



UNIVERSITI
TEKNOLOGI
MARA

HRM666 | HUMAN RESOURCE DEVELOPMENT

INDUSTRIAL TRAINING REPORT

AT IMPROVAGE PRECISION SDN BHD



Prepared by

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Student ID

2022755401

Program

BA243

SURAT KEBENARAN

Tarikh : 13.01.2025.....

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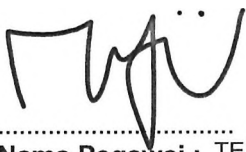
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.....
Nama Pegawai : TEE SYI RUI
Jawatan : HUMAN RESOURCE AND ADMIN MANAGER
No. Tel. :
No. Faks :

Cop jabatan/organisasi:



EXECUTIVE SUMMARY

This industrial training report is an overview of my experience for 24 week practical training at Improvage Precision Sdn Bhd, where I was assigned as a Human Resource and Administrative Assistant (Intern) in the Human Resource and Administration Department. During the practical training period, which ran from August 5, 2024 to January 17, 2025, I was able to obtain hands-on experiences in a variety of human resource management and administrative tasks. These practical experiences improved my professional abilities by overcoming the gap between academic knowledge and actual HR procedures.

Along with introducing a perspective of the company's details and background, this report also summarises my journey throughout the industrial practical training in this company, discussing my tasks, responsibilities, activities accomplished, learning opportunities, information developed, difficulties faced and solutions taken. Additionally, there will also be discussion on SWOT analysis that summarize Improvage Precision Sdn Bhd's strength, weakness, threat and opportunity along with recommendations on how to leverage it.

Overall, my industrial training program at Improvage Precision Sdn Bhd's has been very helpful in both my professional and personal development. In order to better prepare me for a future employment career in the human resource field, it has strengthened my understanding of company governance, labor legislation, employee relations and HR operations.




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ACKNOWLEDGEMENT

I want to sincerely thank and express my deepest gratitude to Improvage Precision Sdn Bhd for giving me the priceless chance to complete my industrial training at their respected company. I would especially like to thank my supervisor, Mrs. Tee Syi Rui and coworkers in the Human Resources and Administrative Departments for their continuous support, encouragement and direction during the training journey. My learning experience was substantially enhanced by their readiness to share their knowledge and experience, which enabled me to acquire critical abilities in Human Resource and Administrative management.

I am also appreciative of my academic institution and advisor for their ongoing assistance and expertise, which helped me become ready and adapt for this adventure in the corporate setting. The concept and ideas presented in class were successfully applied in HR practices which enable filling the gap between academic learning and real-world implementation. I have been inspired to complete the training and acquire significant industry experience by their support and guidance.

Additionally, I also want to thank my family and friends for their constant support and encouragement during this practical training journey. Their encouragement kept me going, especially when things became tough. Their endless support and understanding helped to ease the difficult time I had.

Once again, I want to sincerely thank everyone who has helped to make this industrial training experience fulfilling and meaningful. I sincerely value the insightful professional experiences, priceless lessons and personal development I have acquired along the way. I have no doubt that the skills and information I have gained from this internship will be a great starting point for my future work in human resource management.



STUDENT'S PROFILE

UPDATED RESUME

NURUL NAJIHA

I am a fresh graduated student of Universiti Teknologi MARA pursuing in Human Resources, currently seeking for a job that gives me opportunities to learn, innovate, enhance my skills and strengths in conjunction with company's goals as well as gain work experience for the future development of myself.

EDUCATION

Bachelor of Business Administration (Hons.) Human Resource Management | 2022 - 2025
Universiti Teknologi MARA

Matriculation in Accountancy | 2017 - 2018
Kolej Matrikulasi Pahang

Sijil Pendidikan Malaysia (SPM) | 2016
SMK Sultan Abu Bakar

WORK EXPERIENCE

Human Resource and Admin Assistant (Intern) | Aug 2024 - Jan 2025
Improvage Precision Sdn Bhd

Sales Promoter | Oct 2021 - Nov 2021
Vern's Holding Sdn Bhd

Crew Assistance | Jan 2019 - Dec 2020
Restaurant

EXTRA-CURRICULAR ACTIVITIES

Secretary for Programme: Pathway to Professionalism: Mastering Career Etiquette | June 2024

