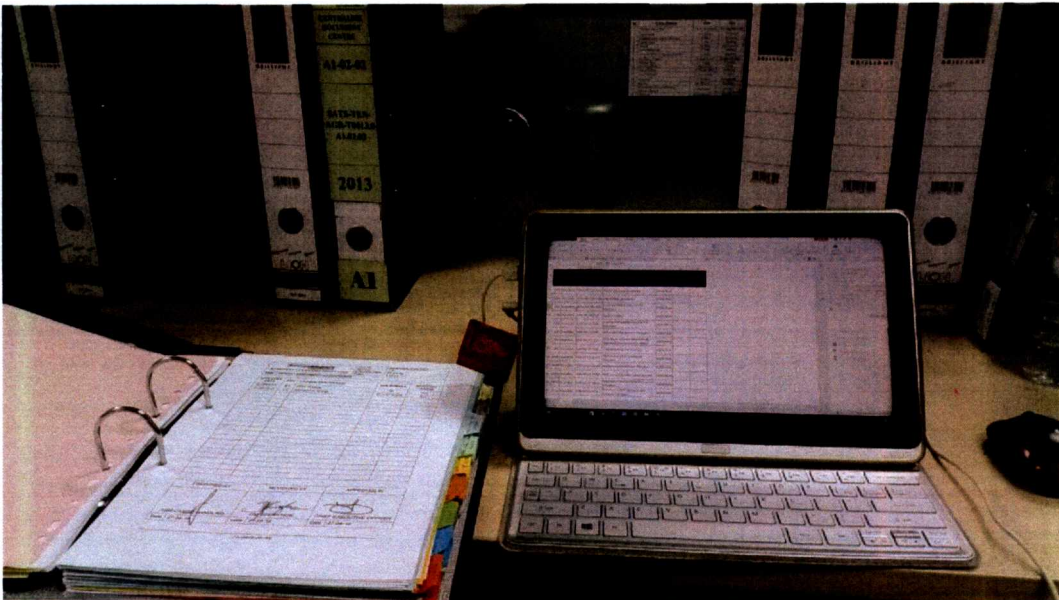
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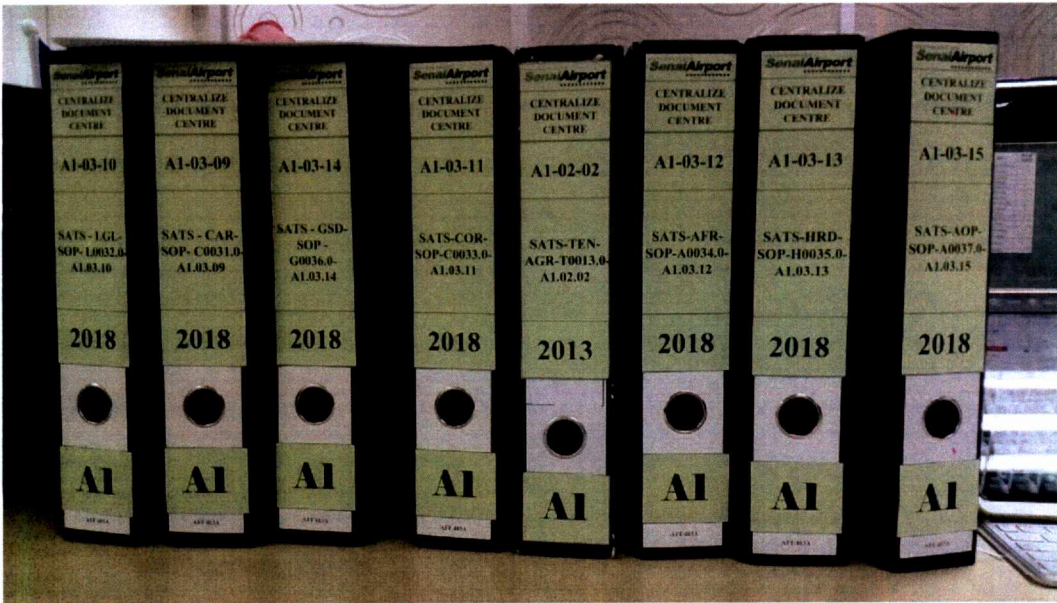
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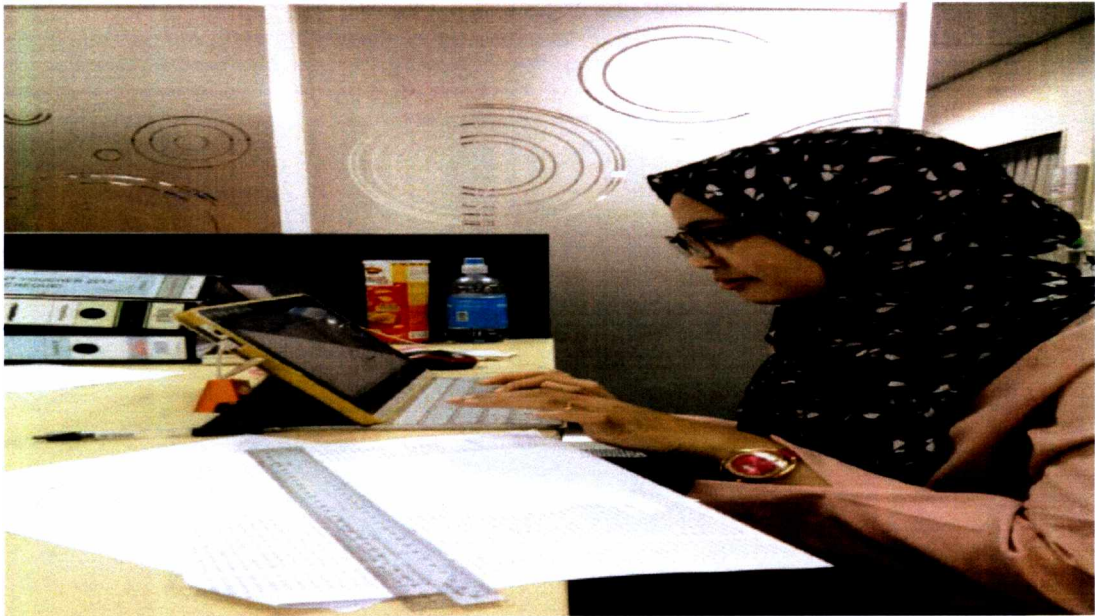
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Tuan

