UNIVERSITI TEKNOLOGI MARA
FACULTY OF INFORMATION MANAGEMENT

PRiSM INTEGRATED SDN.BHD (SHAH ALAM) NO 2A,JALAN TIANG U8/91, BUKIT JELUTONG INDUSTRIAL PARK, 40150, SHAH ALAM SELANGOR.

SPECIAL PROJECT: DIGI DIGITIZED REGISTRATION AGREEMENT(RA) DOCUMENT SCANNING AND STORING

BY
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IM245 - BACHELOR OF SCIENCE (HONS.) INFORMATION SYSTEM MANAGEMENT
FACULTY OF INFORMATION MANAGEMENT
UNIVERSITI TEKNOLOGI MARA KELANTAN

03 AUGUST 2015 – 31 DECEMBER 2015

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FACULTY SUPERVISOR
MDM. NURULANNISA BINTI ABDULLAH

REPORT SUBMITTED IN FULFILLMENT OF THE REQUIREMENT FOR THE INDUSTRIAL TRAINING FACULTY OF INFORMATION MANAGEMENT UNIVERSITI TEKNOLOGI MARA KELANTAN

03 AUGUST 2015 – 31 DECEMBER 2015

INDUSTRIAL TRAINING REPORT 03 AUGUST 2015 – 31 DECEMBER 2015

Declaration

I hereby declare that this is my original work. I have not copied from any other student's work or from other sources. I am also declare that no part of this report has been published or submitted for publication except where due to reference or acknowledgement is made explicitly in text, nor has any part been written for me by another person. I confirm that I have read and understood the UiTM regulations with regards to plagiarism and will be penalized by the university if found guilty.

Signed by

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MOHAMAD RIZAL BIN ISMAIL

2012602172

Date of submission: 15 JANUARY 2015

Abstract

This paper has been write based on the trainee industrial training conducted for five months from August until December 2015 at PRiSM Integrated Sdn Bhd. The trainee has been placed under Operation, Marketing and Human Resource department. For the fourth month, the trainee involved Operation. The Human Resource Department for two weeks and Join Marketing & Sales for the next two weeks. The special project Digi Storing and Packing in PTPTN

Keywords: *Industrial Training, PRiSM Integrated Sdn Bhd, Operation, Human Resource, Marketing & Sals Department, Digi Digitization Storing, Packing PTPTN*

Acknowledgement

First of all, I would like to thank Allah for making my way easier during the execution of writing this report also for giving the golden opportunity to experienced industrial training and be placed atPRiSM Integrated Sdn Bhd under Operation Department, Human Resource Department, Marketing & Sales Department. I have conducted industrial training under Operation Department, Human Resource Department, Marketing & Sales Department where the report done completely by activities and approaches provided by PRiSM Integrated Sdn Bhd within five months from August until December 2015. Alhamdulillah I have successfully conducted industrial training for five months at PRISM Integrated Sdn Bhdand successfully completed industrial training report. Thank you to PRiSM Integrated Sdn Bhdto give oppurtunity to the trainee for internship program.

The trainee would like to give special thanks to my supervisors. Appreciation and concerning to faculty supervisor from UiTM Kelantan Machang Campus, Madam NurulAnnisa Binti Abdullah for her non-stop guidance, advises and consultations from far until I managed to finish up my industrial training report under the subject Industrial Training (IMC690). Special thanks to organization supervisor, Puan Shabena and Puan Shanum for his willingness in spending his most precious time for me to be able to look up to his whenever the trainee in confusion or clueless state. Other than that, I also would like to thanks a lot for his supervision upon me by his guidance and advice during training at PRISM Integrated Sdn Bhd. Special acknowledgements to the visiting supervisor from UiTM Kelantan, NurulAnnisa Binti Abdullah for her guidance, time, advice, and her willingness to visit the trainee during conducting industrial training. Without help from faculty supervisors and visiting supervisor, I would not be able to finish industrial training and finish up industrial training report.

Besides that, I also like to thanks to my family because of their moral support to me until complete industrial training and industrial training report. They have been supporting me in many ways when I am in trouble. Thus, I am very thankful to them.

Last but not least, I would like to derive thanks to Universiti Teknologi MARA for giving this opportunity to explore more based on what I have learnt during lecture class, applied the knowledge and gain new knowledge, experience and improve form time to time in every aspect academically, and non-academically. I am eternity grateful.

ABBREVIATION

EDCRC	Electronic Document Content Record Centre
TOO	Termination of Offering
Re-Prep	Repreparation Document
Doc Prep	Document Preparation
RA	Register Agreement
IRA	Individual Register Document
CRA	Customer Register Agreement
CIRA	Customer Individual Register Agreement
CBI	Customer Billing Info
SRF	Service Request Form
SO	Service Order
PTPTN	Perbadanan Tabung Pendidikan Nadional

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Chapter 1 : Company Background

1.1 Introduction

Industrial Training is also known as an internship program and practical training whereby the program involves training and pre-professional working experience in an organization with specific tasks and responsibilities to postgraduate and undergraduate students within specific period of time. According to UiTM Industrial Training Handbook (2015), Industrial Training is one of the compulsory subjects that need to be completed by undergraduate students to graduate from the academic institution. The students are required to go through the industrial training in any organization approved by the academic institutions and undergo a period of internship of at least three (3) or five (5)months training as required by the faculty. This program helps students to gain newknowledge, skills and experiences at organization and improve their marketability after graduation. Students are allowed to do training at government or private organizations or at any institutions related to their field or career goals. The students are supervised by professionals in the field.

For this semester, the student named **Mohamad Rizal Bin Ismail (2012603172)** undergo her practical training at Prism Integrated SdnBhd located atSection U8, Shah Alam, Selangor from 3rd August, 2015 until 31st December 2015.During the period of internship Prism Integrated SdnBhd, the trainee has beenassigned to basic task in various departments such as Administration, HumanResource and Purchasing Department, Sales and Marketing Department andOperation Department excluding Finance Department.

1.2 Objectives of Industrial Training

The objectives of the industrial training are:

- To provide pre-professional work experience with specific assignments and responsibilities.

- To encourage and stimulates a personal career interests, serving as abridge between university and organization.

- To help students improve their marketability after graduation.

- To enable students the chance to apply the skills and knowledge gained atthe university in real working environment to benefit the organizations.

- To adapt managerial and technical skills in a library and informationenvironment.

1.3 Company Background

Picture 1: PRiSM Building

Prism Integrated SdnBhd is a commercial record center which provides total records management and solution to government and private organization. The company was established by Mr. Ravindran A/L Kanagasabathy, Managing Director on 13th March 2004. Prism Integrated SdnBhd formerly known as Spark Fusion SdnBhd started its business with just one division specializing in a unique file binder (Prism Smart File) imported from Sweden. As the company grows, Prism's started to offer the full range of products and services in Records and Information Management to fulfill the clients' need and solve their problems related to Records Management. Today, Prism Integrated SdnBhd has established businesses and serves customers in the ASIA region (Korea, Singapore, Thailand, Bangladesh and Malaysia). On 1stDecember 2014, Prism Integrated SdnBhd has been awarded Top 10th place in SME Enterprise 50 Award presented by YB Dato' Sri Mustapa Bin Mohamed, Minister of International Trade and Industry (MITI).

Since 2004, PRiSM has been partnering with organizations, from small to large, both in the private and government sectors, and helping them solve their records management challenges. While most companies who specialize in records management only offer isolated solutions, PRiSM's aim was to be a total records management and solutions provider. It is important to look at the entire lifecycle of a record and provide solutions that address the challenges that exist at each stage of the lifecycle. The following four categories of PRiSM's products and services.

1.3.1 Training & Consultancy

PRiSM has established itself as a much sought-after trainer in records management in Malaysia. It has conducted more than 200 training programs for more than 4000 participants. It has also provided more personalized, direct consulting for more than a hundred organizations. PRiSM's customized and practical workshops ensure that participants can immediately apply proper records management practices, ultimately improving their efficiency in records retrieval.

1.3.2 Filing Products & Services

One of PRiSM's original businesses was sourcing and marketing the best filing products that provided both quality and value-for-money. These include hardcover folders, file storage boxes, file archiving systems, and much more. The result is a catalogue of high-quality filing products, some of which are considered one-of-a-kind, that have been a huge success in the local market. In addition to this, PRiSM provides expert manpower for organizations that require onsite filing-related services.

Picture 2: PRiSM Products

1.3.3 Offsite Storage of Inactive Records

PRiSM's offsite storage facility (PRiSM Records Center) is a state-of-the-art facility, providing significantly cheaper, highly secure, and more efficient storage and retrieval for its clients' inactive records. The records center currently stores and manages approximately 2 million files. If and when clients require a file or box, PRiSM are able to deliver it to them in as fast as 2 hours (within Klang Valley). And to round it off, there is also confidential destruction services for convenient disposal of records that no longer need to be retained.

Picture 3: PRiSM Storage Rack

1.3.4 Records & Document Management Software

In today's digital age, technology is everywhere, bringing ever increasing efficiency and effectiveness to the world of business. In the realm of records management, PRiSM offers a unique software that will enable organizations to identify, track, store, retrieve, share and manage their records and documents, both physical and electronic, in a much more easy and efficient manner. Our clients have found this tool to be key to improving the management of their active files in their offices. And because the software seamlessly integrates with our records center, clients can manage and access their inactive files as well, giving them total control of their records throughout the records lifecycle.

