



اُونِيُوَرْسِيْتِي تِكْنُوْلُوْجِي مَإَرَا
UNIVERSITI
TEKNOLOGI
MARA

FACULTY OF BUSINESS AND MANAGEMENT
BACHELOR OF BUSINESS ADMINISTRATION (HONS.)

BA243: HUMAN RESOURCE MANAGEMENT

HRM666: INDUSTRIAL TRAINING REPORT



LY FURNITURE SDN. BHD.

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2022928489

PREPARED FOR:
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SUBMISSION DATE:
31 JANUARY 2025

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Tarikh : 23/01/2025

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EXECUTIVE SUMMARY

The six-month internship at LY Furniture Sdn. Bhd. granted me essential professional exposure to the Purchasing and Procurement Department. I worked in two departments of LY Furniture Sdn. Bhd. during the period from August 12, 2024 until January 24, 2025. The first assignment took me to the Import Division where I worked from August to October and then I moved to the Purchasing Division from November through January. As part of my responsibilities I processed invoices and applied for C3 customs exemptions while managing shipment documents and checking carton markings before preparing purchase requisition forms. I received direct practical experience in administrative work and procurement activities at a major manufacturing firm under the direction of Madam Chan Ling Ling.

The wooden furniture manufacturer LY Furniture Sdn. Bhd. holds ISO 45001:2018 certification to prioritize safety measures for their workplace as well as sustainable practices. The company has strong performance in waste management, recycling and sustainable sourcing yet they encounter difficulties because of insufficient staff amenities and manual administrative work and restricted intern access to facilities. The company's SWOT analysis showed its excellent resource efficiency together with market opportunities as well as its weaknesses regarding digitalization and infrastructure development.

The company should use digital tools for Document Management Systems (DMS) and improve parking facilities and intern access to boost work efficiency. The company must implement automatic administration systems in addition to building robust supplier relations and using IoT to develop sustainable manufacturing practices. The internship proved to be transformative because it gave me essential skills in procurement along with communication abilities and problem-solving competencies. By observing actual business practices combined with organizational problem analysis I gained a better understanding of corporate sustainability practices and efficiency alongside strategic decision-making. The experience at LY Furniture enriched my understanding while it revealed improvement opportunities which benefit the company together with my business administration career path.

ACKNOWLEDGMENT

First and foremost, I would like to express my gratitude and all praises to Allah, the Almighty and Most Gracious, for His blessings and for granting me the strength to complete my six-month practical internship. I am also grateful for being able to finish and submit my practical report on time. Without His permission and blessings, this would not have been accomplished as planned.

In Addition, I would like to express my sincere gratitude to my faculty advisor, Miss Nadiah Binti Abdullah, for her unwavering support, guidance, and encouragement throughout my industrial training. Her valuable insights and constructive feedback have played a crucial role in ensuring my successful completion of this internship.

Furthermore, I would also like to extend my deepest appreciation to LY Furniture Sdn. Bhd. for giving me the opportunity to complete my six-month industrial training. A special thank you to my supervisor, Madam Chan Ling Ling, for her mentorship, patience, and guidance in helping me navigate my responsibilities and gain hands-on experience in the Purchasing and Procurement Department. I am also grateful to my colleagues and fellow interns for their support, teamwork, and shared learning experiences, which made my time at LY Furniture both educational and enjoyable.

Lastly, my deepest gratitude goes to my family and friends for their constant encouragement, motivation, and belief in me. Their unwavering support has been a source of strength throughout this journey. Every bit of help, whether financially, emotionally, or physically, is much appreciated. This report and the journey itself would not have been possible without them. This industrial training has been a valuable and transformative experience, and I am incredibly thankful to everyone who has contributed to my growth and learning.

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2. STUDENT'S PROFILE

NUR FARAH HANIM BINTI MAMAT
Degree in Human Resource Management



SUMMARY/OBJECTIVE

A highly motivated and results-driven recent graduate from UITM Cawangan Melaka, Kampus Bandaraya Melaka, holding a Bachelor of Business Administration (Hons.) in Human Resource Management with current CGPA of 3.57. I am a passionate person that always excited to learn new things and challenges. Meanwhile, able to work independently and also play an excellent team player in a fast-paced environment. Looking to leverage my expertise and experience into a career to fulfil organizational goals.

EDUCATION

Degree in Human Resource Management **March 2022- January 2025**
University Teknologi Mara (UITM) Kampus Bandaraya Melaka
CGPA: 3.57 | Dean List Award for semester 1,4,5
Muet Band 4

Diploma in Secretarial Science **Jun 2018- July 2021**
Politeknik Mersing, Johor
CGPA: 3.83 | Dean List Award for 5 consecutive semesters
Head of Department Awards

EXPERIENCE

Purchasing Internship Trainee **August 2024- January 2025**
LY Furniture Sdn. Bhd.

- Handled invoice import and custom document and prepared carton marking once requested.
- Prepare purchase requisition form for purchasing goods and material.

Purchasing Assistant **July 2021- March 2022**
SY Polymer Industries Sdn. Bhd.

- Handled and oversee purchase orders for the goods, services, and raw materials the business needs.
- Keep up ties with suppliers, haggle over terms and prices, and ensure that materials are delivered on time.
- Managed and maintained accurate records of purchase orders, invoices, and contracts.
- Prepared frequent reports on purchasing activity, expenditures, and vendor performance.

Personal Assistant (Internship) **January 2021- June 2021**
Institut Ahli Sunnah Wal Jamaah, Universiti Tun Hussein Onn Malaysia (UTHM)

- Managed the director's calendar, scheduled meetings, and arranged appointments.
- Handled emails, letters, and other forms of communication on behalf of the director.
- Prepared, organized, and maintained documents, files, and records.

Sales Assistant **January 2018- Jun 2018**
OPPO BATU PAHAT

- Helped customers by answering their questions about OPPO products, features, and specifications, guiding them to make informed purchasing decisions.
- Handled sales transactions efficiently, operating the cash register, processing payments, and issuing receipts.
- Provided after-sales support by addressing customer concerns, processing returns and exchanges, and ensuring customer satisfaction.

EXTRACURRICULAR INVOLVEMENT & VOLUNTEERING ACTIVITIES

Secretariat of Student Representative Council UITM Malacca (SRC UITM Malacca) **January 2022- January 2024**
Secretary Secretariat

- Records and documents related to the organization activities and decisions.
- Organizing and archiving reports, resolutions, and other relevant documents.
- Organizing meeting agendas, preparing meeting materials and presentations, taking meeting minutes.

Pathway To Professionalism: Mastering Career Ethics	Jun 2024
Programme Director	
<ul style="list-style-type: none"> Planning, coordinate and monitoring the event from the start until the ends. Find qualified industry professionals to be speakers at the program 	
Career Odyssey Melaka Festival	January 2024
Programme Secretary	
<ul style="list-style-type: none"> Schedule meetings with the organizing committee, prepare and distribute meeting agendas, minutes, and other relevant documents. 	
Dean's Award Ceremony	December 2023
Programme Director	
<ul style="list-style-type: none"> Planning, organizing the dean's award for 900 students. Manage the event on the day of the ceremony, addressing any issues that arise and ensuring everything runs according to schedule. 	
Himpunan Organisasi Mahasiswa Eksklusif UiTM (H.O.M.E 2023)	October 2023
Deputy Director	
<ul style="list-style-type: none"> Work closely with the Director to develop the overall event plan and strategy. Participate in brainstorming sessions and contribute ideas for the event 	
International Teaching Aid Competition 2023 (ITAC 2023) – Virtual Competition	June 2023
Participant	
<ul style="list-style-type: none"> Create an abstract for the concept and a working paper. Designing and conducting a video tutorial on using teaching aid apps. Obtain Gold Award for teaching apps. 	
Mega Townhall with Student Leaders	May 2023
Programme Secretary	
<ul style="list-style-type: none"> Schedule and coordinate planning meetings with the organizing committee. Prepare and distribute meeting agendas, take minutes, and follow up on action items. 	
UMW Bamboo Planting Tree Program	December 2022
Participant / Volunteer	
<ul style="list-style-type: none"> Assigned to clean along and to plant bamboo along the nearby river in Alai Beach. 	
Sports And Socio-Cultural Exco for Student Representative Council	February 2020-December 2020
Mersing Polytechnic	
<ul style="list-style-type: none"> Planning, coordinating, and managing sports events and competitions for students. Provide opportunities for students to engage in sports activities, showcase their talents and promote cultural diversity within the institution. 	