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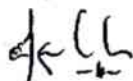
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Sekian, terima kasih.

Yang benar



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Tandatangan Pegawai dan Cop Organisasi

KAMELIA ALIAS
Senior Executive,
Human Resource & Administration
Senai Airport Terminal Services Sdn Bhd
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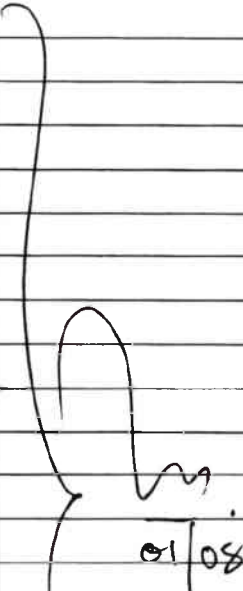
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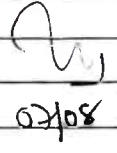
PRACTICAL TRAINING
LOG BOOK

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7. Address During Practical Training : 51 JALAN KOSA 1 TAMAN PERLING
81200 JOHOR BAHRU, JOHOR DT.
8. Place of Training : SENAI INTERNATIONAL AIRPORT
9. Name of Supervisor In-Charge : MD AZMANI SYAH MUHAMMAD ALI
10. Duration of Training
From : 25 / 7 / 17 To : 15 / 9 / 17

FOR OFFICE USE ONLY :