- Electronic document or record management software Prism Integrated Sdn Bhd used Electronic Document Content Record Center (EDCRC) Software / System Version 6.0 to manage and control the overall record management process starting from the creation until disposition. The software was brought from Canada in 2010 that cost about RM20K. Prism has two (2) licenses and can be accessed by two (2) operation staff in the software unit. The EDCRC software, consists of six different modules and also another sub-module that is related to the Information Records Management Industry. In addition, Electronic Data Capture Software is also used to create and prepare indexing for data entry staff. The customers can search, view and order their files via ActiveWeb which can beaccessible at any places anytime.
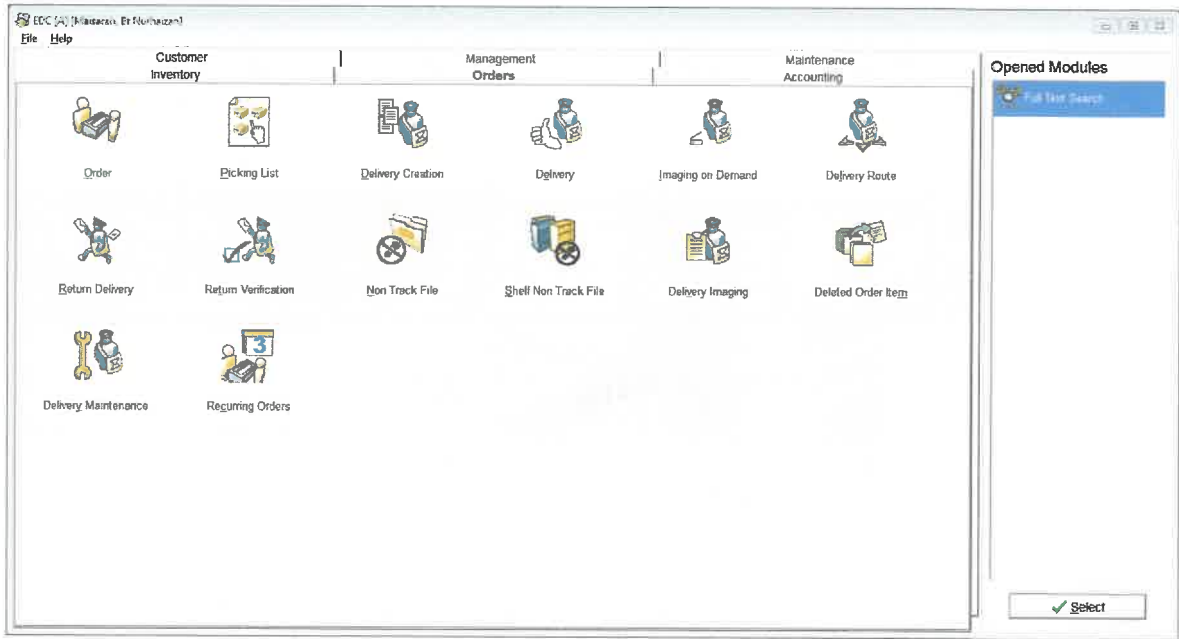
Picture 4: EDCRC software

1.3.5 SCHEDULE OF RATES:

A. Pre-StorageCost–OneTimeCost

Description	Quantity	Unit	Total
Box Supply – Black Box Kraft inclusive of barcode label.	–	RM5.00/Box	RM
Transport, Handling & Transfer of Boxes		RM 2.00/box	RM
TOTAL ONE OFF COST			**RM**

B. Storage, Safekeeping and Maintenance Fees

Box Management Standard & Plan	
1 to 3,000 boxes	RM 1.00/box/month
3,001 to 5,000 boxes	RM 0.90/box/month
5,001 boxes and above	RM 0.80/box/month
Box Management for A3 Box	RM 1.80/box/month

C. Box Price

Black Box Standard – V2 inclusive of Free Barcodes *(16"x13"x12")*	RM 4.00/unit
Black Box Standard – Kraft *Inclusive of Free Barcodes* *(423mmL x 346mmW x 270mmH)*	RM 5.50/unit
Black Box A3 – Kraft Inclusive of Free Barcodes *(515mmL x 346mmW x 270mmH)*	RM 9.50/unit
Black Box Plan – Kraft Inclusive of Free Barcodes	RM 5.50/unit
Minimum Quantity for Free Delivery	30 boxes
Trip Charges (for purchase below 30 boxes)	RM50.00

D. Accesories Price

Barcode Label	RM 0.30/unit
Lock Tight – ordinary	RM 0.20/unit
Lock Tight TSS500 Tamper Evident Security Seal	RM 0.60/unit

E. Services – Indexing and Cataloguing of Files/records

Data entry for the cataloguing of files/boxes into our web enabled Records Management Software	RM 0.60/file

F. Services – retrieval

Retrieval - Next Day Delivery – Temporary retrieval or return of items to storage. Request on or before 5.30pm on a working day, delivery on or before 5.30pm next working day.	
Trip Charges	RM 20.00
Every File/Box	RM 3.00

Self Retrieval - No Minimum Charge. Request time: 2 Hours notice	
Every File/Box	RM4.00

Retrieval – 4 Hour Priority Retrieval - Temporary retrieval or return of items to storage. Request on or before 5.30pm, delivery 4 hours within same day. (Including After Office Hours Delivery, 5.00pm-9.00pm)	
Trip Charges	RM 40.00
Every File/Box	RM 5.00

*Maximumretrievalperorderis 30 boxes

Retrieval – 2 Hour Urgent Retrieval - Temporary retrieval or return of items to storage. Request on or before 5.30pm, delivery 2 hours within same day. (Including After Office Hours Delivery, 5.00pm-7.00pm)	
Trip Charges	RM 60.00
Every File/Box	RM 7.00

*Maximumretrievalperorderis 10 boxes

G. Add New Box / Transport & Handling for New Boxes to be added into storage

Add New Boxes into Storage Minimum Charges for Pick up of boxes up to 20 boxes) Every additional box	RM 40.00 RM 2.00

H. Permanent Removal Fee

Permanent Removal of Files/Boxes	RM 5.00 per box (excludes transportation & handling charges)

I. Web Licensing for Electronic Documents & Records Management Services

We will provide 1 free Concurrent License for unlimited number of users. Over and above the 1st Free License, you may subscribe to additional licenses as per below.

Description	Summary of features	Monthly cost per
Base User License - (Standard License)	• Manage box & file inventory • Order entry & batch imports • Reports • Labels • User interface customization options • View imaged delivery slips • Order shredding bins	RM 40.00/per month
ADDITIONAL LICENSE OPTIONS:		
Physical Document Management	• Manage departments • Manage user access rights • Manage document types	RM 20.00/month
Add Scanning Modul	• View & upload images through ActiveWeb.	RM 40.00/month
Add ElectronicDocument	• Full online management of	RM 100.00/month
Add Tape Rotation Management	• Establish delivery schedules for tapes	RM 20.00/month
Add Internal Management (On-Site In-House Management)	• Manage physical files & boxes in offices, file rooms & cabinets located on-site at the customer.	RM 80.00/month
Electronic/Data Imej Hosting		RM 0.10 per Gigabyte per month

- *Customer must first subscribe to Base User License before adding on any additional license*

J. Other Services

Photocopy	RM 0.30 per sheet
Faxing	RM 0.30 per sheet
Scanning Services	RM 0.20 per sheet
Email Services	F.O.C

K. **Destruction Activity–**
   PhysicaldestructionofitemsstoredatPrism.Scheduleofretrievalwillbediscussedupon request.

| Secured Shredding | RM 3.00 / file or box |
| Minimum Charge | RM 100 |

L. **Consultation Services–** To help organisation to improved their records management information. Below are the Programs that Prism offer :
   a) Effective Records Management Program
   b) Records Retention & Destruction Schedule Program
   c) File Classification Program
   d) Electronic Records Foundation Program
   e) Program for Destruction of Records
   f) 5S dan ISO 9000 for Records Management

| Consultation – Profesional Fee | RM2,000.00 per day |

Figure 1: Table of Rates

Company Profile

NAME:	PRISM INTEGRATED SDN BHD
ADDRESS:	No 2A, Jalan Tiang U8/91, Bukit Jelutong Industrial Park, 40150 Shah Alam, Selangor, Malaysia
STORAGE ADDRESS:	No 2A, Jalan Tiang U8/91, Bukit Jelutong Industrial Park, 40150 Shah Alam, Selangor
TELEPHONE:	+ 603 7734 1111 or + 603 7734 0033
FAXIMILE:	+ 603 7734 1888 or + 603 9235 1110
EMAIL:	admin@prism.com.my
WEBSITE:	www.prism.com.my
REGISTRATION No.	639513-M
REGISTRATION DATE:	01-03-2004
TYPE OF COMPANY:	SDN BHD (PTE LTD)
PAID UP CAPITAL:	RM 300,000.00
BOARD OF DIRECTORS:	1. RavindranKanagasabapathy (Managing Director) 2. K. Balasingam 3. Gopi Pillay

Table 2: Company Profile

1.5 Mission & Vision

To be the pioneer and total solution provider in Records and Information Management in the Asia region.

The company solutions are based from the time records are created till their disposition. Prism Integrated Sdn Bhd areas of expertise are;

- Electronic Records and Document Management Software solutions

- Offsite Records Centres, Clients store, manage, safe-keep, preserve theirrecords in our records facility for a lower cost and higher security.

- In-source Records Management – We place our personnel at your office tostore, manage, safe-keep your records.

- Unique File Folder/Binder invented in Sweden in 1889. It is designed forultimate durability and convenience. It's made of wood and can last for 20 yearsand recycled.

- Scanning and converting paper records to electronic records.

- Records Management Training and Consultancy Programs; RecordsManagement Program, Records Classification, Records Retention, RecordsProcedure and Manual, Records Disposition Program, 5S Program etc.

- Secured Destruction of Records.

1.6 Board of Director PRiSM Integrated Sdn Bhd.

1.6.1 Mr. Ravi Kana

Picture 5: Mr Ravi Kana

Ravi started as a sales executive and he has since worked his way up to become the MD of his own practice that specializes in Records Management, Filing systems/Storage products, Offsite Records Centre and Electronic Records Management. He introduced a revolutionary filing system called Actual-Jopa from Sweden to the Malaysian market in 1991 and has helped more than 200 companies redesign their entire filing for better efficiency and productivity.

An honours graduate in Hotel Management from Toulouse, France and later became a Certified Records Manager (CRM) which is a professional International Records Management Certification. Ravi has had different exposures within the organization. He has been managing different aspects of the business from Business Development to Procurement, Finance to General Management.

He has 22 years of working experience with many organizations to help them manage their records. In wanting to help companies manage their records better, Ravi developed this program and has since implemented it for companies such as Telekom, Tenaga Nasional Bhd, TechartSdnBhd, PJ Indah, Ericsson, Hospital Klang, Kementerian Tanah, Ministry of Finance, Suruhanjaya Perkhidmatan Pelajaran, Dewan Bahasa & Pustaka and many more. He is also a speaker for the National Archives concerning the Records Management of the entire government agencies of Malaysia.

His passion to help companies set up proper systems and improve work processes and develop their people to become better has helped organizations achieve higher productivity and thus reduction in expenses and increase in profitability. He is a dedicated trainer whose main interest lies in the area of motivating people to continuously manage records professionally. His managerial training and various training experiences stand to ensure the moulding of candidates to facilitate the expansion of their various organizations.

1.6.2 Mr GopiPillay

Picture 6: **Mr GopiPillay**

He was in senior Management with a total of 35 years of corporate experience with the last 20 years as General Manager/ Managing Director / Regional Director for Asia managing total business operations at country and regional level.

He is a Strong leader with a motivational management style and a well-respected reputation for building and retaining highly motivated people. He is Very passionate about customer service both internal & external and a Result oriented achiever with an excellent track record for identifying opportunities for accelerated growth in the companies / groups that he has managed.

He has an excellent track record of growing the business organically and through mergers and acquisitions and undertook the successful acquisition and Integration of about 18 companies in Malaysia, Singapore, Indonesia, India and Brunei and successfully set up the Indian business and accelerated growth of the operations through the acquisition of 7 Indian companies.

A well sought trainer, he successfully conducted "Train the trainer "courses on Client Retention for all Senior Managers in AsiaAside from growing new business, he has in the course of his

corporate life successfully launched several new products in Malaysia and the region. GopiPillay holds an MBA, 2 bachelor's degree and is also a Certified Business Coach.