Protocol Bureau for Webinar: Superpowers vs Skill Gaps – How to Win in the Malaysian Talent Market | June 2024

Multimedia Bureau for Infographic Booth Presentation Programme | June 2024

Participation of Coffee Talk with Alumni (Etiquette and Professionalism) | June 2024

Participation of Industrial Relations Talk: The Laws and Practice on Disciplinary Action and Terminations | Dec 2023

Organized Webinar: Business Registration with Company Commision of Malaysia | Nov 2023

Participation of Malaysia Digital Economy (MDEC) Programme | Oct 2023

Assistant Project Director and Emcee in Participant Development Programme (PDP) (Outdoor) | June 2023

Service-Learning Malaysia University for Society (SULAM) | June 2023

Bureau of "Battle of the Peers" Programme | June 2023

AWARD AND CERTIFICATION

Dean's List Awards

Semesters in Faculty Business Administration, UiTM

International Teaching Aid Competition iTAC 2023

Silver Award

Learning through Play: MMBG Xtra

2nd Place Winner

Global Online Workforce (GLOW) Programme 2022

LANGUAGE

Malay

Writing: Excellent

Speaking: Excellent

English

Writing: Excellent

Speaking: Excellent

GENERAL SKILLS

Presentation		92%
Teamwork		90%
Problem Solving		85%
Reporting		90%

IT SKILLS

Microsoft Office		95%
Graphic Editing		80%
Video Editing		70%
Adobe Photoshop		50%

REFERENCE

Dr. Rachel Samuel A/P Samuel

Senior Lecturer

Universiti Teknologi MARA

Kampus Bandaraya Melaka

COMPANY'S PROFILE



Figure 1 Logo of Improvage Precision Sdn Bhd



Figure 2 Improvage Precision Sdn Bhd's building

Table 1 Details of the company

Company's name	Improvage Precision Sdn Bhd
Location	No. 1 Jalan TU 44, Taman Tasik Utama, Bukit Katil, 75450 Hang Tuah Jaya, Melaka.
Operation hour	8:30 am - 6:30 pm

BACKGROUND OF COMPANY



Figure 3 Dato' Tee Choon Huat, Founder and Managing Director of Improvage Precision Sdn Bhd

Improvage Precision Sdn Bhd is a well-established Malaysian company that specializes in high-precision engineering and manufacturing solutions. Improvage Precision was established in 1996 by Malaysian businessman, Dato' Tee Choon Huat, who also acts as its managing director. He first rented a factory in Cheng for the business operation. Since then, the company has expanded significantly. Over the past three years, the business has relocated to a new location at No. 1 Jalan TU 44, Taman Tasik Utama, Bukit Katil 75450 Hang Tuah Jaya, Melaka.

The name Improvage reflects the company's goals to "Improve with Age", which highlight innovation, constant development and their dedication to quality. The company, which began with just a few workers in a rented factory has grown to become one of the recognized leaders in the precision tooling and machining sector, serving both local and international markets.

Because of its excellent quality and dependability, Improvage Precision Sdn Bhd has been a well-known industry and has won significant honors like the “Supplier of the Year Award”, “Zero Defect Award” and the “Golden Bull Award”. The company, which specialized in precision machining moved into semiconductor machine assembly and testing in 2006 and aerospace manufacturing in 2009.



Figure 4 Several awards achieved by Improvage Precision Sdn Bhd

The company provides precision engineering solutions and machining solutions, specializing in the manufacturing of aerospace components and parts, semiconductor and automation tools, dies, machine parts and equipment parts. Improvage uses advanced machinery and highly skilled workforce to produce dependable, high quality products that are able to fulfill changing market expectations. Among their primary products and services are injection mold components, jigs and fixtures, high precision machining (carbide and ceramic) and precision tooling (trim and form). Improvage able to provide clients with excellent products and services in the high-tech equipment industry thanks to years of technical experience and dedication to quality.