11. Remarks : [Dean / Course Tutor]


Date Week 1	Exact Nature Of Work Done	Supervisors Remarks
25/7/17	<ul style="list-style-type: none"> - study the ing integrated management system manual about the policies governing senai Airport's Integrated Management system. - Organize Malaysia standard iso into 1 file. - Organize a file for legal process, human resource development, Fire rescue and sublease land and no doc numbering. - Divide it according to department. - Tick on control of non-conformance services and product master list log according to non-conformance reports for 2017 and 2016. - After that, put it in file. 	
26/7/17	<ul style="list-style-type: none"> - Go to senai Business Aviation Terminal for meeting. - Review down SOP of Senai Business Aviation Terminal. - Review SBAT Departmental Documentation. - The items are terminal passenger handling process, cleanliness inspection, facility inspection, customer feedback management, booking management, management of supplies for SBAT, stock checklist form and public and vehicle entrance. - Go for integrated management system (IMS) meeting which is meeting with all department document controller. - Get to know all the IMS member. - Job description and specification of document controller and documentation & status. - know the date for IMS Audit Plan - Introduction of E-library. 	<p data-bbox="905 1078 1214 1174"> MD. IZMANI SYAH MUHAMAD ALI Manager Senai Airport Terminal Services Sdn Bhd (212883M) </p>

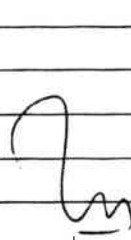

Date	Exact Nature Of Work Done	Supervisors Remarks
	<ul style="list-style-type: none"> - complete control of non-conformance services master list log 2017. 	
27/7/17	<ul style="list-style-type: none"> - go to facilities management department to sign the document on non-conformance report (NCR) - key in the non-conformance report (NCR) in the computer. - key in NCR into the control of non-conformance services master list log 2017. - Arrange it according to every department in Senai Airport. - put all the non-conformance report in one file. - put it staple all non-conformance report and compile it. - Do a library indexing for all document for all department. - Do label on a file on each every department. - Do IMS Document master list for every document. 	
28/7/17	<ul style="list-style-type: none"> - continue do ITS IMS Document master list for every document. - write number on every document that stated in ^{library} label indexing. - key in ^{library} label indexing according to department and their documents. - key in label for every documents in label file. - google on how to improve document management system. 	<p>MD AZMANI SYAH MUHAMAD ALI Manager Senai Airport Terminal Services Sdn Bhd (242383M)</p>
31/7/17	<ul style="list-style-type: none"> - Print ITS MS Document master list to list all the documents in every department. - scan custo SIRIM BERHAD - customer service management 	

week 2

Date	Exact Nature Of Work Done	Supervisors Remarks
	- Scan SIRIM BERTHAD - guideline and requirements.	
1/8/17	<ul style="list-style-type: none"> - complete the labelling for every file for every department. - paste the label number on each file. - DO correction on ITS IMS MASTER LIST LOG. - Recheck the ITS IMS MASTER LIST LOG before print it. - Arrange Non conformance Report (NCR) according to report no. from small number to big number. - scan non-conformance report of finance and procurement department to PC. - Go to sharepoint requirements meeting - discuss on how what is the tag page layout and the design of the page. 	<p style="text-align: center;">Jm 07/08</p>
2/8/17	<ul style="list-style-type: none"> - Go to Tenancy^{Tenant} Management department to do inventory for all their document. - Do auditing for their all documents. - Check at their tenancy period, name of company, company register number, the related document and location in their all documents. - 36 files has been reviewed by me. 	<p>ME AZMANI SYAH MUHAMADALI Manager Serial Airport Terminal Services 3rd BPH (242383M)</p>
3/8/17	<ul style="list-style-type: none"> - Go to Tenancy management department to do inventory list for their department. - Do auditing for their all documents. - Check whether they have tenancy agreement, letter of offer / term sheet and memo. - Check whether the documents has been terminated or not and tenancy period. - 40 files have been reviewed by me. 	