SKILLS & HIGHLIGHTS

Languages:

- Native Malay: Superior in speaking and writing.
- Professional working English: Good at speaking and writing.
- Basic in Mandarin language.

Technical Skills:

- Operational Knowledge in Microsoft Word, PowerPoint, and Excel.

Interpersonal Skills:

- A proactive, passionate, and committed worker.
- Self-motivated and hard-working individual.
- Positive and strong work ethic.
- Enjoy working as a team member as well as independently.
- Good at communicating with a diverse group of people.
- Fast learner, adaptable, and flexible to technology changes.

REFERENCE

Miss Masita Binti Sepon
Executive Officer Student Welfare UiTM Melaka

Ts. Dr. Ahmad Fateh B. Mohammad Nor
Internship Supervisor UTHM

3. COMPANY'S PROFILE

The company profile will be covered on the company background of establishment, vision and mission of LY Furniture Sdn. Bhd. In addition, it also explains the organization structure and the products of the company.

3.1 Company's Background



LY Furniture was founded in 1976 by Mr. Tan Kwee Chai, initially under the name Lian Yu Furniture, with a humble team of only eight employees. The company began its journey with a vision to manufacture quality wooden bedroom furniture, and it quickly gained recognition in the local market. In 1987, LY Furniture expanded its reach by starting to export its products to Singapore, marking the beginning of its international presence. Over the years, the company's commitment to quality and customer satisfaction led to steady growth and the establishment of a strong foundation in the furniture manufacturing industry.

LY Furniture Sdn Bhd was incorporated officially in 1991 and in the year of 1994, the company relocated to a larger factory of built up area of approximately 45,000 sq. ft at Sri Gading Industrial Area, Batu Pahat. Following this, LY Furniture further widened its strategic expansion by opening up more factories, hence increasing production capacity and meeting the rising demand. The company had made a huge leap in 1998 by beginning to export to the United States and cemented its status among the top furniture producers of the globe. In 1999 the company adopted the subcontracting manufacturing model, which led to the development of many successful furniture parts suppliers and the encouragement of entrepreneurship in Malaysia.

In the following decades, LY Furniture gained reputation for quality and innovation, winning the Enterprise 50 Award and Asia Pacific International Honesty Enterprise – Keris Award around the 20th century. The company kept on growing its factories, like the opening of more factories and starting to adopt automated machines to increase production and efficiency. In 2013, LY Corporation Limited successfully passed the requirements for IPO such that it was finally officially listed on the Catalist of Singapore Exchange Securities Trading Limited, marking another milestone on its way. Today, LY Furniture is among Malaysia's leading furniture manufacturers and exporters of wooden bedroom furniture, employing over 1,000 people and having a strong presence globally.

3.2 Vision and Mission

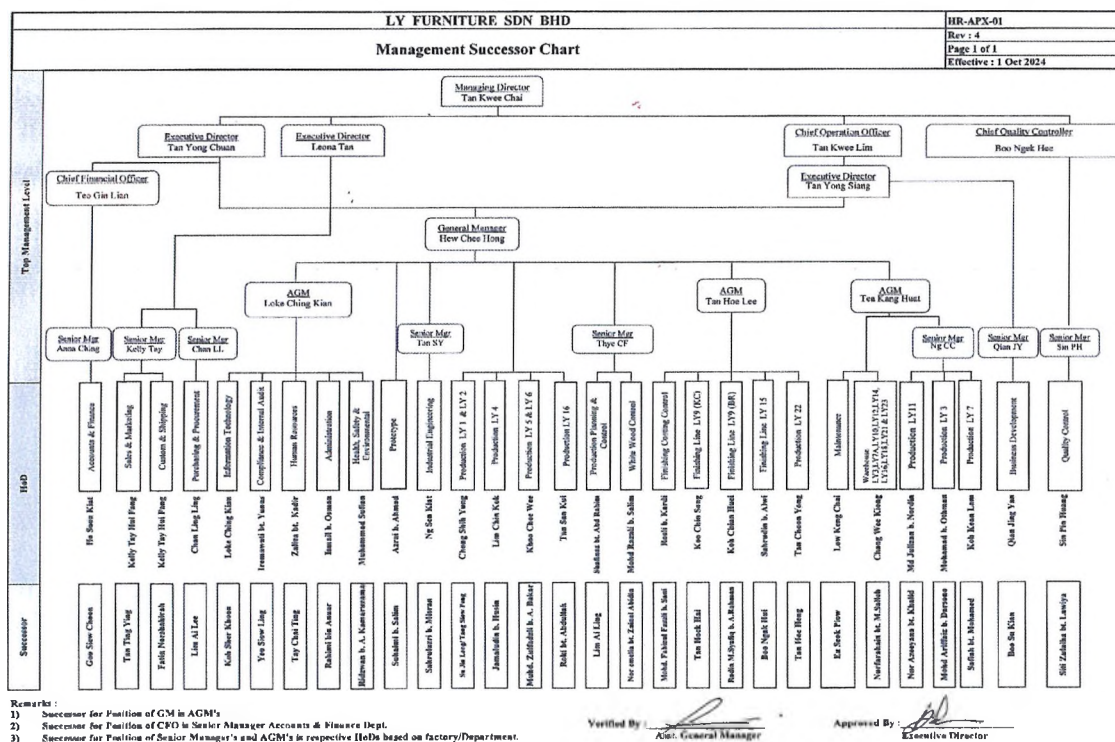
3.3.1 Vision

The vision of LY Furniture is they aspire to be a world-class wooden bedroom furniture manufacturer providing quality products for all dream homes globally

3.3.2 Mission

The mission of LY Furniture is they aim to be a world-class provider of quality wooden bedroom furniture at competitive prices for our customers. We build win-win partnerships across our value chain, so that all our stakeholders will be successful together.

3.4 Organizational Structure



In line with this, LY Furniture Sdn Bhd has outlined a clearly defined management hierarchy that promotes leadership roles and allows for eventual succession to ensure continuity. At the top level, it is managed by the Managing Director, Tan Kwee Chai, three Executive Directors (Tan Yong Chuan, Leona Tan, Tan Yong Siang), and key officers - Chief Financial Officer (Teo Gin Lian), Chief Operation Officer (Tan Kwee Lim) and Chief Quality Controller (Boo Ngeek Hoe). The company is overseen by the General Manager, How Chee Hong, who reports to the top management on the overall operation of the company.

She is supported by three AGMs – Loke Ching Kian, Tan Hoe Lee, and Tea Kang Huat - who oversee specific divisions and departments. A department is headed by Senior Manager for managing the operation of the department and implementing the organizational strategies. Departments: Accounts & Finance, Sales & Marketing Purchasing & Procurement, Human Resource, Industrial Engineering, Production Units, Finishing Lines, Maintenance and Quality Control.