1.6.3 Mr K. Balasingam

Picture 7: Mr K. Balasingam

K. Balasingam started work as an Officer in Engineering Department of PKNS (Perbadanan Kemajuan Negeri Selangor) from 1971 till 1993. His work there was to implement and monitor all their projects in the Engineering Department all over the state. He took up Optional Retirement scheme in 1993, and joined a Civil and Structural Engineering firm HSS Integrated as a Project Manager/ Government Liaison Officer from 1993 – 2000. His work there was to monitor all their projects locally and internationally and also liaison work with all the relevant Government Bodies. Projects that were on-going at that time were the KLIA Airport, Westport and Develop LRT Line from Jamek to Kelana Jaya and among various others.

He was then offered a very good position as an Infrastructure Manager in EncorpBhd in 2000, where he was in charge of planning and building 10000 units of Teachers Quarters project for the Ministry of Education. The project was done in 108 different sites all over the country. He was promoted to Assistant Project Director and finished the project in record time of 4 years. All the sites were handed over to the Government in due time.

He joined Prism Integrated SdnBhd as a Director in 2011 till now, where his job is to liaise with Government and Private Sector companies for File Management System.

K. Balasingam played hockey for Malaysia from 1972 – 1981 in various tournaments all over the world. He was a key player in the 1975 World Cup hockey team played in Malaysia where our team came out 4th in the world. The BEST achievement ever till to date. Now he plays Tennis and Golf socially in Kuala Lumpur

Table 3: Organization Chart

Chapter 2: Organization Information

2.0 Introduction

Prism Integrated SdnBhd consists of four (4) main departments with total manpower of 24 personnel. The departments established are Finance Department, Sales & MarketingDepartment, Human Resource, Administration and Purchasing Department and Operation Department. In Operation Department, there are six (6) units which perform different tasks to achieve organizational goals. The chart below shows the departments available in Prism Integrated Sdn Bhd. The internship students who focus on Records Management are required to learn and perform basic tasks of Administration, Human Resource and Purchasing Department, Sales and Marketing Department as well as Operation Department excluding Finance Department.

Since Prism Integrated SdnBhd is consider as small company, currently there is 24 staff working in the organization. The trainee, Mohamad Rizal Bin Ismail has been assigned to three (3) departments for on-job training which are Administration, Human Resource and Purchasing Department, Sales and Marketing Department and all units in Operation Department.

2.1 Department Structure
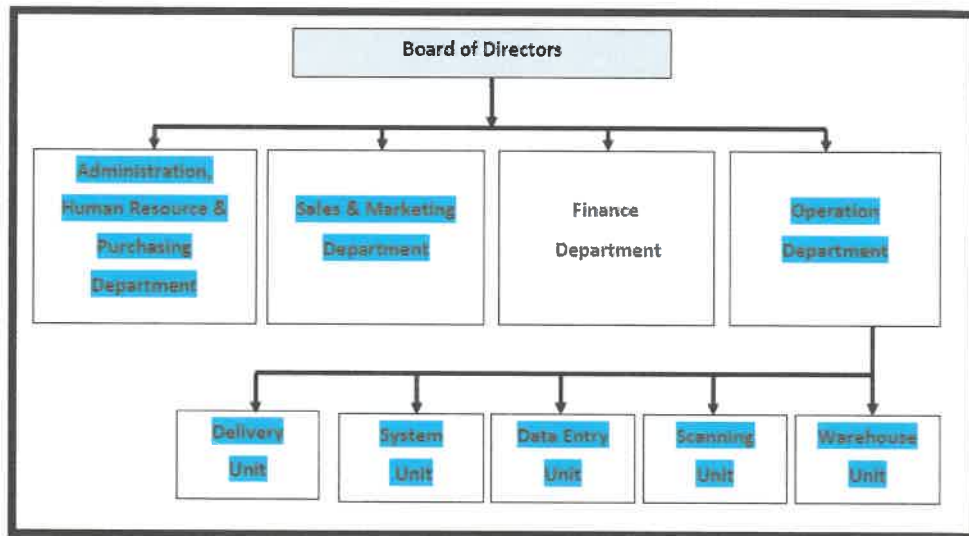
Picture 8: PRiSMdepartment structure

2.2 Department Function

2.2.1 Administration, Human Resource and Purchasing Department

In Prism Integrated SdnBhd, Administration, Human Resource and Purchasing Department are responsible in handling the organization day-to-day operation and activities. Each department plays different roles and responsibilities to achieve organizational goals. The department is handle and managed by a senior Human Resource Executive, Ms. ShahnumSamsuddin,

The table below shows the functions of Administration, Human Resource and Purchasing Departments.

DEPARTMENT	FUNCTION
Administration Department	This department manage the organization day-to-day operation. It is the backbone of the organization because this department is directly link with other departments and it ensures the information is passed down correctly and efficiently. The functions include: • Organize their divisions so that the employees know exactly what role they have to play. • Schedules, prepares agenda, prepare minutes and performs administrative duties. • Maintain and organizes file and records for all efficient operation of the office. • Maintain good relationship with employees, suppliers and sponsorships. • Able to develop administrative procedures. • Able to plan and control administrative budget. • Develops and implements effective, equipment and buildings maintenance programs. • Ensures the insurance coverage of non-fixed assets. • Undertakes disposal of non-serviceable properties. • Performs other related functions.
Human Resource Department	Human Resource Department (HR) involves personnel management and recruiting to perform organization tasks.This department also responsible in developing, providing and implementing policies, procedures, and staff-friendly guidelines and support within organization. The job descriptions for HR staff to achieve organizational goals are as following: • Work closely with various departments, increasingly in a consultancy role, assisting line managers to understand and implement policies and procedures. • Liaising with a wide range of people involved in policy areas such as staff performance and health and safety. • Recruiting staff including developing job descriptions and person specifications, preparing job adverts, checking application forms, short listing, interviewingand selecting candidates.

	• Developing and implementing policies on issues like working conditions, performance management, equal opportunities, disciplinary procedures andabsence management. • Administering payroll and maintaining employee records. • Preparing training program to the staff within organization to provide new knowledge and improve their job performance.
Purchasing Department	Purchasing Department also known as procurement or acquisition department. This department is responsible for procurement of all necessary materials and assets to operate the business. The functions of Purchasing Department are as following: • Identifying the necessary products and services that meet the business needs. • Conducting research to get the best products and suppliers in terms of best value, delivery schedules and quality. • Liaising between suppliers, manufacturers, relevant internal departments and customers. • Identifying potential suppliers, visiting existing suppliers, and building and maintaining good relationships with them. • Keeping contract files and using them as reference for the future. • Ensuring suppliers are aware of business objectives. • Forecasting price trends and their impact on future activities. • Preparing an organization's purchasing strategy. • To ensure that only key products to be stored as stock items according to minimum-reorder schedule of quantity. • To ensure to obtain the best qualifier vendor that needs PRiSM requirement at the most effective price. • To create costing sheet for imported products and maintain the gross profit margin +/- 10%

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2.2.2 Sales & Marketing Department

Sales and Marketing Department is responsible in accomplishing business development activities by selling and promoting organization's products and services to the customers, doing research and seeking for business potential. In addition, the staff is also required to involve in outreach program such as exhibition, business program and other promotional activities to promote the organization, products and services. Presently there are five (5) personnel in this department; Mr. RosliAsaad and Mr. PreveenGarneesh as Business Development Executive, Ms. Siti Sabariah as Marketing Support and Ms. Athira and Ms. Zaleha as Prism Marketing Assistant.

The functions of Sales and Marketing Department of Prism Integrated Sdn Bhd. are as following:

DEPARTMENT	FUNCTION
Sales & Marketing	The list below are the job descriptions for sales and marketing staff: • Listening to customer requirements and presenting appropriately to make a sale. • Maintaining and developing relationships with existing customers in person and via telephone calls and emails. • Fixed appointment with potential customers to prospect for new busines. • Responding to incoming email and phone enquiries • Representing their company at trade exhibitions,events and demonstrations • Checking the quantities of goods on display and instock; • Recording sales and order information and sending copies to the sales office • Recording sales and order information and sendingcopies to the sales office. • To meet sales budget 5 Million at the end of financial year from 1/3/2015 – 29/2/2016 • To increase the sales growth by 5th Annually. • Prepare and sent out 10 introductory letter per month for the government and private sector

2.2.3 Operation Department

The most vital department in PRiSM integrated Sdn. Bhd. is Operation Department. The Operation Department managed by Puan Shabena.In PrismIntegrated SdnBhd, Operation Department is divided into six (6) sub-units to provide good quality service to the customers and achieve organizational goals. Ms. ShabenaBaskaran, the Assistant Manager Operation is responsible in managing the whole units of operation department and special projects. She is also responsible in managing customer service which requires her to interact with customers in all aspects of services offered by Prism Integrated Sdn Bhd.

To ensure not more than 3 complaints from customer in a month.

- Ensure to meet the various service level agreement (SLA) offered
  - o Next Day Retrieval - 95% per month
  - o Urgent 2 hours - 95% per month
  - o Priority 4 hours - 95% per month
  - o Self-Retrieval 2 hours - 95% per month
  - o Scan On Demand – (next day) - 95% per month
- To ensure "zero" mistakes on keying in of mandatory index fields
- "0" move/refile error during refile /add box process

The functions of Sub- Unit in Operation Department of Prism Integrated Sdn Bhd. are asfollowing:

DEPARTMENT SUB-UNIT	FUNCTION
Delivery Unit	This unit is responsible for sending customer's files or boxes to the right locations and pick-up files or boxes when the Prism Integrated SdnBhd received the order from the customers.
Retrieval Unit	This unit is responsible in collecting, searching and locating customer's files and boxes when they received an order from the customers as well as returning the files and boxes into the designed location.
Data Entry Unit	This unit is responsible in managing, monitoring, and updating metadata stored in the computer or database that has been done by contract staff.
Scanning Unit	This unit is responsible for scanning customer's documents into digital formats as requested by the customers. Scanning unit also has the same task with data entry unit which require them to managing, assisting, monitoring and updating the scanning output and their subordinates
Warehouse Unit	This unit is responsible in warehouse management including receiving, identifying, sorting, dispatching the files and boxes to storage, placing them in storage, storagemanagement, retrieval from storage, packing,and implementing record keeping.
Software Unit (EDCRC)	This unit is responsible for all operation activities starting from the creations until disposition of records by using EDCRC System / Software. Therefore, the staff must understand and well verse in using EDCRC System. They also require to do presentation regarding operation activities to the customers and internal staff as well as train them on how to use ActiveWeb.