Date	Exact Nature Of Work Done	Supervisors Remarks
4/8/17	<p>Tenant</p> <p>Go to Tenant Management department to do inventory for all their documents.</p> <ul style="list-style-type: none"> - Do auditing for their all documents. - Check whether they have tenancy agreement letter of offer/ term sheet and memo. - check whether documents have been terminated or not. - 20 docu ment tenang tenant management's documents have been reviewed by me. - Go to terminal operation ^{services} department to do inventory for all their documents. - Do auditing for their all documents. - check what documents they have. - " they have been terminated. - Person-in-charge on documents reported to me what documents they have in their department. - learn to use shredding machine. 	<p>14/08</p> <p>MD AZMAN BIN MUHAMMAD ALI Manager Senai Airport Terminal Services Sdn Bhd (042303M)</p>
7/8/17	<p>Go to facilities Management Department to do inventory for the their all documents.</p> <ul style="list-style-type: none"> - Check whether list and the documents in library room are aligning. - Add it in the list if it that documents are do not have in the list. 	<p>14/08</p> <p>MD AZMAN BIN MUHAMMAD ALI Manager Senai Airport Terminal Services Sdn Bhd (042303M)</p>
8/8/17	- MC	
9/8/17	- MC	
10/8/17	- MC	
11/8/17	- MC	
14/8/17	<p>Help sales & marketing department.</p> <ul style="list-style-type: none"> - contact potential customers and get the person in charge number or email. - get 19 potential customers and promote them advertisement and 	<p>14/08</p> <p>MD AZMAN BIN MUHAMMAD ALI Manager Senai Airport Terminal Services Sdn Bhd (042303M)</p>

Date	Exact Nature Of Work Done	Supervisors Remarks
	<p>promotion space at Senai Airport.</p> <ul style="list-style-type: none"> - stamp all the paper for audit meeting. - stick paste the stickers on the all papers for audit meeting. 	 <p>21/8/17</p> <p>MD AZIZANI SYAH MOHAMMAD ALI Manager Senai Airport Terminal Services Sdn Bhd (012323204)</p>
15/8/17	<ul style="list-style-type: none"> - Find potential brands for Senai Airport - List potential brands in the prospect log book. - Find their numbers and email to be contacted in future. - Able to get 20 poten 22 potential brands's number or email. 	
16/8/17	<ul style="list-style-type: none"> - Find potential properties's company. - List them in the prospect log book. - Find their numbers and email to be contacted in the future. - Able to get 30 potential pr properties's company's number and email. 	
17/8/17	<ul style="list-style-type: none"> - Update control of non-conformance services master list log 2017. - Fill in the action taken, date of action and state the closed remarks. - staple Document Control Report according to their number. - staple about 20 documents control report and put it it in 1 file. - put all the documents to into the library - update library indexing according to their position. - Paste the label file on the file. - Go to CEO department to do inventory for all their documents. - check what documents they have. - check how many documents that are active 	

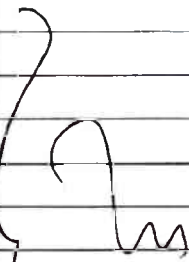
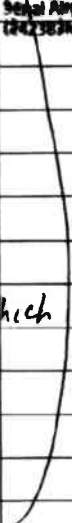
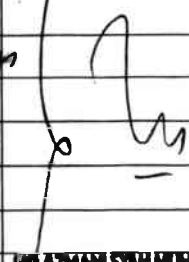
Date	Exact Nature Of Work Done	Supervisors Remarks
	<ul style="list-style-type: none"> & not active. - List the documents that are active. 	 21/08 MD AZMANI SYAHRI HANAM ALI Manager Small Airport Terminal Services Sdn Bhd (012205280)
18/8/17a	<ul style="list-style-type: none"> - Attend ceramah Qurban talk. - Go to CEO department to check to do inventory for all their documents. - check what documents they have. - check how many documents that are active & not active. 	
	<ul style="list-style-type: none"> - List the documents that are active. - Go to see all Jemaah Haji at departure Terminal. 	
	<ul style="list-style-type: none"> - Do document master list log at microsoft excel regarding facilities management department. 	
	<ul style="list-style-type: none"> - Do document master list log at microsoft excel regarding facilities management department - Refer to the 'Bomba cabinet' - Do document master list log for CEO's office. - check their document type and key in according to departments. 	
week 5 21/8/17	<ul style="list-style-type: none"> - MC 	 30/08 MD AZMANI SYAHRI HANAM ALI Manager Small Airport Terminal Services Sdn Bhd (24238340)
22/8/17	<ul style="list-style-type: none"> - Do document master list log for facilities management department at microsoft excel. - Refer civil cabinet and mechanical cabinet. - List document type according to their departments 	
23/8/17	<ul style="list-style-type: none"> - Entertain per customers at counter service. - Attend SRKK meeting regarding e-library for CPI department. 	
24/8/17	<ul style="list-style-type: none"> - Do document master list log for per facilities management department at microsoft excel. 	