Succession planning is a critical component of this chart. It lays out successors for each major role so leadership transitions go smoothly. The AGMs would step into the General Manager position as needed, for example. The CFO will be replaced by the Senior Manager of Accounts & Finance. All Senior Managers for the departments are also prepared to take on the AGM in their respective areas. This chart provides a clear and simple plan for keeping the company stable.

3.5 Organization products and services

3.5.1 Wooden Bedroom Furniture

Its expertise in wooden bedroom furniture is the cornerstone of LY Corporation's business. SGA Mobile Limited is engaged in two main models, namely: ODM and OEM.

Before going to the first passage, LY Furniture develops distinctive and original wooden bedroom furniture designed by its team using ODM model. The company proudly designs and conceptualizes these products entirely, demonstrating their creativity and industry foresight. These designs are then sold to clients, who trust LY Furniture to provide effective, aesthetic, and ready-to-use solutions that reflect modern design trends in automotive lifescience. This method also enables the enterprise to distinguish itself with unique designs that contribute to its brand image.

Alternatively, under the OEM model, LY Furniture collaborates with its clients to manufacture wooden bedroom furniture according to the design, specifications and requirements of the clients. This is the customization model where customers provide the designs and LY Furniture utilizes its manufacturing capabilities to make the furniture. This allows the company to respond to a broad spectrum of requirements, from basic styles to extremely specialized, niche products.

LY Furniture can target mass-market segments, while also pursuing Niche Strategy to meet the needs of a specialized demand. LY Furniture excels with both ODM and OEM operations due to their commitment to quality, precision and attention to detail.

3.5.2 Kitchen Cabinet

LY Furniture has also launched custom kitchen cabinets to expand its comfort furniture series. They are designed and built with customer specification and bezels, so they are functional and attractive. The brand brings its craftsmanship and customization expertise to the kitchen cabinet category with a modern, practical range. Not only does this expansion broadens the product offerings of LY Furniture, but it also reinforces its competitiveness in the furniture market by meeting the increasing need for personalized kitchen furniture that are stylish.

3.5.3 Easy-to-Assemble Furniture

In the name of EZBO brand, LY Corporation expanded its array with easy to assemble furniture manufacturing that we do specially for comfort, functionality and customization. Built with the assumption of easing the furniture assembling process, especially for those customers who value the portability and efficiency, these tooling products are desired by customers. Because EZBO is a line of furniture, clients can also customize the design to their own style and needs. This is a pragmatic, personalized strategy and, more importantly, it reflects the current trends in home and office decor. This expansion of the product offering allows more buyers to now purchase LY Furniture's innovative, simple, all-in-one furniture solutions.

3.5.4 Millwork Products

LY Furniture also expanded the types of products they offered and began to manufacture millwork products — showcasing their complex woodworking capabilities. These products are used on moldings and trims and other custom wood-based traits of architecture that are functional and decorative values that are part of the interiors. Inspired by the specific tastes of their clientele, the millwork offerings even reflect the company's commitment to quality, artistry, and creativity. In addition, LY Furniture now possesses the knowledge and capability to cater to the construction and interior design industries which require custom wood including architectural components among others, which also provides an avenue for LY Furniture to augment its offering of high-end products and services with this acquisition.

4. TRAINING REFLECTION

Internship is a short period of time work offered by companies to the students, this work is intended to get the practical exposure in a particular field. The report describes the common and special tasks assigned to the intern. It also discusses the skills and knowledge acquired from this six month internship at LY Furniture Sdn Bhd.

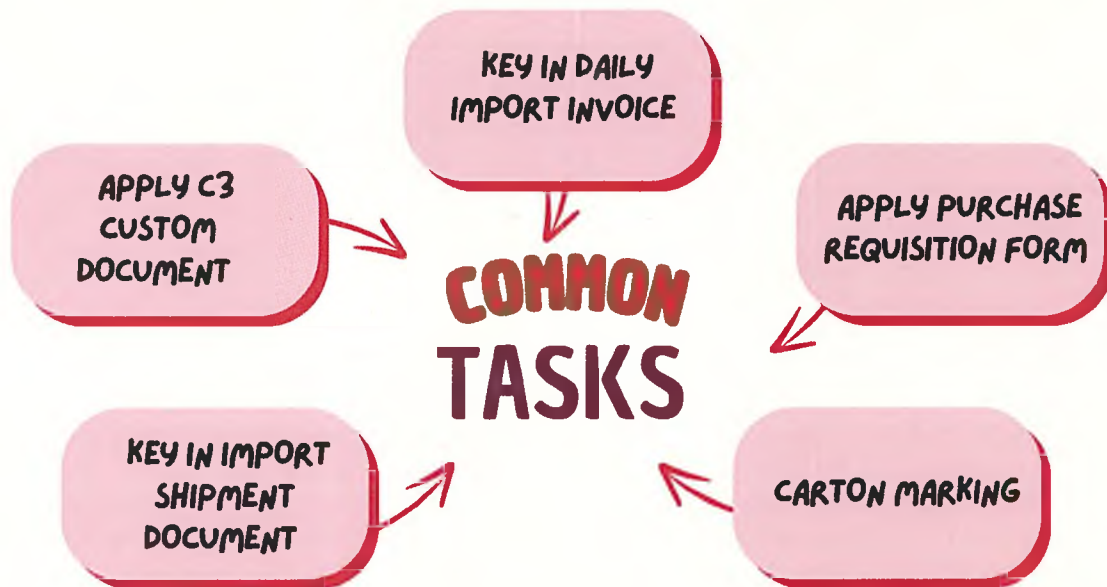
4.1 Internship Details

NO	TERMS	DETAILS
1	Course	Bachelor of Business Administration (Hons.) Human Resource Management
2	Duration	12 August 2024- 24 January 2025 (24 Weeks)
3	Assigned Department	Purchasing and Procurement
4	Training Schedule	Monday - Thursday : 8.00 am- 5.30 pm Friday : 8.00 am- 6.00 pm Saturday & Sunday : Off Day
5	Lunch Hour	Monday - Thursday : 12.30pm- 1.00 pm Friday : 1.00 pm- 2.30 pm
6	Allowance	RM500 per month (Full Attendance)

The table above presents the details of the internship. The duration of the internship is six months, starting from August 12th, 2024, until January 24th, 2025. Madam Chan Ling Ling was in charge as the head of the Purchasing and Procurement Department, where the intern was assigned. The internship schedule was from Monday to Thursday, 8:00 a.m. to 5:30 p.m., and on Friday, 8:00 a.m. to 6:00 p.m. The extended schedule on Friday was due to the longer lunch break, which was from 1:00 p.m. to 2:30 p.m. for Friday prayers. On other days, the lunch break was from 12:30 p.m. to 1:00 p.m. Interns were not allowed to work overtime and were provided with a monthly allowance of RM500.

4.2 Roles and Responsibilities

4.2.1 Common Tasks



The above illustration shows common tasks during my six-month internship at LY Furniture Sdn. Bhd. In those first 3 months, the intern was given the tasks of keying daily import invoices, applying for C3 customs documents, and key in import shipment documents. For the next three months, the common tasks involves applying purchase requisition forms and preparing carton markings.

4.2.1.1 Key in daily import invoice

Being an intern, one of the common tasks is keying in daily import invoices that must be done very well and meticulously. Suppliers would first submit invoices for purchased goods and the general workflow would start from here. The first step to the work of the intern is to cross check all invoice items and details with supplier Quotation for match purposes. Basically, this includes checking for the basic information on your items which include the item prices, quantity, and many other details in order to check for accuracy. This process has major financial losses or compliance issues even with minor errors in this process. After checking for accuracy, the intern key in the information onto the Excel Import Shipment Monitoring file on the system. The essential details that are on this file include; invoice number, bill

number, consignee, purchased description, price, container size, container number among others.