2.2.3.1 Workflow of Retrieval Record (Software Unit)
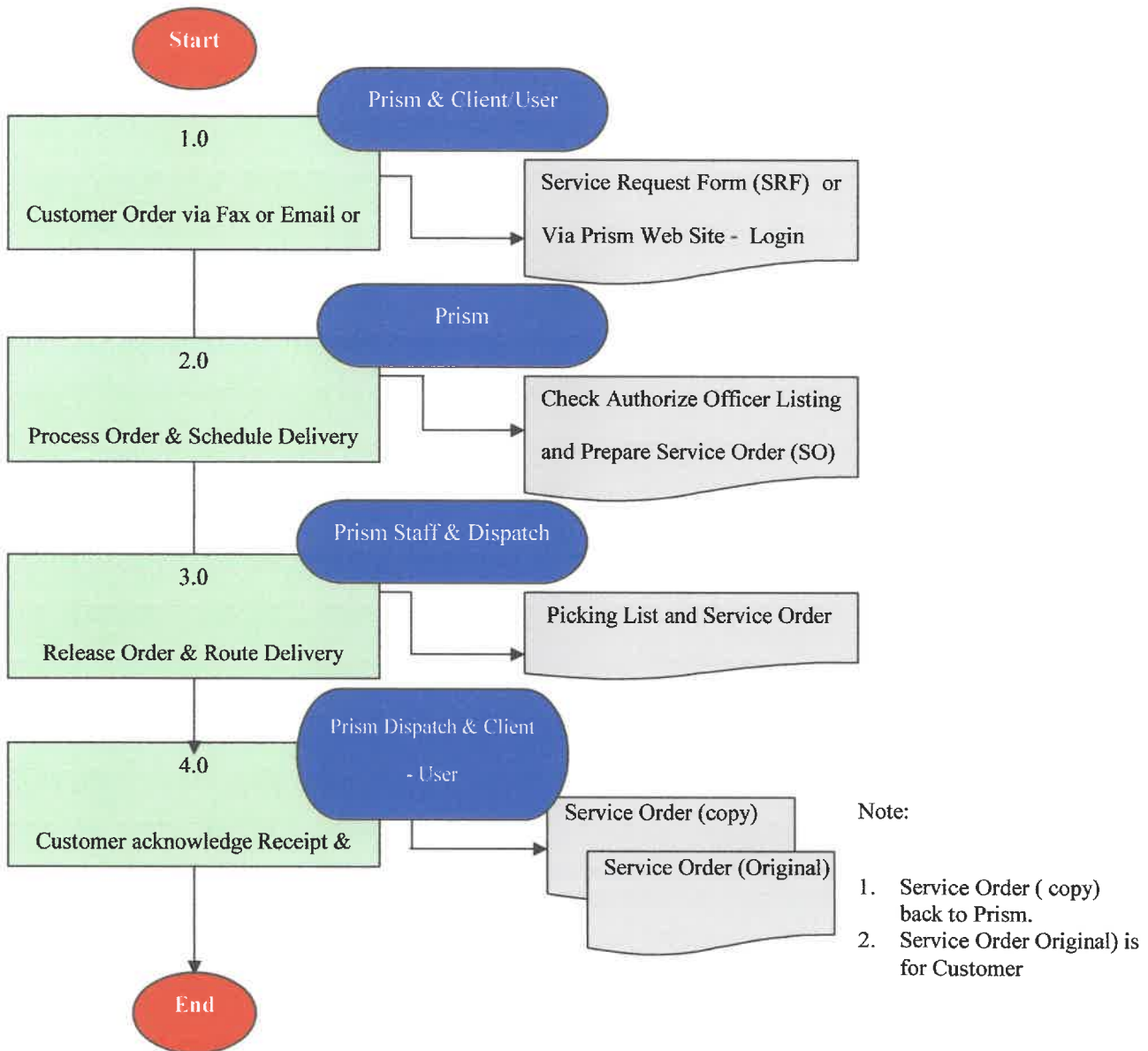
Figure 5:

3.1 Training Activities

3.1.2 DURATION OF INDUSTRIAL TRAINING UiTM (AUGUST – DECEMBER 2015)

Week	Duration	Scanning	Warehouse	Delivery	Data Entry/ Software	Records	Marketing	HR/ Admin
1	3 August – 7 August	Hafizudddin, Hafiz, Saffuan, **Rizal**, Zulhilmi, Shah Rizan, Tengku, Azra			Azra		Farah	Nuratikah
2	10 August – 14 August	Hafizudddin, Zulhilmi, Hafiz, Saffuan, Shah Rizan, Tengku, **Rizal**			Azra		Farah	Nuratikah
3	17 August – 21 August	Hafizudddin, Zulhilmi, **Rizal**, Hafiz, Azra, Shah Rizan, Tengku, Saffuan			**Rizal**		Nuratikah	Farah
4	24 August – 28 August	Hafizudddin, Zulhilmi, Azra, Saffuan, Hafiz, Shah Rizan, Tengku			**Rizal**		Nuratikah	Farah
5	31 August – 4 September	Hafizuddin, Zulhilmi, **Rizal**, Nuratikah, Farah, Shah Rizan, Hafiz			Saffuan		Tengku	Azra
6	7 September – 11 September	Zulhilmi, **Rizal**, Shah Rizan, Hafizuddin, Nuratikah, Farah, Hafiz			Saffuan		Tengku	Azra
7	14 September – 18 September	Shah Rizan, Saffuan, Zulhilmi, Hafiz, Farah, Nuratikah, **Rizal**			Hafizuddin		Azra	Tengku
8	21 September – 25 September	Shah Rizan, Saffuan, Zulhilmi, Hafiz, Farah, Nuratikah			Hafizuddin		Azra	Tengku
9	28 September – 2 October	Tengku, Azra, **Rizal**, Farah, Nuratikah, Hafizuddin, Zulhilmi			Hafiz		Saffuan	Shah Rizan

10	5 October – 9 October	Tengku, Azra, Nuratikah, **Rizal**, Farah, Zulhilmi, Hafizuddin	Hafiz	Saffuan	Shah Rizan
11	12 October – 16 October	Hafiz, Azra, Farah, Hafizuddin, Nuratikah, Zulhilmi, **Rizal**	Tengku	Shah Rizan	Saffuan
12	19 October – 23 October	Hafiz, Azra, Farah, Hafizuddin, Nuratikah, Zulhilmi, **Rizal**	Tengku	Shah Rizan	Saffuan
13	26 October – 30 October	Shah Rizan, Tengku, Nuratikah, Azra, Hafizuddin, Saffuan, **Rizal**	Farah	Hafiz	Zulhilmi
14	2 November – 6 November	Shah Rizan, Tengku, Nuratikah, Azra, Hafizuddin, Saffuan, **Rizal**	Farah	Hafiz	Zulhilmi
15	9 November – 13 November	Farah, Tengku, Shah Rizan, **Rizal**, Hafizuddin, Azra, Saffuan	Nuratikah	Zulhilmi	Hafiz
16	16 November – 20 November	Farah, Tengku, Shah Rizan, Hafizuddin, Saffuan, **Rizal**, Azra	Nuratikah	Zulhilmi	Hafiz
17	23 November – 27 November	Farah, Azra, Nuratikah, Hafiz, Zulhilmi, Tengku, Saffuan	Shah Rizan	Hafizuddin	**Rizal**
18	30 November – 4 December	Farah, Zulhilmi, Nuratikah, Saffuan, Azra, Tengku, Hafiz	Shah Rizan	Hafizuddin	**Rizal**
19	7 December – 11 December	Farah, Tengku, Nuratikah, Saffuan, Azra, Shah Rizan, Hafiz	Zulhilmi	**Rizal**	Hafizuddin
20	14 December – 18 December	Farah, Tengku, Nuratikah, Saffuan, Azra, Shah Rizan, Hafiz	Zulhilmi	**Rizal**	Hafizuddin
21	21 December – 25 December				
22	28 December – 1 January				

Table 5

3.2 Trainee Activities

3.2.1 Document Preparation

Picture 6: Doc Prep

- Check if list matches with documents.

- Arrange document as prelist (in original order).

- Removes all stapler & pins from the paper.

- Repair spoilt paper with cello tape.

- Insert patch code / separator page

- Rubber band or tie with white strings and insert into the box.

3.2.2 Scanning Process

Picture 9: Scanning

- Login PC & Software, Open Software.

- Create new batch : Use new bundle

- Select job name (according to record of department in PTPTN)

- Key In bundle name & batch name.

3.2.3 Indexing

Picture 10: Indexing

- Open batch

- Checking number bundle and batch are in correct order

- Indexing the identity number of the scanning record

- Quality Control – checking box number, batch number, doc prep correct.

3.2.4 Quality Control

- Checking the wrong indexing

- Number of pages with black borders

- Number of missing pages – not scanned

3.2.5 Re-prep

Picture 15: Re- Prep

- Check if list match with document, missing pages or missing document.

- Stapler document back.

- Remove patch code, separator page

- Arrange document neatly and tie back with white strings.

3.2.6 Customer Relation Task (Software Unit)

Picture 11: Customer Relation

The trainee also has been train and involved in the activities for dealing and delegation the customer order in Operation. Taking orders from customer for retrieval process of their record. The flowchart below shows the trainee has been involve for activities of the record retrieval and picking list which is the retrieval process for record that ordered by customer. The customer that been involve in PRiSM is most of government institution such as Jabatan Perkhidmatan Awam (JPA), Perbadanan Tabung Pendidikan Tinggi Nasional (PTPTN), Majlis Peguam (Bar Council), Amanah Raya Berhad (ARB) and Private sector such as Panasonic, Digi, Sapura Kencana and etcetera.

Flowchart EDCRC (PICKING LIST)

Flowchart	Description
1. Start	**1.** Rush order placed, or cut of time

2. Prepare Picking List	**2.** Prepare Picking List
	Option A : Regular Picking List (After cut-off time passes)
	    I Order → Picking List
	    II File → Create Picking List
	    III Select item types to pick and set other criteria if necessary.
	....
	    Option B : Rush Picking List (Upon receiving rush order notification)
	      ➢ In the Orders → Order Module, navigate to rush order
	      ➢ File →Pick and Run

3. Download Picking List to PDT	**3.** Download Picking List. (0n PDT)
	    I Computer prompts "Prepare PDT for download"
	    II Place PDT in the cradle
	    III Press 1 – Receive Data
	    IV Press "okay" on the computer to send the list to the PDT

4. Access Picking List	**4.** Access picking list. (On PDT)
	    I Press "clr"
	    II Press 3 – Process
	    III Press 1 – Picking
	    IV Select list (usually 1)
	
	The first item on the list will be displayed, including its location.