VISION

To be the Top Supplier of the choice in the field of high quality precision of products, components and parts for Aerospace industry, Semiconductor industry and Automation industry.

MISSION

1. To continuously improve the business by putting forward New Ideas and working very closely with our clients.
2. To create greater value in the area of Quality, Delivery, Competitive Price, and Services & Support.

OBJECTIVE

1. Deliver High-Quality Precision Products
2. Enhance Technological Capabilities
3. Expand Market Reach
4. Sustain Operational Excellence
5. Foster Strong Customer Relationships

GOALS

1. Achieve Sustainable Growth
2. Enhance Workforce Competency
3. Increase Profitability and Market Share
4. Invest in Research and Development

ORGANIZATIONAL STRUCTURE



Figure 5 Organizational Chart of Improvage Precision Sdn Bhd

Improvage Precision Sdn Bhd has a structured and hierarchical organizational framework in order to ensure smooth operations and efficient management across various departments. At the top hierarchy is the founder and managing director, Dato' Tee Choon Huat. He sets strategic direction, decision-making process and supervises the company's overall growth. Reporting directly to the managing director are finance director, Datin Quek Sock Luang and operations director, Mr. Tee Yu Jing. Finance director oversee important aspects of the business's financial meanwhile operation director responsible for key aspects of company's operational functions.

Under the Finance Director are the Human Resource (HR) and Admin Manager and Accountant. HR and Admin Manager is responsible for managing human resource activities, including recruitment, employee welfare, and administrative functions. Meanwhile, the Accountant manages financial transactions, budgeting, and auditing to maintain the company's financial stability.

The senior operations manager, who is in charge of several departments related to the company's main manufacturing and production processes, is under the direction of the operations director. Supply chain, quality control, production, engineering, logistic and warehouse, job planner are some of these departments. A dedicated manager oversees each department, ensuring productivity and efficiency in their respective fields. Business technology is also under direction of the operations director.

Improvage Precision Sdn Bhd is able to streamline its operations, sustain high standards of quality and promote departmental collaboration because of its well defined organization. The company's position as an industry leader is largely attributed to the efficient operation of its precise engineering and manufacturing processes, which are made possible by clearly defined roles and responsibilities

PRODUCTS OR SERVICES

Automation Parts



Die Set



Trim & Form



Carbide Dies



Carbide Punches



Aerospace Parts



Improvage Precision Sdn Bhd specializes in high precision engineering and manufacturing solutions tailored to several industries including aerospace and semiconductor and automation industry. The company provides a wide range of products and services, including injection mold parts, CNC machining, high precision machining (carbide and ceramic), precision tooling (trim and form), jigs and fixtures, automation parts and aerospace components. These services fulfill the demands of customers who want parts and equipment with high precision and quality.

Moreover, Improvage also offers specialized engineering solutions that include design, prototyping and manufacturing in order to satisfy customer requirements. As a way to ensure high reliability and compliance to industry standards, the company has also expanded into aerospace manufacturing and semiconductor machine assembly and testing. Quality assurance is an important component of their operation process with strict inspection and procedures applied to ensure zero-defect output. By utilizing advanced technology, skilled workforce and ongoing innovation and improvement, Improvage Precision Sdn Bhd continues to be an established company in the precision engineering sector.

TRAINING'S REFLECTION

DURATION OF TRAINING

My industrial training journey at Improvage Precision Sdn Bhd was for 24 weeks starting from 5th August 2024 until 17th January 2025. Then, I continued working there until 22nd January 2025 to help cover job for Cut Off Report due to lack of staff to handle. During this period, I worked five days a week, Monday to Friday, from 8:30 AM to 6:30 PM. This structured work schedule allowed me to gain extensive exposure to corporate operations and experience the professional discipline of a full-time work environment.