Once the intern enters some data, the intern processes and records the work done in invoice processing. The invoice is given the company stamp and the date received stamp; the latter indicates the date the accounting team received it. The intern then submits the invoice to the Head of Department for a review and approval that everything is ready for approval. The invoice is once approved, the intern photocopies this invoice for storing in the Purchasing Department's records for safekeeping and reference. Proper filing of these documents will help keep the system in order so that conduct of audits and operational reviews can go smoothly. Finally, the Accounts Department is then handed the original invoice to be processed. This step helps make sure that suppliers get their payments in a timely fashion, according to the contract terms and eliminates missed, disputed and late payments. This entire process from verifying to filing and transactions is accountable for both parties, especially in filing of taxes and financial compliances.

4.2.1.2 Apply C3 Custom Document

For the second common task, the intern is responsible for applying for the local purchase application of the C3 customs exemption. This involves using the MYSST customs system to file the application and referring to all necessary information from the purchase order required by customs. Accuracy is crucial, as any incorrect information may result in the customs system rejecting the application. The process requires following the necessary procedures to ensure the application is approved.

The purpose of the C3 customs exemption is to provide a sales tax exemption for registered manufacturers to import, purchase, or transport goods used in the manufacturing of finished products. These goods include raw materials, components, manufacturing aids, cleanroom equipment, and packing and packaging materials. Additionally, the C3 exemption falls under Schedule C exemptions, which are generally available to registered manufacturers or their agents. The certificate number for the C3 exemption must be presented to the appropriate Customs officer at the time of importation or to the registered manufacturer for local purchases.

After receiving the application reference number and C3 exemption number, the intern hands over the document to the person in charge of local purchases. The intern then enters all relevant information from the MySST system into the C3 exemption certificate record Excel file, which is provided by the Accounts Department. These details are later verified and checked by the Accounts Department to ensure proper documentation and alignment for payment processing.

4.2.1.3 Key in Import Shipment Document

The third common task is entering import shipment documents. Basically entering complete and accurate shipment data into a particular system to enable tracking and also to ensure compliance. Gathering required documents such as packing list, bills of lading, import permits and customs declaration follows. After that we do a thorough hand checking to ensure the document is exhaustive and correct, which is checked by the reference numbers, item description, quantity, price, HS code and importer details.

The data is validated and when approved is entered into the import management system with an opportunity to cross-reference to the documents. After we confirm with the shipment details, the intern puts down the information in the internal import shipment monitoring Excel which is circulated to the other team members in the Purchasing Department to take further process. The purpose of this task is to ensure there is a smooth customs clearance process, follow regulations, be compliant and to record accurately so that no one can make any mistake that will be against the laws.

4.2.1.4 Apply Purchase Requisition Form

One common task the intern gets from November to January is applying to a purchase requisition form. This form, by far, is the reason to request the procurement of goods or services, and helps avoid the need to create a purchase order. This will help create a chain of command for purchase transactions and documents all the purchase requests. Usually, such purchase requisition form will contain item descriptions, required quantities, preferred suppliers, stock in the warehouse, estimated costs, other justifications for purchase, etc.

First, the Sales and Marketing Department makes an order request to the system of our company. When the intern confirms results in materials, current purchasing price, existing stock levels in the warehouse then the materials need to be confirmed for new to be bought. After going through these steps, the intern fills up the purchase requisition form and submits it to the responsible person who then creates the purchase order and goes for the purchase. This is followed by the steps that make the procurement process more accurate and more efficient.

4.2.1.5 Carton Marking

The last common task assigned to the intern is carton marking. The purpose of a carton marking is to carry the essential information of the contents of the carton for its easy handling and identification, also for the smooth working in the supply chain. Such as the product name, model, SKU or batch number which are vital for following the products during the transit or during the storage. Typically, it also has handling instructions like “Fragile – Do Not Drop,” “Handle With Care,” “This Side Up” or others to minimize the chance of damage. In addition, carton marking is also a significant factor in meeting shipping guidelines within the industry and adhering to international shipping standards, as the field is based on legal and procedural obligations.

Carton marking is considered on customer specific designs. Supplier must provide all the carton marking designs to the customer, which must be verified by the customer against the design required for that carton. Also, carton marking is done sometimes to compare designs provided by different suppliers in order to find that which matches the standards required. Not only does this ensure that the customers get the merchandise they expect, but it also makes a choice in the most appropriate carton design that is going to help in quality and consistency overall.

4.2.2 Special Tasks



4.2.2.1 Clerical Duties

The main speciality task entrusted to the intern is the management of clerical work. On the request of colleagues or head of department these tasks are carried out. Filing and maintaining various documents like Quotations, Purchase Orders, documents related to the department etc are the primary responsibilities of the department. All files will be properly organized and whenever required, they will be easily found. The objective is to erect an effective filing system to avoid getting bogged down by trying to find vital documents.

In addition, during audits, the intern has to tag files that are filed in the proper manner. In this case, tagging consists in applying keywords to make files easier to look for. The intern also tags other relevant office sections, such as stamps and incoming/outgoing documents. This systematic organization created an environment of an efficient office where working processes would run smoothly and work flows would be managed efficiently.

4.2.2.2 Check Sample Material

The intern is also assigned another special task of checking sample materials. Before purchasing the Purchasing Department asks for the suppliers to send material samples. When these samples are received by the intern, they must review the detail of the item to check if this item meets the needed requirements which have been mentioned in the initial request for the sample. This step is necessary for quality assurance and makes sure that the materials are suitable to carry further.

After the inspection, the intern should pack materials and then send them to the QC Department, Marketing Department, and production line. Only when the items go through a screening and are approved by each department will the Purchasing Department will place an order. In the case of customer requested items, this process is especially critical since an incorrect or missing specification can ruin a customer purchased item.