5. Use PDT to locate item
 	
Item found — N → **5d. Exclude items not found**
 	
Y
 	
5. Pick Item
  • Box
  • File
  • Line item
	5. Use PDT to locate item
	....
	
	a. Pick box: Scan box barcode.
	b. Pick file
	    I Locate file using information on the file packing label
	    II Prepare out card
	    III Replace file with "out card"
	    IV Label File
	    V Scan File
	    VI Scan box, then location (to confirm box location)
	c. Pick line item: Press 4-PK after finding item.
	    I Enter Customer Key, number of labels (specified on picking list)
	    Note: Label request appeared as line items.
	    To print: Maintenance → Box and File Maintenance

6. Upload Picking File **7. End**	

	File → Autocreate pre-add boxes → Thermal
	II Enter Department and type (usually "select")
	III For Start sequence, copy and prefix, accept the default values
	d. Exclude item not found
	I Press 2- Nx
	II Press 3- Not Found
	III Scan "reason" bar code
	*Place the label on the box, move it to a holding location.
	Once all items are been picked, PDT returns to main menu (excluded items remain on the list, press 0, enter to quit)
	6. Upload picking results
	a. Orders → Picking List
	b. File → Upload Pick Results
	c. Press 2 – Send Results
	d. Press 1 – Picking
	e. Select appropriate picking list (usually 1)

Flowchart EDCRC (ORDER)

	1. Start Order

	2. Create Order
	   a. Order → Orders
	   b. File → Create Order
	   c. Select User
	   d. Enter User Password (if prompted)
	   e. Select delivery address
	   f. Select delivery type.

	3. Add Items
	Box:
	   • Item → Add Item → Box Retrieval (F8)
	   • Enter # or description, or RC#
	   • Enter Recipient & press OK
	File from a box:
	   • Item → Add Item → File Retrieval (F9)
	   • Enter box # or Field 1(box)
	   • Enter recipient & press OK.
	Select desired files. If not in list, press the "ADD" button, then enter information to find file. Press "OK" .
	Inventoried File:
	   • Item → Add Item → File Retrieval (F9)
	   • Enter # or desc. Or RC #
	   • Enter recipient & Press OK
	   • Select desired file & Press OK
	Return/Pickup of items to Record Centre:
	   • Item → Add item → Return → Not Specified (F10)
	   • Enter quantity of return items (containers) & Press OK.
	Pickup Specific Items (rare)
	   • Item → Add Item → Return → Boxes (F6)/Files (F7)
	   • Click on ADD
	   • Select desired items & Press OK
	Line Item (Other supplies & services)
	   • Item → Add Item → Line Item
	   • Enter charge back code if necessary & Press OK.

	4. Accept Order • Click on ACCEPT button (CTRL+ENTER)

3.3 Special Project

In PRiSM Integrated SdnBhd, trainee has been treating as well as permanents employee in order to give trainee the real situation on business industry. By doing that, trainee can experience on how they need to cater the opportunity and how to deal with the challenge that can't get by reading books or attending classes. For this industrial training, trainee has given an option based on theirpreferred either to get involvedin any project. After being discussed,the organization decides to put trainee under tender project management and storing record.

PRiSM Integrated SdnBhd been involve in many tender project of record keeping. In internship training, the trainee has been assigned to involved in projects tender. The first project to be involved is tender for DIGI. Quotation for scanningprocess and the second is project packing for PTPTN moves from Wisma Chase, Damansara Height to Menara Park, Jalan Ampang. Project is supervise by one PRiSM staff which is Miss Amira Alias for DiGi Tender and for the PTPTN packing is Mr Chandran Ravi.

3.3.1   Digi Digitizing Document Tender (Quotation)

Summary

Mdm. Amira Alias had selected the trainee in this project for the DIGI scanning tender. The tender is for digitizing record customer which is New Registering (NR), Change of Offering (COO), Transfer of Ownership (TOO) & Customer Biling Info (CBI). Staff are requested the trainee to make possible workflow and quotation for bidding a tender

Picture 12 : Digi Tender

3.3.2 Objective of Project

To gain new project asa new development and growth of business.

Gantt Chart

	Task Mode	Task Name	Start	Finish	Late Start	Late Finish
1		Meeting Discuss of email by Digi Telecommunication Sdn Bhd	Fri 8/21/15	Fri 8/21/15	Wed 9/2/15	Wed 9/2/15
2		Meeting with committee (Identify Workflow process), consult to Mr. Ravi	Mon 8/24/15	Mon 8/24/15	Wed 9/2/15	Wed 9/2/15
3		Meeting (Digi Center, Subang Hi TECH Park), presentation about flow process requested by Digi Telecommunication Sdn Bhd.	Tue 8/25/15	Tue 8/25/15	Wed 9/2/15	Wed 9/2/15
4		Meeting for determine of Costing, consult to Mr. Ravi	Wed 8/26/15	Fri 8/28/15	Mon 8/31/15	Wed 9/2/15
5		Review and Revised	Fri 8/28/15	Tue 9/1/15	Mon 8/31/15	Wed 9/2/15
6		Submition Quotation, and Waiting the respond about the quotation tender From Digi Telecommunication Sdn Bhd	Wed 9/2/15	Wed 9/2/15	Wed 9/2/15	Wed 9/2/15

Timeline

Start Fri 8/21/15

Finish Wed 9/2/15

Gant Chart

3.3.4 FLOWCHART:. Workflow in DIGI Digitization

Description for CHANGE OF OFFERING flowchart:

1. Pick up document from Dealer/ DiGi Centre everyday

2. Validation supporting documents:
   - Change Registration Summary Form (Change of Offering for existing customer)
   - Subscriber Agreement
   - Photo of NRIC or passport
   - Scanning section, quality control section, indexing section.

   2 Minutes

3. Change of summary form, subscriber agreement and I/C or passport for COP (Change of Procedure)
   1 Minutes

4. Converting image into .tiff format
   2-3 Minutes

5. Burn files to CD for weekly
   5 Minutes Each CD

6. Ending process after hand over to DiGi

```
        ┌─────────────────────┐
        │  Dealer/ DiGi Centre │
        └─────────────────────┘
                   │
                   ▼
        ┌─────────────────────┐
        │     Validation      │
        │                     │
        │  (Eyeball check)    │
        └─────────────────────┘
                   │
                   ▼
        ┌──────────────────────────┐
        │ Change of summary form,  │
        │                          │
        │ subscriber agreement &   │
        │ i/c or                   │
        └──────────────────────────┘
                   │
                   ▼
        ┌──────────────────────────┐
        │  Burn files to CD (weekly)│
        └──────────────────────────┘
                   │
                   ▼
        ┌─────────────────────┐
        │  Hand over to DiGi  │
        └─────────────────────┘
```
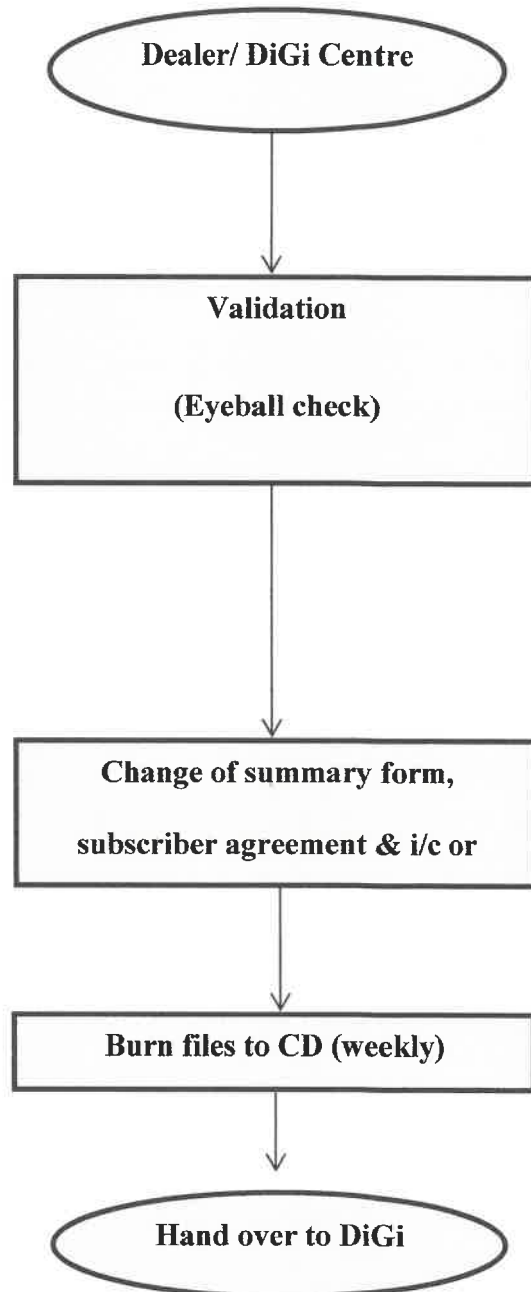
Description for NEW REGISTRATION(NR) and TERMINATION OF OFFERING (TOO)

1. Receive files from dealer / DiGi Centre by FTP

2. Validation supporting documents:
   - Registration agreement
   - Copy of NRIC or passport
     (copy of NRIC or passport for both parties Transfer of Ownership)
     (Must ensure the RA and copy of the passport are properly attached. If not exist, the document rejected)
     (incompliance report)
   - Device agreement
   - Copy of credit card
   - Auto billing form