Table 2 Working schedule at Improvage Precision Sdn Bhd

DAY	TIME	LUNCH BREAK
MONDAY	8:30am - 6:30 pm	12.30 pm - 1.30 pm
TUESDAY	8:30am - 6:30 pm	12.30 pm - 1.30 pm
WEDNESDAY	8:30am - 6:30 pm	12.30 pm - 1.30 pm
THURSDAY	8:30am - 6:30 pm	12.30 pm - 1.30 pm
FRIDAY	8:30am - 6:30 pm	12.30 pm - 1.30 pm
SATURDAY	OFFDAY	
SUNDAY	OFF DAY	

DETAILS OF TRAINING

Throughout the 24 weeks of industrial training at Improvage Precision Sdn Bhd, it has been a great and beneficial experience for me. From someone who has never been in corporate job, this experience has built a new me with a mature experience.

During my practical training, I was being assigned as Human Resource and Admin Assistant (Intern). My job is where I manage Human Resource (HR) and admin-related tasks. The tasks I received were diverse and provided many new experiences. Although only as a practical student, my role was not too limited. In fact, I was given the opportunity and exposed to various tasks performed by a Human Resource. I was trained for less than 2 months before I fully take over of the tasks of my colleague who was on maternity leave. For the entire time, I can say that I was able to complete tasks independently quite well with very little supervision.

Throughout my journey as an Human Resource (HR) and admin intern at Improvage, I actively participated in a variety of HR processes, which gave me practical experience in corporate governance, policy implementation and employee management. One of my key responsibilities was handling payroll processes, including preparing cut-off reports for overtime by checking records in Leego system, as well as managing claims, out going pass (OGP), out going pass business (OGP(B)), attendance allowances and night shift allowances. I also used SQL software to key in overtime and out going pass (OGP) data accurately. This experience helped me understand statutory contributions, compensation policies and salary structure.

Additionally, I worked with company software which is Infotech to monitor daily employee attendance and leave records, ensuring proper tracking of lateness and absences. Apart from payroll-related tasks, I assisted with onboarding and offboarding procedures which included preparing checklists for new and resigned employees, registering ID numbers in various systems used by company and organizing employee personal files, documents and company property records. I handle personnel records, making sure that sensitive data was handled accurately and discreetly.

Furthermore, I had the opportunity to handle several job fairs and assist in recruitment activities, including resume screening and interview coordination, which improved my ability to assess candidate qualifications and match them with organizational needs. Below are pictures during the job fairs I went which was at Adtec Melaka and the second time was at Perkeso.



Figure 6 and Figure 7 Job fair at Adtec Melaka



Figure 8 and Figure 9 Job fair at Perkeso

Moreover, I played a role in office administration by coordinating and maintaining general office files, handling phone calls and emails, and managing general office correspondence. Others tasks include creating HR-related paperwork, keeping track of papers, making sure business standards were followed, as well as ensuring health and safety compliance in the office by helping to implement workplace safety measures and policies.

Other than that, I provided employee support by addressing various HR-related queries, ensuring that employees had a clear understanding of company policies and procedures. This include assisting employees with leave applications, guiding them through the process and ensuring proper documentation. In addition, I helped clarify workplace policies, company regulations and overtime payment issues which address any concerns employees had regarding their overtime calculations, allowances and payment schedules.

My internship experience at Improvage Precision Sdn Bhd allowed me gained a thorough understanding of HR operations and their crucial role in a firm by participating in these tasks. Thus, these job tasks and responsibilities allowed me to gain hands-on experience in various aspects of human resource management and administrative operations which help to enhance my skills in organization, attention to detail and compliance with company policies.



Figure 10 My workspace during internship

GAINS

This industrial training provides both intrinsic and extrinsic benefits which has greatly contributed to my professional and personal development.

One of the most valuable intrinsic gains from my internship at Improvage Precision Sdn Bhd was the experience I gained in understanding how organization operates behind the scenes. Although theoretical knowledge serves as a basis, practical experience enabled me to observe directly how the departments collaborate to ensure smooth business operations. As part of the Human Resource and Administrative department, I witnessed the critical role HR plays in the organization. I also learned more about workplace ethics, employee relations and corporate culture, all of which are essential to ensure a developing workplace. This experience gave me a deeper understanding of organizational dynamics and how different departments work together to achieve company goals.