4.3 Benefit, Knowledge and Experience Gained

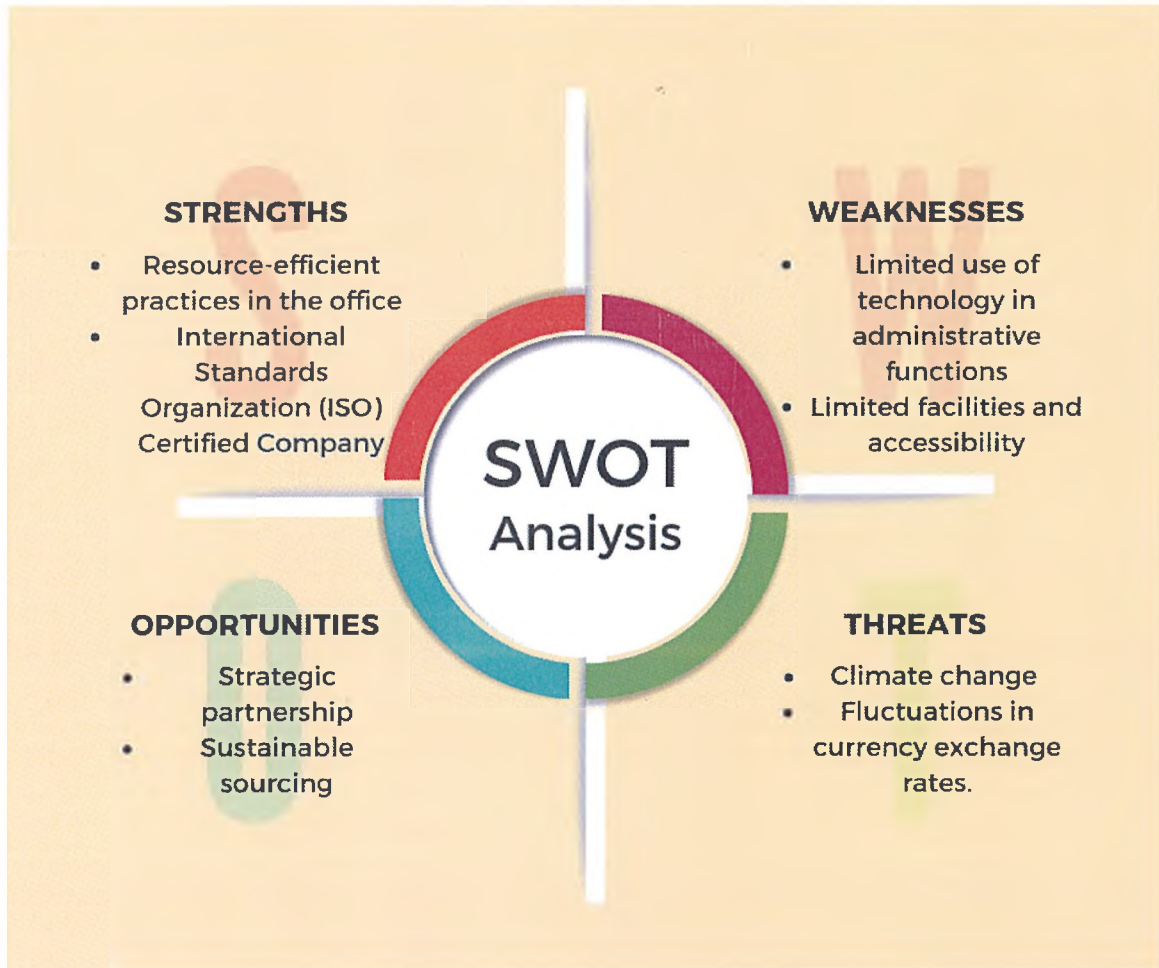
Within the area of internships, six months as an intern at LY Furniture, the intern gained numerous extrinsic and intrinsic benefits alongside some important knowledge and skills. Among the extrinsic benefits for attending such a program was a monthly allowance of RM500 as part of the internship program

In terms of skills, the intern developed strong time management and organizational abilities. The intern took care of regular work like processing invoices, customs documents, carton marking etc. Besides, the intern was given special tasks like checking sample materials and clerical duties. It needed powerful task prioritization to deliver high-quality results within hard deadlines. The intern maintained a constant and timely daily schedule, so that all activities were obviously carried out in terms of both the time management and performance. Furthermore, the discipline the intern applied to the workload served to enhance trustworthiness as well as reliability of the department in handling workload independently.

In addition, the internship at LY Furniture is beneficial since it has made the intern's communication skills better. Effective communication leads to faster, better and more confident sharing of information. The intern used to interact with a number of people of different departments everyday, thus slowly improving on communication skills and adaptability with each other. The intern effectively communicates all these components and it gets refined over time.

Effective communication is based on good listening skills. Active listening improves the person's comprehension and focus on what they are hearing. When clarification was needed, the intern used active listening and would ask questions. Furthermore, communication needs confidence, and a good working environment enhances the presence of that quality. The intern's experience of working in an environment that was both challenging and encouraging meant that it contributed to the self-confidence to communicate and perform in the professional setting.

5.0 SWOT ANALYSIS



5.1 Strengths

5.1.1 Resource-efficient practices in the offices

LY Furniture stands as a leader of resource efficient practices in its office operations, and is committed to an entire approach to sustainability from office operations. Proper waste management is a priority in the company and it does systematic recycling and resource conscious practices. In particular, it has safely diverted 81,400 kg of non hazardous materials from disposal and has appropriately addressed 3,853,000 kg of hazardous and non hazardous waste. You may consider this a strong commitment to the environment and the fact that regulations in place regarding waste management are met.

In addition, LY Furniture is trying to spare resources by being innovative in terms of minimizing electric consumption. Turning off lights, computers and equipment when not in use is something encouraging employees can do to significantly reduce overall energy consumption. This is where the LY Furniture also gives training on energy saving practices, which could help the company to form a culture of sustainability.

They are all good for saving costs but also for improving efficiency and a good environmental footprint. Not only does it minimize the generation of waste, but it also minimizes the company's footprint in environmental degradation. Having taken a forward thinking approach, LY furniture serves as a responsible corporate citizen having both balanced the operational requirements and made a commitment to environmental preservation. The company incorporates sustainability into its business strategy and not only meets the global environmental goals but also builds its corporate reputation and edge strengthening the company's competitive position in the industry.

5.1.2 International Standards Organization (ISO) Certified Company

LY Furniture was, therefore, able to achieve certification under the ISO 45001:2018 standard in consideration of the establishment and maintenance of a safe and healthy working environment for its employees. The international certification confirms that the company has implemented a well-structured occupational health and safety management system relevant to the manufacture of wooden furniture. This standard is an assurance to the clients that LY has made continuous improvements in safety measures, reduced the risks in workplaces, and improved the working conditions for its workforce to be better and safer.

LY Furniture's safety performance metrics are a notable strength. This statistic reflects the success of the company's up-front efforts to prevent serious incidents, as it has experienced zero work-related injuries that resulted in fatalities. Moreover, the effective nature of its safety programs and protocols is also shown in its continued zero high-consequence work-related injuries (those leading to long-term or permanent effects on workers). Also, another proof of the company's emphasis on reducing workplace hazards is an extremely low recordable work-related injury rate

of 0.42, excluding high-consequence injuries.

Such achievements secure the employees' welfare, while also leading to higher morale, increased productivity, and reduced absenteeism. So LY Furniture firmly believes that safety will be their correct solution to create the accountability of each and everyone in your household and the continuous improvement to the rest of the operation, which is the best practice which no doubt the industry will benchmark. This allows the company to not only become known as a responsible employer that complies with the standards in different parts of the world, but also consolidates its position both on the domestic and international markets by creating safer working conditions.

5.2 WEAKNESSES

5.2.1 Limited use of technology in administrative functions

Clearly, the level of the Administrative sits on a huge gap of the company in the sense that it is obvious that the company is very pendent on manual record keeping and the paper usage. Physical filing systems are used to store the important documents and paper forms used for the Leave applications or any other such requests; this results in inefficiency and more cost as these documents are not kept in computer databases or automated databases systems. The saving processes are slow, confusing and delay causing, but with the very source of document release of document in the event a document is lost, damaged, or was misplaced.

Additionally, the use of paper beyond what is required is problematic for another important reason: it is damaging to the environment, and this concern might stand at odds with the firm's sustainability objectives and detract from the firm's image. More importantly, employees do not expend their time efficiently in working on strategic initiatives because they don't follow the baseline administrative functions inequitably. Secondly, the company is behind the curve with regards to their peers who use the technology to work in a more efficient and cheaper way. This Operational Agility lag is limited by a legacy processing model that is quite restrictive with respect to operational agility as well as reputation to demonstrate to the organization that we are not showing ourselves as the backwater of a progressive business environment. With the shift to digital tools and automated systems these issues would be resolved and as a consequence there will be operational efficiencies, cost savings and operational standards conforming to those of the current day would be there.