   2 Minutes

3. Print RA documents (document preparation sections)
   - Put separator

   2 Minutes

4. Stamp duty on the printed copy of RA
   1 Minutes

```
        ( Dealer/ DiGi Centre )
                 │
                 ▼
      ┌──────────────────────┐
      │ Receive zip files    │
      │ via FTP              │
      └──────────────────────┘
                 │
                 ▼
      ┌──────────────────────┐
      │ Validation (eyeball  │
      │ check)               │
      │                      │
      │ Supporting documents │
      └──────────────────────┘
                 │
                 ▼
           ╱ RA exists? ╲ ──── No ──┐
           ╲            ╱           │
                 │ Yes              │
                 ▼                  │
           ╱ I/c or    ╲ ── No ──┐  │
           ╲ passport  ╱         │  │
                 │ Yes           ▼  ▼
                 │         ( Rejected files )
                 ▼
      ┌──────────────────────┐
      │ Print all (RA only)  │
      └──────────────────────┘
                 │
                 ▼
      ┌──────────────────────┐
      │ Stamp duty on the    │
      │ printed copy of      │
      └──────────────────────┘
```
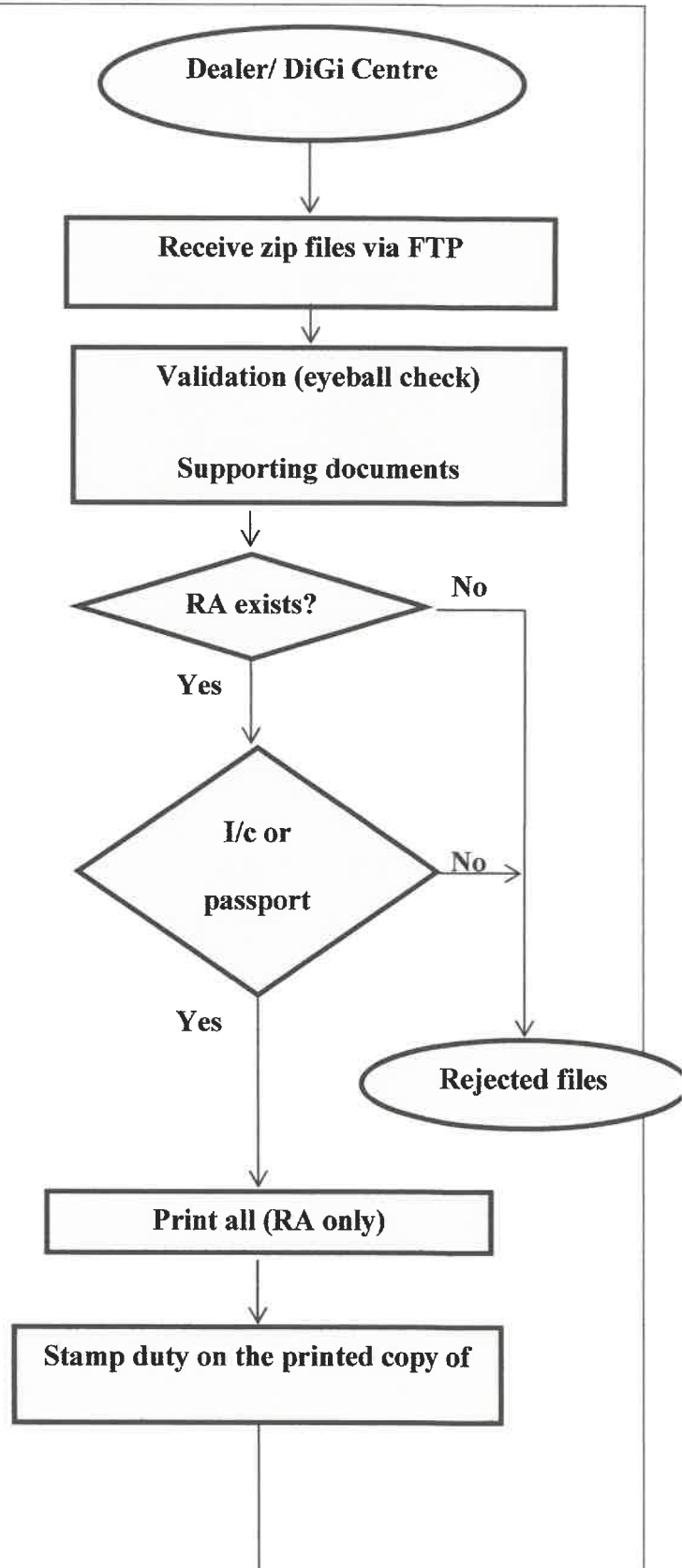
5. Scanning Process for stamped of RA
   15 Minutes

6. Attached documents
   (re-preparation section)
   - Lose separator
   1 Minutes

7. Burn documents in CD
   5 Minutes

8. Ending process after hand over to DiGi
   - Delivery
     Boxes to CROWN
     CD to DiGi Centre

```
          │
          ▼
 ┌──────────────────────┐
 │  Scan stamped of RA  │
 └──────────────────────┘
          │
          ▼
 ┌──────────────────────────┐
 │ Attached to respective files │
 └──────────────────────────┘
          │
          ▼
 ┌──────────────────────┐
 │   Burn files in CD   │
 └──────────────────────┘
          │
          ▼
    (  Hand over to DiGi  )
```

Description for (CUSTOMER BILING INFO)CBI	
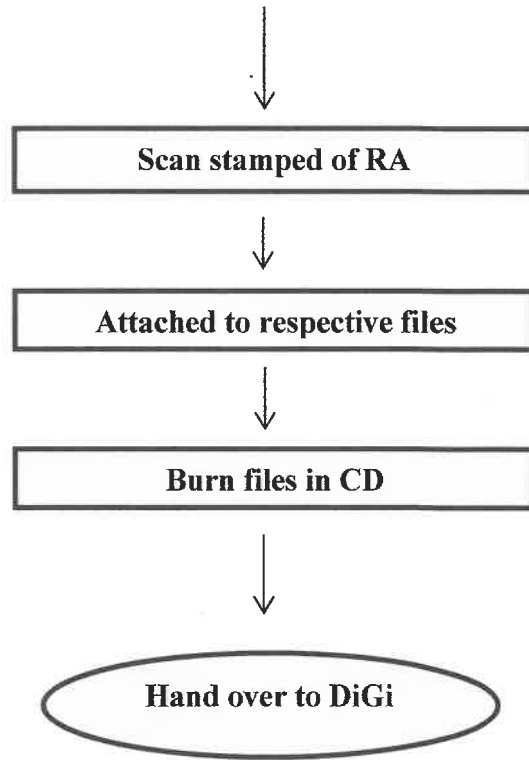
Description for (CUSTOMER BILING INFO)CBI
 	
1. Pick up document from Dealer/ DiGi Centre
    • Must have copy of Credit card before next process
    2-3 Minutes
 	
2. Burn the documents to CD(monthly)
    5 Minutes
 	
3. Ending the process after hand over to DiGi
	Dealer/ Digi Centre
	
	Yes
	
	Copy of Credit
	
	Yes
	
	Burn files to CD (monthly)
	
	Hand over to DiGi
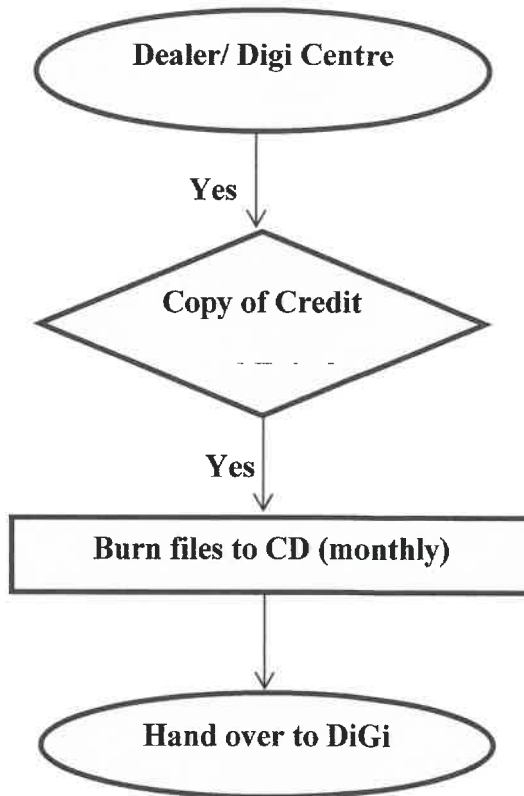
Description for IRAs

1. Start with collect RAs from Biz Sales Ops by weekly from HQ DiGi and **Eyeballing process and validation.**
   2-4 Minutes

2. Segregate RAs for stamping
   1 Minutes

3. IRAs stamping required
   30 Second

4. Scanned &labeled with no. account:
   - 02004926-701028105233. tiff
   - Bundled separately for storage
   4-5 Minutes

5. Separate CDs for scanned IRAs & CRAs.
   (indexing section)

   - Txt File (Index File) with Parent Account Number, TIF Filename-NRC, Date
   - CD to be labeled with Date, Batch Order & Box Bar Code.
   10 Minutes

6. End

Start

Collect RAs from Biz Sales Ops on Weekly Basis

Segregate RAs for stamping

IRAs stamping required

Scanned &labeled each IRAs

Physical RA to the segregated into IRAs for

CDs to be returned to Biz Sales Operations

(SLA) = 7 calendar days form day of collection

End
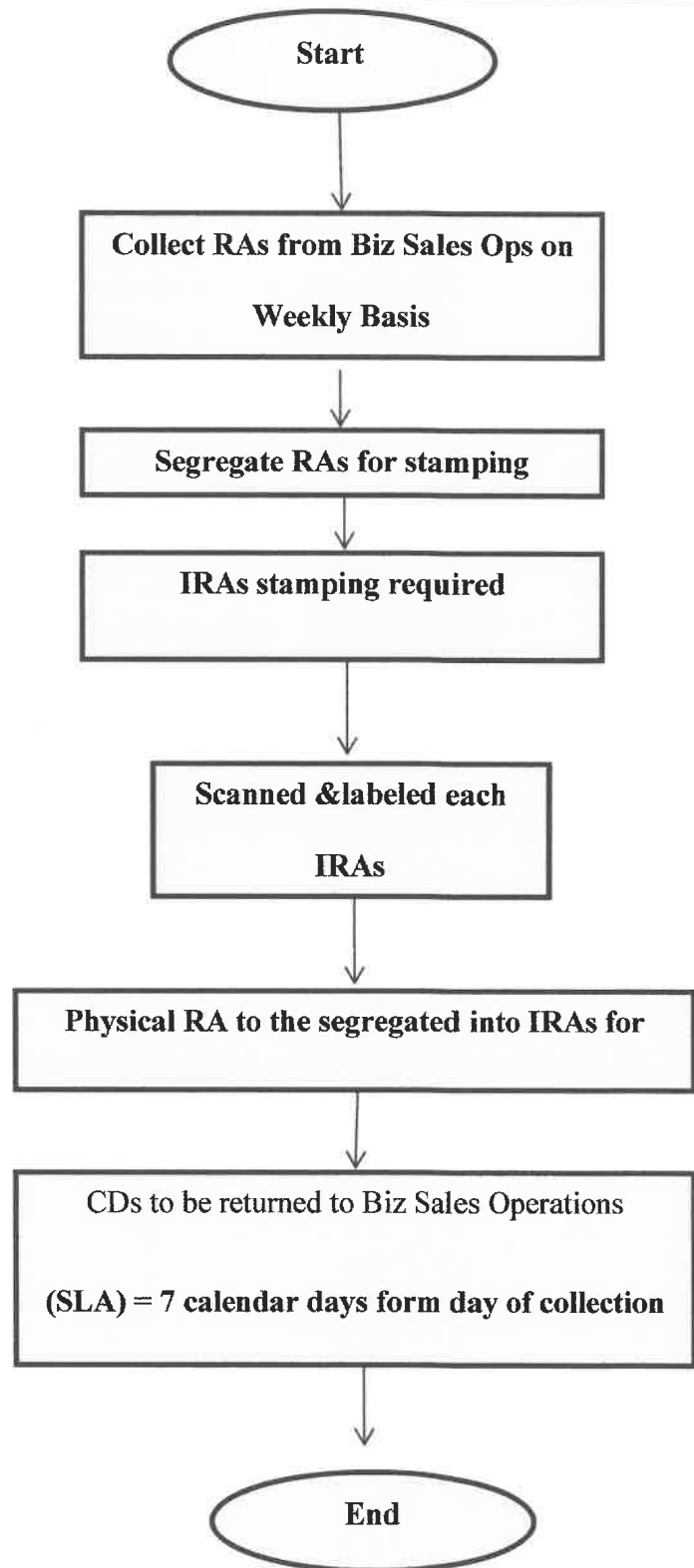
Description for CIRAs

1. Start with collect RAs from Biz Sales Ops by weekly and **Eyeballing process and validation.**

   1 Minute

2. Segregate RAs for stamping
   1 Minute

3. No Stamping Required

4. Scanned &labeled IRAs according to customer number:
   - 02004927. tiff
   15 Minutes

5. Bundled separately for storage
   10 Minute

6. Deliver RAs box(s) to Crown (receipt of work order request confirmation)

7. End

Start

Collect RAs from Biz Sales Ops on Weekly Basis

Segregate RAs for stamping

CRAs Renewal & Add Line

-NO STAMPING REQUIRED

Scanned &labeled each IRAs

Physical RA to the segregated into IRAs for

Deliver RAs box(s) to Crown (receipt of work order request confirmation)