Another key aspects of my learning is skills development. My communication and interpersonal skills improved significantly as I interacted with employees, management teams, HR personnel and job applicants. During my internship as well, I had the opportunity to work with employees from various nationalities, both from within and outside Malaysia. This diverse workplace environment required me to communicate effectively with individuals from different cultural and linguistic backgrounds. Despite facing communications barriers such as language differences, I made a conscious effort to engage with everyone professionally and clearly. This experience significantly enhanced my communication abilities, improving my adaptability, patience and interpersonal skills. By interacting with a diverse workforce, I gained confidence in conveying information accurately, whether in verbal or written form and learned to adjust my communication approach to ensure clarity and mutual understanding.

Additionally, my ability in problem-solving was improved by this experience as I came into real HR challenges and learned how to successfully handle them. I also developed strong organizational and time management skills, as I had to manage multiple tasks while ensuring efficiency and accuracy. The experienced I had during the practical

training also enhanced my ability to work under pressure and meet deadlines, particularly during peak periods such as payroll processing. Thus, I even work overtime for several times in order to settle down urgent tasks. This experience also help in developing critical thinking skills which allowing me to make wise decision and contribute effectively to HR operations as my job requires me to be flexible and multi-tasking.

Moreover, my job are often related to the frequent use of computers and software such as SQL, Infotech, Leego, CAPA and Microsoft Excel. From here, I developed technical skills related to HR software systems, administrative procedures and personnel data management, all of which will help me in my future career.

Furthermore, my internship provided invaluable knowledge about HR practices, office operations and employee management. Through the hands-on experience in human resource management, I gained a comprehensive understanding of HR processes, from recruitment to employee engagement and administrative compliance. I learned about recruitment process, familiarize myself with technical aspects of HR management, enhanced understanding of company policies, labor laws and workplace regulations. This comprehensive knowledge not only enhanced my academic understanding but also gave me hands-on experience with HR procedures which could be essential for my future career in the field. Thus, all of these has deepened my understanding of business functions.

From an extrinsic perspective, I received monthly internship allowance during my industrial training period. Although gaining experience and knowledge is the main purposes of an internship, receiving monthly allowance was a way of recognition and motivation.

Another significant benefit gain is career advancement, since my internship acted as a starting point for my future professional development. I was able to obtain practical experience by being exposed to real world of HR functions which will be very valuable in securing future job in the human resource management field. I have the chance to develop HR and administrative skills that would improve my employability as well as boost my resume. This experience has prepared me to transition

smoothly into full-time employment as I am now has better understanding and familiar with HR policies, procedures and best practices. The skills and knowledge gained will give me a competitive advantage when applying for HR related positions in the future.

Other than that, the internship provided networking opportunities that allowed me to connect with colleagues and professionals in the HR and administrative fields. During my training, I got the opportunity to engage with HR personnel, company executives and employees from different backgrounds and countries. This enabled me to build professional relationships, gain insights into various HR practices and seek guidance from experienced individuals. Building these connections will help me in my future career since networking may result in professional development, job opportunities and mentoring. In addition, I able to develop my interpersonal skills, adapt to various communication styles and learn the importance of teamwork in corporate setting. The relationship I made during my internship could be beneficial in the long run, potentially opening doors to future career opportunities.

SWOT

ANALYSIS

STRENGTHS

1. Systematic Work Management and Clear Workflow
2. Specialized Expertise and Skilled Workforce

WEAKNESSES

1. Limited Employee Benefits and Engagement Initiatives
2. High Dependency on Specialized Workforce

OPPORTUNITIES

1. Implementation of Technological Advancements
2. Expansion into New Industries and Markets

THREATS

1. Economic Fluctuations and Supply Chain Disruptions
2. Intense Competition

DISCUSSION AND RECOMMENDATION

STRENGTHS

(1) Systematic Work Management and Clear Workflow

Improvage Precision Sdn Bhd's systematic and well organized workflow management is one of its key strengths. The company's well-defined organizational structure helps lead to effective coordination, ensuring efficiency and smoothness across each department. Each department has their individual role and set of responsibilities. As for marketing, their main part is to look for customers and sales, Business Development and Sales Management (BDSM) Department, they handle and manage client relationship and inquiries, Engineering Department designs and modifies product drawing based on customer specifications, Supply Chain and Procurement Department manages purchasing of raw materials and equipments, Job Planning Department, they plans and schedules production activities to ensure smooth operations, Production Department executes manufacturing operations based on planned schedules, Quality Control (QC) Department do inspections on products to ensure they meet customer specifications, Human Resource and Administration Department ensures stable workforce, proper employee management and overall company organization, meanwhile Finance and Accounting Department ensures financial stability and supports the company's growth strategies.