5.2.2 Limited facilities and accessibility

The other weakness of LY Furniture is the number of limited facilities and accessibility. These facilities are not easily accessible because the employee can benefit from them and the internship student lacks exposure besides the industry and few information. LY9 headquarters does not provide employee parking. This means that in order to run the factory, no matter how many workers, there are just going to be too many workers to park in what the author calls the outside perimeter around the factory. Thus some employees are forced to park away from the office, others have to park on the opposite side of the street. Small inconveniences like these types we have here on a daily basis, which take a toll on productivity by making an employee divert some time or effort that could have been used to concentrate on the issue at hand and find a parking spot.

Access cards given to interns are usage beyond just recording of arrival and departure time. These cards only have access to the limits entrances and lift to the Purchasing Department & some important departments. Thus, students must go to these departments to drop off tasks and as a result, are redirected and often must take alternate and longer paths, and sometimes steps. It leads to unnecessary delays and wasted time and students will spend more time trying to navigate or get help with their tasks instead of working on those tasks.

5.3 OPPORTUNITIES

5.3.1 Strategic Partnership

One of the opportunities is that LY Furniture has a long relationship and relies a lot on this either with the customers or their agents because they have to expose themselves as long time tenants. The strategic partnership is shown in that the company has loyal customers who continually buy from it and an expansive network of agents that sells its products both locally and internationally. This indicates that LY Furniture created such relationships by meeting Customer's expectations, providing good service through LY Furniture's agents. Also, these partnerships look like the first step that the company is taking for the sake of keeping the parties satisfied with the products it provided, through its proactive approach in terms of providing personalized and timely deliveries and after sales support and thereby building its standing in the crowded wooden furniture industry.

These partnerships play a very big role in the business. Also, by having long term customer relationships, the revenue stream is not dependent on acquiring new customers. At the same time, partnerships with the agents create the chance of extending the market because the agents typically have a local insight as well as networks in order to sell into new territories. By having these strategic opportunities, LY Furniture can concentrate on innovation and quality, freeing up tremendous space on the ground to move the product effectively to the market. Additionally, these relationships established good will also improves the brand credibility, thereby attracting new customers and partners who already have faith in another established company which is reliable and sociable.

5.3.2 Sustainable Sourcing

As the company has the ability to make bulk purchases for its raw materials, for itself, as well as it supplies its subcontractors, it is able to realize lower procurement costs and uniform quality in all the links of its supply chain. It shows how LY Furniture has supplemented its own capability with partnerships with reliable subcontractors who fulfil its production goals and its sustainability values. This network allows for close monitoring of product quality and work progress and the network is such that every stage of production meets the company's high standards to prevent material wastage, defects or delays.

These practices truly affect the company in terms of operation efficiency and it also benefits the company's reputation. In price sensitive as well as premium markets, LY Furniture has been able to achieve competitive pricing by bulk purchasing which allows them to remain competitive in offering good product quality without compromising on the price. Quality control also offers its own emphasis, which makes customers trust in the fact that they get durable, heavily crafted furniture. Therefore, this sustainable and well managed sourcing system also places the company as a socially responsible business and as a result, the company draws the attention of environmentally conscious consumers and creates new markets for the company where sustainable sourced products are a priority in the purchasing processes.

5.4 THREATS

5.4.1 Climate change

The physical assets of LY Furniture consist of warehouses, factories, and office buildings, all of which are exposed to significant threat from climate change. Operations, facilities can be disrupted, facilities can be damaged, and production can be delayed during extreme weather events including flash flooding, intense rainfall and heat waves. For example, flooding can damage machinery, storage areas and finished goods, causing expensive repairs and potentially downtime. Heat waves could likewise put undue stress on energy consumption for cooling systems, adding to operational costs and disrupting employee productivity.

The risk of damage to raw materials, notably wood, is also enhanced by climate change because prolonged exposure to moisture or extreme heat is damaging. If flooding occurs, the stored materials quality may be compromised, making them unusable and this will result in financial losses. Moreover, extreme weather events can disrupt the supply chain and delays in delivery of raw materials and production schedules are possible. In addition to raising costs for these challenges, they could damage LY Furniture's ability to deliver to customers and provide consistent quality, which would harm its reputation and competitive position.

5.4.2 Fluctuations in currency exchange rates.

LY Furniture operating costs are heavily impacted by fluctuations on currency exchange rates due to the fact that raw materials are frequently imported internationally. Secondly, when the local currency depreciates against foreign currency, the cost of imported raw materials increases, hence increasing expenses in terms of production. In this situation, the company must either absorb the extra costs and reduce profitability or it must put these costs on customers, which might impact demand and market competitiveness. In addition, sourcing costs may become higher which can squeeze cash flow and make the budgeting process more difficult.

Other important operating expenses like travelling costs, transportation fees and license fees for international trade have also been affected by currency fluctuations. In a market where prices are a key differentiator and where it is a highly competitive one, the increased cost could erode profit margins even further. Furthermore, uncertainty is added by volatility in currency exchange rates, which makes it difficult for LY Furniture to predict costs and set competitive pricing strategies. This environment can hinder the company to maintain its market share and maintain its profitability consistently.

6.0 DISCUSSION AND RECOMMENDATION

6.1 Strength Recommendation

6.1.1 Internet of Things (IOT) Technology

The implementation of Internet of Things (IoT) technology enables LY Furniture to enhance both improvement processes and innovation practices. The Internet of Things operates by installing sensors and devices that generate immediate data for monitoring business elements including energy usage and machine operations and organizational resource utilization. The use of smart sensors by LY Furniture as IoT solutions enables tracking of energy consumption together with the detection of wasteful operations. The system will identify machines that use more energy than their projected levels allowing maintenance teams to conduct inspections or optimize their performance. The waste reduction and operational cost savings stem from this practice.

Research and development investments together with investment in R&D will drive continuous improvement efforts. Through innovative exploration of waste reduction methods along with resource efficiency improvements LY Furniture will lead their market while developing new production innovations which decrease environmental impact and boost total business output. General Electric (GE) serves as a great example of this approach. Real-time energy monitoring takes place at their facilities through IoT-enabled sensors installed by LY Furniture. The sensors monitor electricity usage alongside temperature and equipment performance to reveal operational inefficiencies that GE then uses for optimizing energy use to achieve cost reduction and sustainability. Implementing IoT solutions, like smart sensors, allows the company to track energy consumption and identify inefficiencies, leading to optimized resource use and cost savings (Alzly, Khaleel, 2023)

6.1.2 Establishing a Safety Committee

LY Furniture can sustain and expand its strength by fostering collaboration and feedback from employees at all levels to continuously refine its safety practices. Establishing a Safety Committee comprising workers and management representatives can provide valuable insights into day-to-day risks and practical solutions. For example, introducing an anonymous reporting system for potential hazards can encourage employees to actively participate in risk identification without fear of reprisal. This inclusive approach not only strengthens the company's safety culture but also ensures that improvements are grounded in real workplace experiences, leading to even lower injury rates and enhanced employee satisfaction.

A study published highlights the importance of employee collaboration and feedback in enhancing workplace safety. The research found that involving employees in safety committees and encouraging open communication through anonymous reporting systems significantly improves safety performance and employee morale. This inclusive approach ensures that safety practices are continuously refined based on real workplace experiences, leading to lower injury rates and higher employee satisfaction (Iyiola, Kolawole and Alzubi, Ahmad and Aljuhmani, Hasan, 2025)

6.2 Weakness Recommendation

6.2.1 Implement Document Management System and Cloud Storage

Digital tools including Document Management Systems (DMS) and cloud storage solutions create multiple benefits for LY Furniture. These systems enable efficient storage and quick file retrieval through document management features that let employees obtain important files across all locations with internet access. The system improves document safety while enabling group work through simultaneous access to shared files by employees.