Date	Exact Nature Of Work Done	Supervisors Remarks
	<ul style="list-style-type: none"> - Do document master list log for tenant management department. - Do document master list log for terminal department. - the List document type according to their departments. 	
25/8/17	<ul style="list-style-type: none"> - Do document master list log for facilities management department at microsoft excel - master list log for plan at facilities management department. - List document type & title of plan according to departments. - Help finance department calculated money collected from Masjid Senai. - Go to departure ^{hall} to assist others during departure of 'Jemaah Haji'. 	
Week 6 28/8/17	<ul style="list-style-type: none"> - Do document master list log for facilities management department at microsoft excel. - master list log for plan at facilities management department. - List document type & title of plan according to departments. 	<p>30/08</p> <p>MD AZIZAKI SYAH MUHAMAD ALI Manager Senai Airport Terminal Services Sdn Bhd (24 383M)</p>
29/8/17	<ul style="list-style-type: none"> - Do document master list log for facilities management department at microsoft excel. - master list log for plan at facilities management department. - List document type & title of plan according to departments. - Do document master list log for cargo department, terminal department, legal data department, human resource department, operations department and corporate planning department, tenant management department. 	

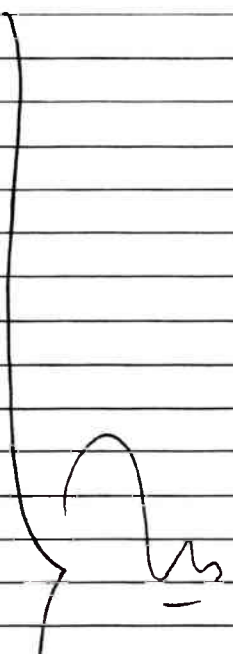
Date	Exact Nature Of Work Done	Supervisors Remarks
30/8/17	<ul style="list-style-type: none"> - Go to legal department to do inventory for all their documents. - check what documents they have. - check how many documents that are active & non-active. - List the documents that are active. - check 94 documents of legal department. - Do document master list log at microsoft excel regarding legal department. - List document type & title of plan according to departments. - Help corporate communication department to arrange national flag into paper bag to give to the passengers. - Distribute national flag to the passengers from Langkawi in conjunction with national day at departure hall. 	<p style="text-align: center;">30/08</p> <p style="text-align: center;"><small>MD AZMANI SYAH MUHAMMAD ALI Manager Senai Airport Terminal Services Sdn Bhd</small></p>
31/8/17	- Public Holiday Holiday - Merdeka	
1/9/17	- Public Holiday - Raya Haji	
4/9/17	- Public Holiday - sea games	
5/9/17	<ul style="list-style-type: none"> - Help sales & marketing department find contact number of company that produce charging station. - Found 6 contact numbers for charging station in Malaysia. 	<p style="text-align: center;">12/9</p> <p style="text-align: center;"><small>MD AZMANI SYAH MUHAMMAD ALI Manager Senai Airport Terminal Services Sdn Bhd (2403334)</small></p>
6/9/17	<ul style="list-style-type: none"> - Help sales & marketing department find potential brands for Senai Airport. - Find their contact numbers and email to be contacted in future. - Able to get 22 potential brands' number contact number or email. - The example of brands are crepezu, radiusite, sugarscarf, purdy petals, sticky, coolblog, maloverera and Breadstony. 	<p style="text-align: center;">12/9</p> <p style="text-align: center;"><small>MD AZMANI SYAH MUHAMMAD ALI Manager Senai Airport Terminal Services Sdn Bhd (2403334)</small></p>