Production is the backbone of the company, ensuring that high quality products are manufactured and delivered on time are made possible by the existence of a job planning department who plan on scheduling and coordination. Employees get a clear picture of the work to be done and can easily follow a well-defined workflow and procedure.

Therefore, it is important to have a well-organized system like Improvage Precision Sdn Bhd which can also guarantee that every production stage is thoroughly planned and carried out on time.

With a systematic work management and clear workflow can ensure the efficiency, smoothness of operations, effective collaboration, reduce mistakes and sustain high level of productivity. Moreover, the company's reputation improved by its ability to provide high quality precision products on time, which results in repeat customers and long-term business relationships.

Recommendations:

In order to maintain this existing strength in Improvage Precision Sdn Bhd, the company could actually integrate Enterprise Resource Planning (ERP) tools which can improve real-time production and resource allocation tracking (Atkar, 2024). According to Syamsuddin et al. (2023), implementing ERP systems in manufacturing companies positively correlates with improved operational efficiency. Moreover, Improvage Precision Sdn Bhd should also carry out an audit process on a regular basis to find any problems, obstacles and areas that might need improvement.

(2) Specialized Expertise and Skilled Workforce

Another major strength of Improvage Precision Sdn Bhd is its highly skilled employees with expertise in precision engineering. Technically, skilled employees are employed by Improvage Precision Sdn Bhd in CNC Milling, CNC Turning, EDM, Wirecut, Grinding and Profile Grinding, by which all these departments required essential precision production processes. Not only that, they also have their own programmers that handle program systems in production such as CNC machine programming, troubleshooting and debugging. The workforce in this company is made up of employees with relevant experience, specialized training and industry certificates which gives the company a competitive edge in providing high precision output that satisfy industry requirements. This strength of Improvage Precision Sdn Bhd can result in high levels of customer satisfaction and enhance the reputation of the company, which in turn, attracts many loyal customers to keep in business with Improvage Precision Sdn Bhd. Because of this expertise as well, Improvage Precision is able to provide services to sectors where accuracy and quality are essential, such as semiconductors and aerospace industry.

Recommendations:

These skilled workforce are considered to be valuable assets to the company. Therefore, Improvage Precision should take care of their employees well. They should prioritise their employees retention by providing competitive compensation, given opportunities for professional growth and ongoing skill enhancement initiatives in order to maintain this strength. All of these attractive benefits can attract and also retain skilled employees to keep on servicing the company (Suriati et al., 2024). Moreover, Improvage Precision may also form partnerships with technical training institutions to build a pool of qualified people and as a source of skilled workers. Example of an institution is Universiti Teknikal Melaka (UTeM) which is located next to the company.

WEAKNESSES

(1) Limited Employee Benefits and Engagement Initiatives

Limited employee benefits and lack of engagement initiatives are major weaknesses faced by Improvage Precision Sdn Bhd. The company faces challenges offering its employees optimal benefits and limited employee engagement activities which might have an impact on employee morale and overall job satisfaction. The benefits here include medical benefits. The company's medical claim coverage is limited, significantly lower than the market standard, where some other companies offer claims up to RM1,000.

Additionally, healthcare claims are restricted to treatments at specific panel clinics by which Improvage Precision currently has only two panel clinics. This can be difficult for some of the employees to be able to go to get treatment at the panel clinics due to the situation that the location is quite far from their residence place. Additionally, Improvage Precision Sdn Bhd is lacking in organising engagement activities for employees. The company does not consistently organize annual dinner or team building activities or other employee engagement activities each year. Thus, the allocated budget for team building activities is minimal, which limits opportunities for developing a feeling of community and collaboration among employees.