End
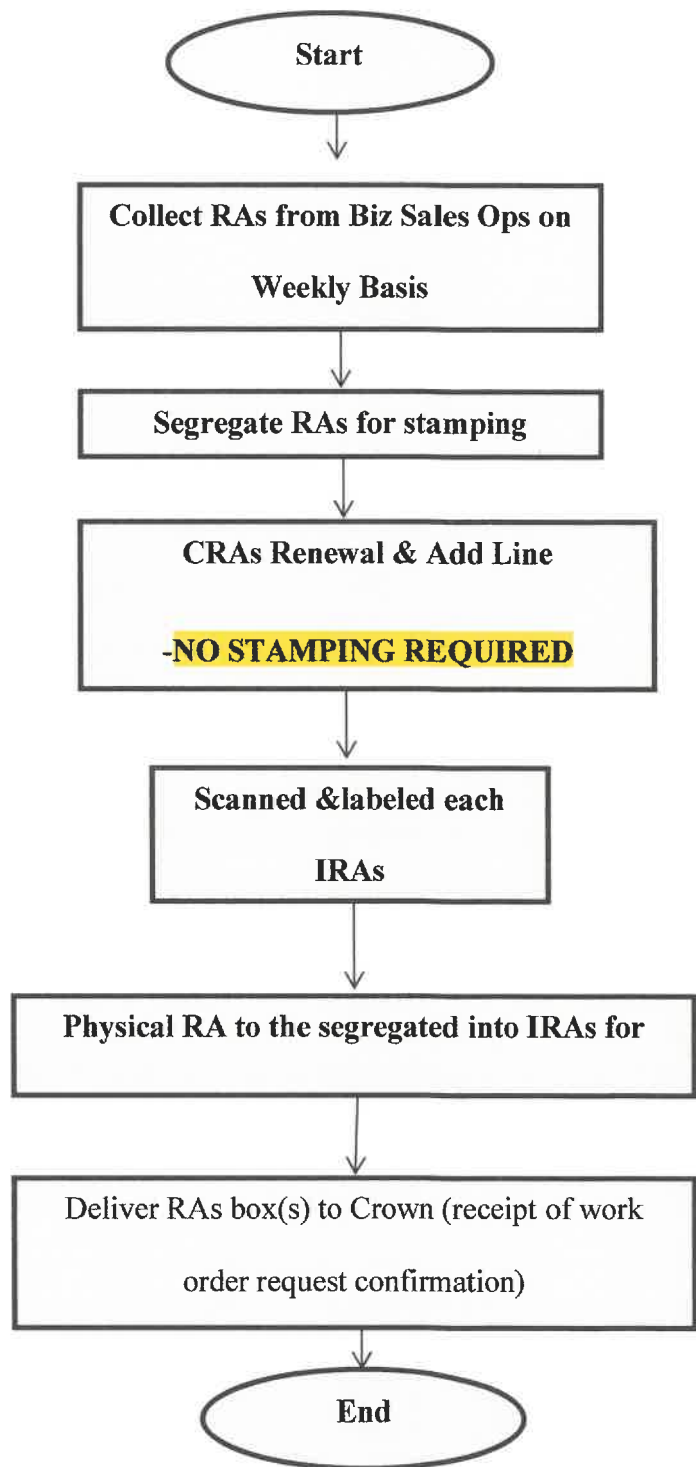
3.3.5 Costing for Scanning

COST	Amount (RM)
Transport RM30 X 24 days =RM 720.00	RM 720.00
Cost for Each Person Processing Each Document **Mass** COO 10 MINUTES NR-TOO 26 MINUTES CBI 8 MINUTES **Enterprise** IRA 17 MINUTES CIRA 27 MINUTES	 RM 9.40 RM 24.44 RM 7.52 RM 15.98 RM 25.38
Scan Each paper will be discharge RM0.30 RM0.30 X 49000 files each month =RM 14700	RM 14700.00
CD	RM 5.00
Indexing	Not Confirmed
Total (RM)	RM 15491.74

3.3.6 Costing for Equipment

Equipment (operation)	Amount (units)
Computer	6
Printer	1
Scanner (KODAK SCANNER i1210/i1220)	2
Stapler removal	4
Paper (Mass Printing 49000 files\4500 sheets in 1 box)	11 Boxes

3.3.7 DIGI Digitized Registration Agreement Agreement(RA) Document Scanning and Storing

No.	Type of Registration Agreement (RA)/ Business Requirements	Qty	Charge per RA/unit price (RM)	Charge per page (RM)	Total (RM)
(A)	Processing of Registration Agreement Documents for Mass Registration:-				
1	NR (New Registration) from MCP	1600			
2	COO (Change of Offering) from MCP	1600			
3	TOO (Transfer of Ownership) from MCP	1600			
4	CBI - (Change Billing Info) from MCP	1600			
(B)	Services included for the above RA's:				
1	Validation/eyeballing	1600/day	0.05		80
2	Printing	1600/day	0.12		192
3	Duty stamp labelling& cross the stamp before scan	1600/day	0.3		480
4	Digital Document Scanning Services	1600/day	0.12		192
5	Burn into CD	1600/day	FOC		FOC
6	Labelling and packing into Crown box/ Documents and CD returns	6 box/week	2		12
(C)	Processing of Registration Agreement Documents for Enterprise Sales:-	1000/month			956
1	Company Registration Agreement from MCP				
2	Corporate Individual Registration Agreement from MCP				
(D)	Services included for the above RA's:				
1	Validation/eyeballing	46/day		0.05	2.3
2	Printing				
3	Duty stamp labelling& cross the stamp before scan	46/day		0.3	13.8
4	Digital Document Scanning Services	46/day		0.12	5.52
5	Burn into CD	46/day		FOC	FOC

6	Labelling and packing into Crown box/ Documents and CD returns		1box/week		2	2
(E)	**Others:**				
1	Delivery to Crown warehouse - Printed RA & CD	1 Trip		30
2	Reporting			FOC
3	To keep track balance of stamp duty			FOC
4	To keep track stock level of Crown boxes and barcode label			FOC
5	To alert Digi in advance for the stock supply level of the Crown boxes and barcode label			FOC
6	To keep the scanned data (softcopy) for 3 months	1 GB		5
(F)	**Additional Items:**			
1	Pickup Physical Supporting Documents In DIGI			30
2	6% GST			1409.26
				1067.62/day
	Monthly total			**23487.78**

Quotation for DIGI Digitization Tender

3.4.1   Mini Special Project

3.4.2   Packing Project in PTPTN

Picture 13: Packing Bilik Fail JPRD

On December 2015, PTPTN decide to relocate from Wisma Chase, Damansara Height to Menara Park, Jalan Ampang. The organization had been given task as vendor to manage the PTPTN record before the relocation. The duration task had been given one month, the trainee and staff need to accomplish the task within 1 month. This project is supervise by Mr.ChandranRavi. The place that been stored the document was in Bilik Fail Jabatan Pendokumentasian Rekod & Dokumen(JPRD)

3.4.2.1 Project Scope

Manage and stored all document (Agreement of Loaners) intoPRiSM Record Centre at Bukit Jelutong Industrial Park
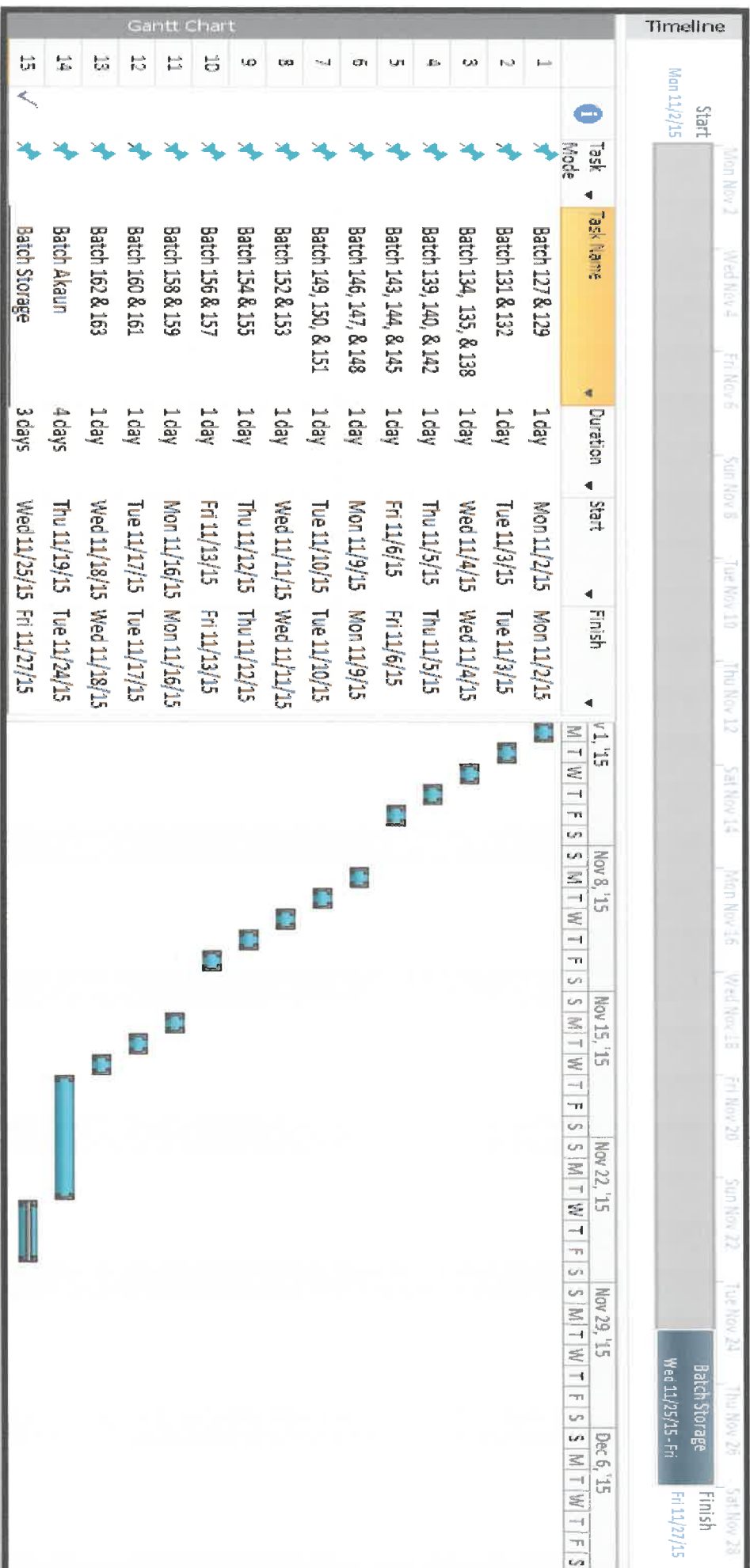
3.4.2.2DURATION OF PROJECT