Week 7

Date	Exact Nature Of Work Done	Supervisors Remarks
7/9/15	<ul style="list-style-type: none"> - DO slides for internal audit. - copy & paste from microsoft word regarding audit to microsoft powerpoint for slides. - for Help legal department to print & scan tenancy agreement between Senai Airport and FRAS Flying Club. - Scan tenancy agreement of FRAS Flying Club. - key in the area which is the clause and details of nonconformity. the key issue is the finding and the remarks is the objective evidence. - Key in minor non-conformance, opportunity for improvement and best practice for procurement and ground handling performance - the slides is for internal integrated audit. - Go to airside to take a look how it^{is} operated. - Go to airport's firefighter and learn how they manage & operate if emergency happened at the airport. explain by the chief firefighter, Enck Ismail. - Experience a ride of firefighter's fire truck transport torry & car & fire engine. - Go to fire tower to learn how it operates & get to know how what is pilot said to the tower before it departs. 	<p style="text-align: center;">10/9</p> <p style="text-align: center;">MA</p> <p>MD NEMAN SIRIH MUHAMAD ALI Manager Senai Airport Terminal Services Sdn Bhd (242383M)</p>

Date	Exact Nature Of Work Done	Supervisors Remarks
	<ul style="list-style-type: none"> - Get experience to see a plane depart and landed closely - Get to see royal flights belongs to royal families of Johor. - Get to see how cargo operates & manage it. 	
8/9/17	<ul style="list-style-type: none"> - Print 5 copy of emergency route, safety & health information, organizational structure, information about Human Resources. 	12/9
	<ul style="list-style-type: none"> - Calculate documents in every department in the Microsoft Excel. - Ask human resource department for their policy, organizational structure and all poster & information. - Paste all the information on of 3 information board where which are at main office, facilities management department, terminal department. - About 20 posters & information pasted on information board. 	<p>MID AZMANI SYAH MUHAMMAD ALI Manager Senai Airport Terminal Services Sdn Bhd (24238300)</p> 
11/9/17	- MC	
12/9/17	<ul style="list-style-type: none"> - Help business development department. - Do recheck their slide for presentation and make it more interesting. - Travel & tour survey 2017 presentation. - change all horizontal graph to pie chart. - Put map and line graphs for easier to see. 	 <p>MID AZMANI SYAH MUHAMMAD ALI Manager Senai Airport Terminal Services Sdn Bhd (24238300)</p>

Week 8

Date	Exact Nature Of Work Done	Supervisors Remarks
13/9/17	<ul style="list-style-type: none"> - Go to corporate communication department to do inventory for all their documents. - check what documents they have. - check how many documents that are active & non-active. - list documents according to their the document type, title & department. - key in into document master list log at microsoft excel regarding legal corporate communications department. - check 59 documents at corporate communications department. - redo Help business development department on their slide presentation. - redo their slide and make it more interesting. - Change all the graphs to the pie chart. etc - Check its font and size of the words & paraphrase words in the slides. 	 <p data-bbox="939 1135 1237 1233">MD AZLAN SYAH MUHAMMAD ALI Manager Selayang Support Terminal Services Sdn Bhd (24290388)</p>
14/9/17	<ul style="list-style-type: none"> - Help business development department on their slide presentation. - Check them the slides into to see it is interesting or not. - Go to Aeromall to measure and find the right places to open up a booths for Health Health & safety events. - Find the suitable location whether in front of other shops or at walkway. 	