The lack of benefits for these employees will have the effect of lowering employee morale and job satisfaction. The reason for this is because employees will feel less interested and could somehow make them feel they are not being appreciated by the company due to many shortcomings compared to other companies that offer various interesting benefits and take care of the needs and welfare of employees. The bonding and teamwork among employees might also be affected as there is a lack of engagement initiatives in the company.

Recommendations:

Addressing these gaps could enhance employee satisfaction and strengthen the company's ability to attract and retain top talent. First of all, Improvage Precision could increase benefits for the employees such as increase medical claims and add up more panel clinics. Improvage Precision should also frequently reward those employees that have great performance in their job. This can help to make employees feel more appreciated, increase their motivation to be consistent with their performance and compete healthily among employees (Manzoor et al., 2021). Engagement activities are also essential in order to improve employee satisfaction, create a positive workplace culture and boost overall corporate performance (Sathish et al., 2024). Thus, Improvage Precision should allocate more budget for team building and engagement activities for their employees. The company can also hold and prepare a ceremony to celebrate festivals for all races in the company such as Chinese New Year, Hari Raya Aidilfitri and Deepavali. These initiatives can provide a happy working environment and can strengthen good relations between employees and employers. Furthermore, Improvage Precision can celebrate the birthday of employees for each month by which this can give a feeling of appreciation towards employees.

(2) High Dependency on Specialized Workforce

High dependence on specialized workforce can be a point of weakness for Improvage Precision. This company focuses a lot on recruiting a skilled workforce in specific departments. This is because the company needs workers who know how to operate the CNC machines and other precise technical equipment. This will cause difficulties for the company to find and replace qualified candidates for the job. Retaining employees could be hard as they could go for better options if they find the opportunities that are better than their current company. Therefore, if these skilled employees leave or resigned, Improvage Precision will have to replace the employee. If the company did not take advance preparation to manage this condition and to attract as well as retain employees, it would cause disruption in the production process. Production could be delayed and a decline in the quality of product could result from the loss of skilled workers. However, Improvage Precision faces difficulties in recruiting employees with qualifications and certificates in the sector. Even after attending several job fairs such as through the Perkeso event, Improvage Precision Sdn Bhd still has trouble obtaining qualified applicants with the required training and expertise. Most of the candidates failed the interviews as they are not fit for positions available at Improvage Precision. So, finding a skilled workforce could be challenging to Improvage Precision.

Recommendations:

In order to overcome this weakness, Improvage Precision Sdn Bhd should invest in internal training initiatives to develop talent and lessen its need for outside hires. As stated by Parmar (2020), this internal recruitment can be a cost-effective strategy for organizations, retaining stable employees with the required competence for a position and providing motivation for high performers. Recruiting fresh graduates and providing them with the necessary training can also be facilitated by collaborating with vocational schools and technical institutions such as Universiti Teknikal Malaysia Melaka (UTEM). Moreover, retaining existing skilled employees can be facilitated by providing better pay and opportunity for career advancement.

OPPORTUNITIES

(1) Implementation of Technological Advancements

In today's constantly shifting industrial environment, the implementation of advanced technologies like automation and artificial intelligence (AI) offers a significant potential for Improvage Precision Sdn Bhd. These innovative technologies may significantly give a positive impact to the company by which it can increase operating efficiency, lower costs and improve overall product quality when implemented into production processes. Improvage Precision may drastically reduce human error, shorten production process time period and maximize resource use by automating different manufacturing sections. Moreover, company precise's reputation for excellence in precise engineering may be enhanced by using AI-driven quality control systems to identify flaws and guarantee that products fulfill the strictest accuracy requirements.

Improvage Precision Sdn Bhd has the opportunity to implement automation and artificial intelligence (Ai) in its production. This implementation can give a big positive impact to the company as Ai-driven quality control can improve product accuracy, while automated solutions can reduce the need for manual labor, which in turn, cuts down on human error, manufacturing time and operating expenses.