	Task Mode	Task Name	Duration	Start	Finish
1		Batch 127 & 129	1 day	Mon 11/2/15	Mon 11/2/15
2		Batch 131 & 132	1 day	Tue 11/3/15	Tue 11/3/15
3		Batch 134, 135, & 138	1 day	Wed 11/4/15	Wed 11/4/15
4		Batch 139, 140, & 142	1 day	Thu 11/5/15	Thu 11/5/15
5		Batch 143, 144, & 145	1 day	Fri 11/6/15	Fri 11/6/15
6		Batch 146, 147, & 148	1 day	Mon 11/9/15	Mon 11/9/15
7		Batch 149, 150, & 151	1 day	Tue 11/10/15	Tue 11/10/15
8		Batch 152 & 153	1 day	Wed 11/11/15	Wed 11/11/15
9		Batch 154 & 155	1 day	Thu 11/12/15	Thu 11/12/15
10		Batch 156 & 157	1 day	Fri 11/13/15	Fri 11/13/15
11		Batch 158 & 159	1 day	Mon 11/16/15	Mon 11/16/15
12		Batch 160 & 161	1 day	Tue 11/17/15	Tue 11/17/15
13		Batch 162 & 163	1 day	Wed 11/18/15	Wed 11/18/15
14		Batch Akaun	4 days	Thu 11/19/15	Tue 11/24/15
15		Batch Storage	3 days	Wed 11/25/15	Fri 11/27/15

Figure : Gant Chart Packing

3.4.2.3 WORKFLOW OF PACKING

FIGURE: Workflow of Packing

The flowchart contains the following steps:

- START
- Data Received From PTPTN
- Key In Bundle and insert into box
- Stick barcode with boxes and every bundle has different barcode
- Box with Barcode send to PRiSM and Data of Boxes give to PTPTN
- END

Accompanying descriptions:

1. Data received from staff PTPTN, Data in excel.

2. Key In bundle into excel and insert bundle into boxes, scan the barcode before enter the bundle into boxes.

3. Stick Barcode into boxes and every bundle has unique barcode.

4. Boxes will send to PRiSM and all data give to staff PTPTN for their documentation
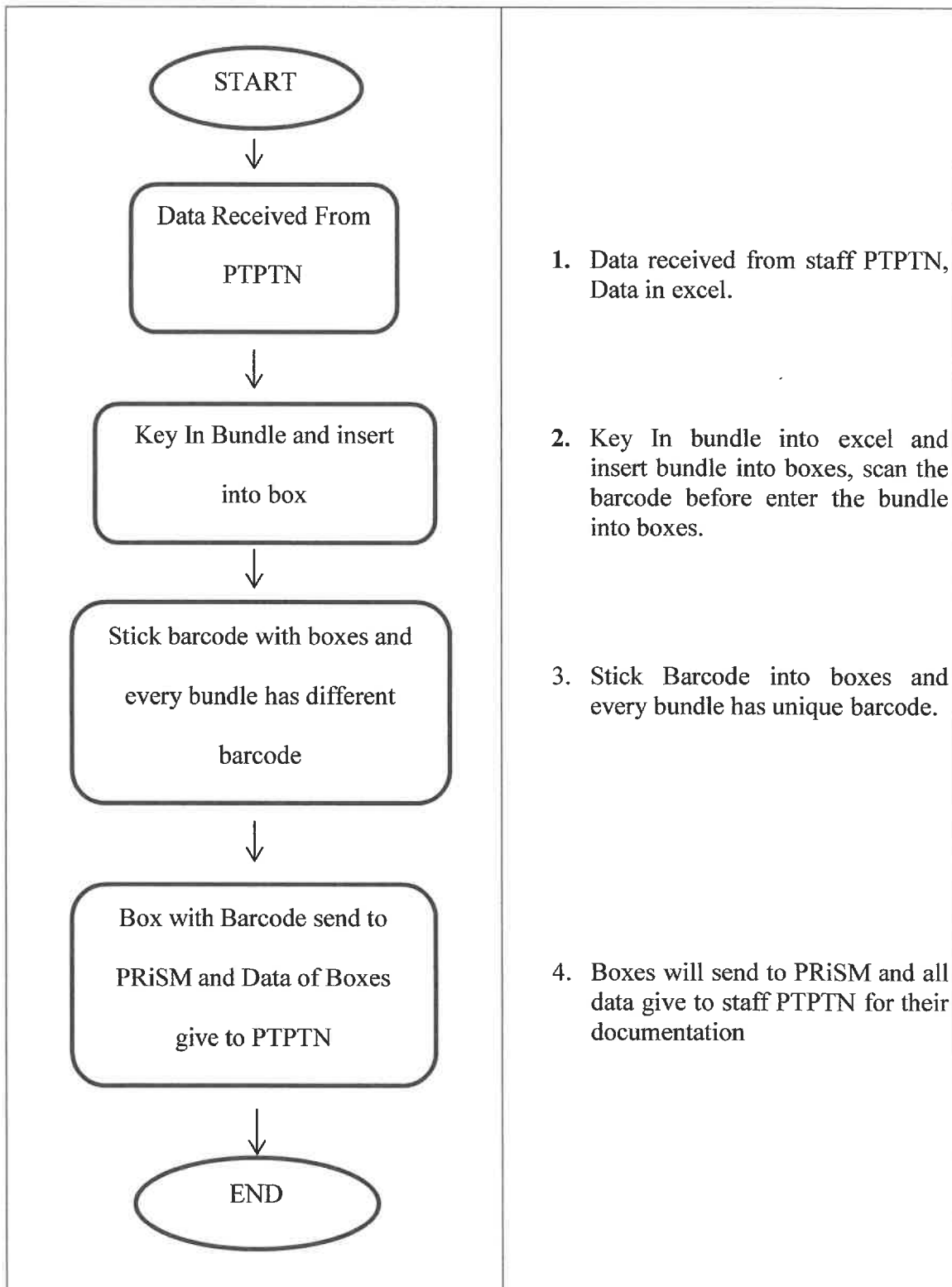
Chapter 4: Conclusion

4.1 Application Of Knowledge, Skill, And Experience In Undertaking The Task.

Nowadays, for an ever increasing number of employers, a degree is not enough to secure a graduate position. It need to acquire the relevant employability skills thatrecruiters are looking for has never been greater, and a placement or internship is theperfect way of achieving this. Regarding that facts, UiTM decides to obligation their student to undergo for industrial training for a five (5) month in order to finish theirstudies. Any placement offer opportunities to discover our personal strengths andweaknesses and from that we will have a huge advantage when it comes to applying for

full time positions.

For a five month (5) in PRiSM IntegratedSdnBhd, trainee believe this company is a suitable place for gain an experience in record management because PRiSM Integrated SdnBhdis one (1) one the company that offer a good solutions on keeping record in the organization.PRiSM Integrated SdnBhdreally give numerous potential benefits to trainee in terms of knowledge andexperience and also giving an allowance for their trainees.From what approach they using toward a trainee, they use a real time workers. Everything is challenging because they really treat trainee like a permanents staff which require trainee to have more effort when do their task. Trainee need explore by theirown, learn by their self and the most crucial part is trainee have to give decision.Furthermore, trainee also needs to get prepare and must convince them by demonstrate that trainee is capable to undertaking any task. Especially this is n\ thefirst time trainee undergoes for industrial training. Company expects more when wehave a qualification based on resume

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that has been submitted. In undertaking any task actually it is different from what have we learnt atuniversity and differently when we at industry. However, it still applicable to use forsome task that relate example like for sure when we in ICT path, record management is one(1) of the mainly subject. The skills has been adapt from classes and subject until Degree in Science of Information System Management.In PRiSM Integrated SdnBhd, they always travel to the client's site. This approach givechance to the trainee to build a network and trainee acquire to use public relation skillwhen confront any vendors and client in a meeting. "First deal is last deal" this is whatone of the staff advice to the trainee. UiTM students are grateful to have a kind ofprograms and module every semester that give them an acknowledgement on soft skillthat can be useful in kind of situation. Last but not least industrial training that held in five (5) month just not giving anacknowledge and experience but it give more than that. PRiSM teach a trainee on howto survive among the others not only with people but economy, politics and religious,and how to deal with the challenge. A lesson was learnt.

4.2 Personel Thought And Opinion

Based on what have going through in the period of industrial training, trainee learn many things. Trainee believes that "a degree on its own isn't enough". Yes, experience is much important but it doesn't make it any less true. Qualification also important especially nowadays where out there have a bunch of graduate waiting to be hired.

In Trainee thought, trainee felt that every fresh graduate should have extra effort and have something valuable skill in order to survive in career life. The young graduate should also have determination and dedication in their worked. This degree has thought trainee a lot, change my behavior, my habits and also my intellectual thinking towards particular things or task.

4.3 Lesson Learnt

From my observation, PRiSM Integrated SdnBhd has been given the trainee opportunity to gain knowledge and experience in order to apply to real world situation. The director, manager, and staff are very nice and treat trainee well and like a family. The staff is very committed and dedicated to their work.

The first lesson learnt in my internship is learn real situation of record life cycle. Trainee learn on how to keep record and maintain record from the organization. The organization give valuable experience such document preparation, procedure on keeping record in the organization and many others.

Next point for lesson learnt is, able to learn and apply communication among client, staff, subordinate and others. Trainee had difficulties in communication, with the internship training, trainee able to learn on how to proper communication with client.

The third lesson can be learnt from internship is work in teamwork. The trainee felt bless to have training in this organization because being able to work with diverse social background. Some of the staff are from foreign country such as India and Sweden, Trainee able to work as teamwork with the staff and being able to learn to cooperate more with them.

The fourth lesson could trainee learn from the internship is build more confidence in career life. The trainee felt more confidence with dealing with client and staff. The trainee felt confidence in making persuasion and delegation among staff and client.

The fifth lesson from my internship training is, the trainee improve perception n record keeping. This internship program taught a lot of experience that are mainly about the record keeping and system to store record. The perception trainee about record has been improve drastically with this internship programme.

4.4 Limitation & Recommendation

Limitation on this internship programme is the trainee felt that the programme has been short, and need improvement for the time in training such as the internship should add more months in this programme so that the person could have more to learn and gain more experience. The program reevaluate because this addition some month will give extra benefits to student to understand the internship and give more experience to them. The second limitation is the workspace is small. The recommendation is, organization should provide space to the environment working area so that the worker felt happy to do their work. The environment should be more lively than rather gloomy because with the gloomy environment, how can productivity improve.