LY Furniture can deploy its DMS to replace their traditional manual paper-based record management system. The employees spent extended periods looking through physical records before the change which produced delays together with inefficiency in their work processes. The DMS adoption allowed the organization to digitize all documents which they stored electronically through a cloud-based platform. Instant document retrieval was possible through the application of keywords allowing employees to access the latest version of their files. The new system enabled increased productivity by 30% at the same time that administrative costs decreased by 20%.

The implementation at LY Furniture would enhance operational speed while decreasing expenses and produce better workflows combined with decreased paper consumption for an environmentally friendly system. The digital storage combined with backup capabilities creates stronger data protection mechanisms that safeguard essential company documents from all types of damage and loss. In addition, A study highlights that implementing digital tools in administrative settings can lead to significant cost savings and efficiency improvements. The study emphasizes that digitization efforts streamline bureaucratic operations and reduce the reliance on manual processes, ultimately enhancing overall performance (U. Raymond, Okoro, 2013)

6.2.3 Enhance Employee Parking Facilities & Upgrade Access Control Systems for Interns

The improvement that LY Furniture can implement for employee parking locations so that it can produce noticeable benefits for work environment comfort and job performance. Employees who need significant time to find appropriate parking spots end up being less efficient because of their frustration levels. LY Furniture should both enlarge its current parking zone and create a shuttle service connecting off-site parking locations to the work premises. A well-organized parking management system enables the company to establish an easier working space that saves staff from distracting parking-related challenges. Well-managed parking facilities can reduce the time employees spend searching for parking, thereby increasing their overall productivity (Litman, 2024)

The recommendation of access control systems for interns will both improve their ability to navigate the organization and deliver a better internship experience. The restricted access to essential areas creates slow-downs which forces interns to select longer ways or request help when finishing basic assignments. The access card system which includes all required entrances will enable free movement so interns can dedicate more time to their tasks instead of facing access-related obstacles. Such access promotes intern contentment alongside organizational progress through its representation of an inclusive working environment that supports all members of staff.

6.3 Opportunities Recommendation

6.3.1 Specialized Loyalty Programs

LY Furniture should build stronger collaboration with its loyal customers and agents through specialized loyalty programs combined with shared marketing activities to maximize the benefits from its strategic partnerships. The company should provide special discounts together with early product access and reward system incentives to clients and agents who drive ongoing business expansion. The company should activate agent-provided local market insights to create bespoke furniture solutions along with regional collection designs which cater to customer-specific market preferences.

The implementation of these opportunities will help LY Furniture attain the following outcomes. The combination of loyalty programs that offer personalized benefits helps retain customers which results in sustained long-term business revenue. International market penetration together with revenue diversification becomes more rapid through agent partnerships when agents assist with new market development. This strategic initiative enhances LY Furniture's status as an industry-trusted partner while creating market dominance which results in enduring business expansion and wider customer acquisition throughout domestic and global markets. A study published in the Journal of the Academy of Marketing Science provides strong evidence that loyalty programs enhance customer loyalty, particularly through personalized benefits and reward systems. The research found that loyalty programs significantly improve behavioral loyalty, which leads to sustained long-term business revenue (Belli, 2022)

6.3.2 Advanced Supply Chain Technologies

LY Furniture can boost its sustainable sourcing potential by implementing advanced supply chain technologies and certifications which will establish transparent and accountable operations. The company should use blockchain and ERP systems as digital tracking solutions which monitor raw material origin and quality in real time and maintain sustainability standards. The company can boost its sustainable appeal by acquiring certifications which combine FSC standards for Forest Stewardship Council wood sourcing with ISO 14001 systems for environmental management (Ince, 2023). The company should build its subcontractor base to include suppliers with matching sustainability principles and explore cost-efficient eco-friendly material supply from new markets.

These proposed actions lead to major effects. Supply chain technology and certifications will help the company build superior brand value so environmentally mindful customers and businesses choose it as their preferred supplier. Sustainability certifications can serve as purchasing criteria for premium international markets which these efforts could help the company enter. The reduction of costs and improvement of production timelines and product quality can be achieved through supply chain optimization and subcontractor network expansion. The sustainable manufacturing practices at LY Furniture give them leadership status while boosting both their revenue performance and their market uniqueness.

6.4 Threats Recommendation

6.4.1 Diversify Supplier

Supply chain diversity reduces business dependency on one supplier or geographical region because it spreads supply operations throughout different areas. LY Corporation builds supply chain resilience through its practice of acquiring materials from suppliers positioned across various global areas. The distribution strategy protects businesses from localized disasters affecting specific regions that disrupt supplier operations.

The COVID-19 pandemic caused many businesses to encounter serious disruptions in their supply chains after concentrating their supplier networks in affected areas. The companies which broadened their supplier network maintained stable operations while fulfilling customer requirements. The risk-diversification benefits of the company extend to supplier flexibility which enables them to switch between different sources if one of their suppliers experiences operational challenges. The role of supply chain diversification in mitigating the negative effects of supply chain disruptions in COVID-19 (Qiang Wang, 2023)

6.4.2 Financial Risk Management

LY Furniture can do regular monitoring and analysis. By continuously monitoring exchange rate trends and conducting regular financial analysis are essential for anticipating and responding to currency risks. By keeping a close watch on currency movements, LY Furniture can identify potential risks early and take proactive measures to mitigate them. This involves using financial tools and software to track exchange rates, analyze historical data, and forecast future trends. Regular financial analysis helps the company understand the impact of currency fluctuations on its operations and make informed decisions about pricing, budgeting, and financial planning. the importance of understanding exchange rate dynamics and employing effective risk management strategies to mitigate the impact of currency fluctuations.

Furthermore, Ly Furniture can seek advice from financial experts or institutions specializing in foreign exchange risk management and can provide LY Furniture with tailored strategies to manage currency risks effectively. Financial experts can offer insights into the best hedging instruments, such as forward contracts, options, and swaps, to protect against adverse currency movements. They can also help the company develop a comprehensive risk management plan that aligns with its financial goals and risk tolerance. Engaging with professionals ensures that LY Furniture stays updated on the latest market trends and regulatory changes, enabling it to navigate the complexities of foreign exchange risk management more effectively.

7. CONCLUSION

The significance of practical experience in workplace dynamics, communication, problem solving and interpersonal skills is provided by internships to the students. It is because it's really beneficial for students who don't have any job experience because they're learning more and more. This lets them study and comprehend the management, the production and operation processes of a company. It was a great opportunity to work as a procurement trainee in LY Furniture Sdn. Bhd.

Through this experience, I have gotten the opportunity to be able to interact with suppliers effectively and to do procurement work. It is the success of every intern, their ability to take transferable skills that are very much sought by employers from all ranges of industries. Internships provide a means of showing how much knowledge and how well you can perform your tasks. I was given different tasks by my supervisor, which included proficiency in data analysis, Microsoft Office applications and effective communication.

I also had the privilege of carrying out administrative tasks and witnessing operations inside the supply chain. I have also developed confidence and competence in workplace interactions. With these skills, I am confident to meet the objectives of my internship and other career milestones to come. This has made me interested in supply chain and logistics as a long term career because of my interest in procurement, business operations and supplier management. The other thing I did with this project was to explore strategies to help increase procurement efficiency and also to improve supplier relationships in the future, which I've found to be quite valuable.

I am very thankful to the purchasing team at LY Furniture for helping me throughout my internship. This experience would not have been as rewarding if they had not been our mentorship and teamwork. Similarly, LY Furniture has also helped me in transitioning into the professional world and helped me to develop my skills and lay a strong foundation for my career.

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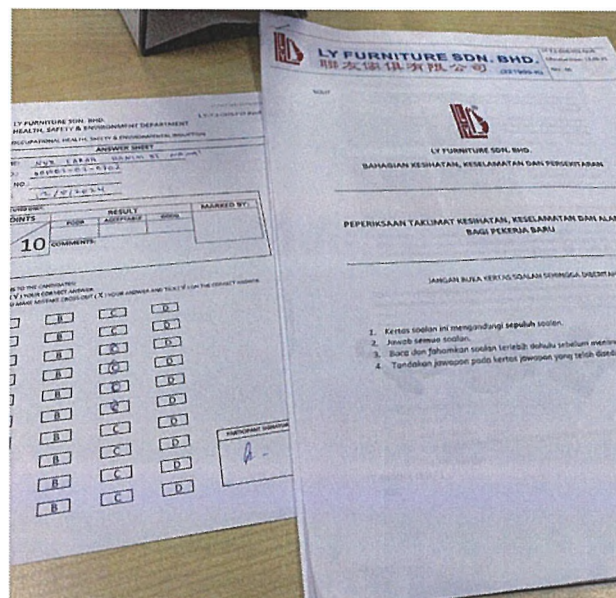
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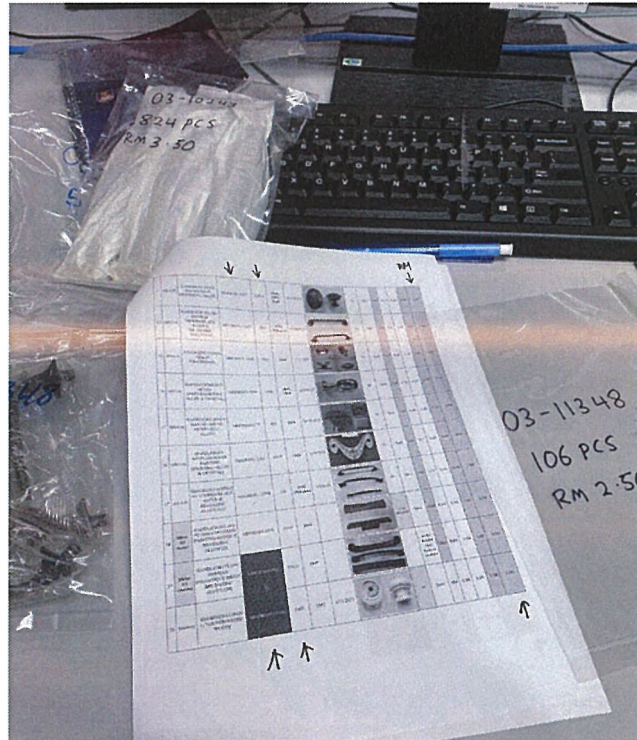
APPENDICES



Access card for clocking in and clocking out.



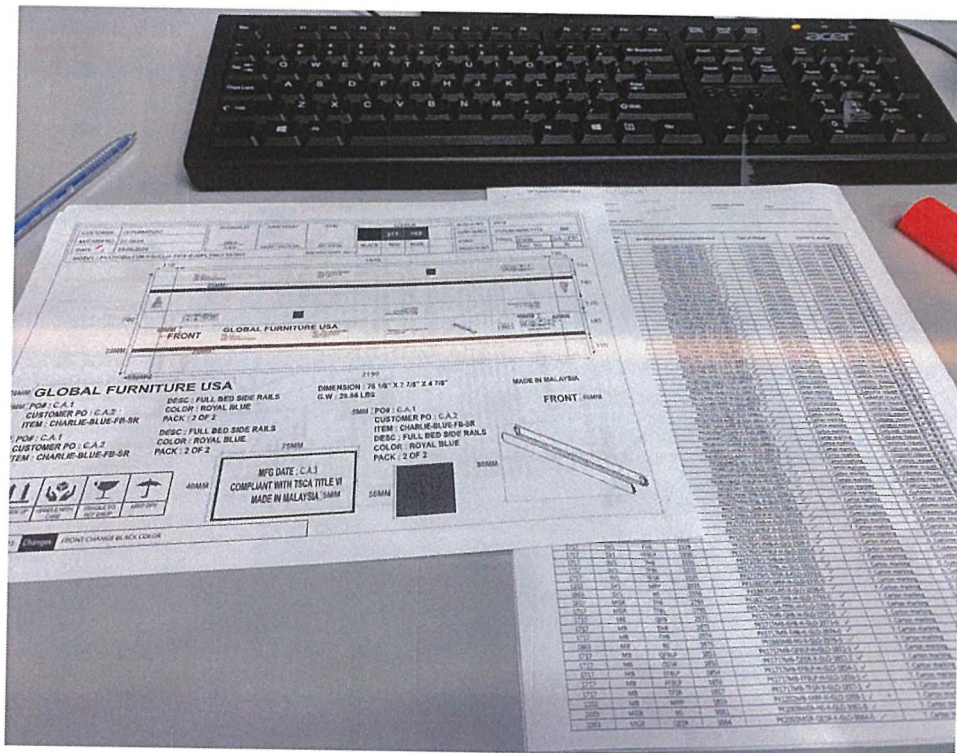
The examination taken during induction training.



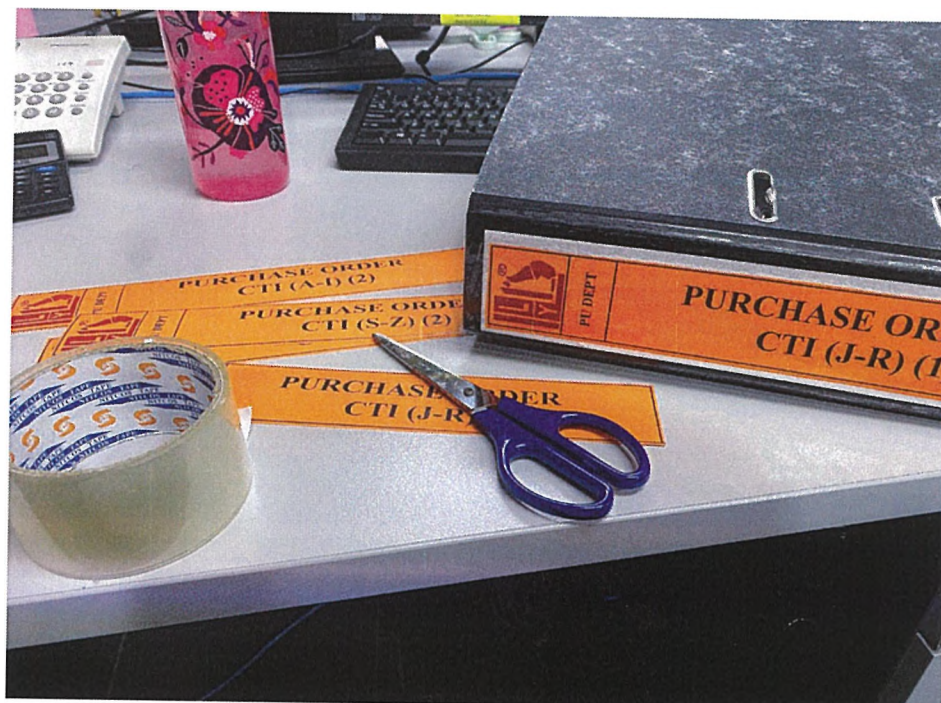
Check and packing sample material



Attend company event: Blood Donation



Carton Marking Tasks



Some of the Clerical Duties



With my supervisor, Chan Ling Ling on my last day of internship



Purchasing and Procurement Department