Recommendations:

The implementation of Ai and automation is very useful for Improvage Precision as to keep ahead of the competition in order to maintain its competitiveness in the worldwide market, satisfy customer needs and guarantee of delivering high quality products (Williamson et al., 2021). Improvage Precision should invest in Industry 4.0 technology, modernize machinery and train their employees on smart manufacturing approaches to stay competitive. However, implementation of Ai and automation can be costly at an early stage but it can be cost saving in the long run. In order for Improvage Precision able to implement this, they can request for subsidies and financial support from the government.

(2) Expansion into New Industries and Markets

Improvage Precision Sdn Bhd has already expanded into precise engineering, aerospace and semiconductor industries. But, with all the advantages and sources in terms of machine and skilled workforce they have, they are able to generate new income streams by diversifying into other industries such as medical devices and automotive components. Improvage Precision is in a strong position to take advantage of developing new market potential because of the growing need for high precision components in these industries.

Entering international markets and new sectors has a significant influence. Long term stability and revenue growth may be achieved by breaking into new markets which can lessen reliance on a particular sector. The stability and resilience of the firm will be improved by broadening its customer base, particularly in times of economic downtime that may impact particular sectors. Access to a wider customer base may be gained by developing strong presence and branding in international markets including Singapore, Switzerland, USA, Austria, Netherlands and Germany. This will promote long-term growth and sustainability. Furthermore, Improvage Precision's position as a top precision engineering company may be enhanced by entering the medical and automotive industries.

Recommendations:

In order to utilize this opportunity, Improvage Precision should assign research and development (R&D) projects top priority in order to innovate and modify its products to meet the demands of the market (Liu et al., 2023). Forming strategic collaboration and partnerships with important figures in target sectors may speed up company growth and make market entrance easier. For example, if the company intends to go with the new sector of medical devices, they can cooperate with Dr. Mala Santhi who is a medical doctor and social media influencer.

THREATS

(1) Economic Fluctuations and Supply Chain Disruptions

Economic instability, worldwide recessions, material shortages and shifting raw materials costs leads to significant threats to Improve Precision's business operations. If any of these situations happens, it can seriously threaten and affect the company. Maintaining profitability might be difficult as a result of these factors, which can also result in lower demand from customers, higher manufacturing costs and financial strain. Supply chain interruptions caused by pandemics, trade restrictions or geopolitical problems can make matters worse by delaying the production process and reducing customer satisfaction.

These supply chain issues and economic instability can have a serious effect on the company. While rising material costs might reduce company's profit margins, customer order cancellations and project delays can cause revenue losses. Production schedules may be knocked off if the business cannot promptly get necessary raw materials, which might lead to dissatisfaction among customers and harm Improve Precision's reputation.

Recommendations:

Improve Precision should take proactive steps in order to lessen this threat by expanding its network of suppliers and decrease their reliance on a single source for essential supplies required by the company (Maemunah, 2024). Developing connections with several suppliers in various areas might offer backup sourcing choices in the event of supply chain interruptions. The impact of shortages can also be lessened by keeping extra stock of necessary supplies. Implementing cost-control approaches into practice such as optimizing the process of production and minimizing waste can also help ensure long-term resilience to economic fluctuations and financial stability (Suryawanshi, 2021).

(2) Intense Competition

There are many local and foreign companies competing for market share in the highly competitive precision engineering industry. It is challenging for Improvage Precision to retain qualified employees and attract fresh talent since so many other companies who are competitors to Improvage Precision Sdn Bhd that provide and offer more attractive employee benefits and higher offer rates. Furthermore, employees may also be tempted to quit if they find out the availability of job opportunities in larger international organizations in order to get greater pay and opportunity for professional advancement.

Improvage Precision faces strong competition from local and foreign companies such as Siemens AG and UPEC Precision Engineering who provide similar products and services like Improvage Precision. This competition can affect profit margins of Improvage Precision and thus, may become more challenging to retain highly qualified employees. If the other competitor's company offers better benefits packages, higher pay and better chances for professional advancement, this could lead to many employees choosing those company instead.

These pressures from competition can have a significant effect. Recruitment expenses may increase for Improvage Precision as well as production may suffer if the company has trouble keeping skilled employees. Operation can be disrupted by a high employee turnover rate, which can result in inefficiencies and lower productivity overall. Additionally, Improvage Precision may find it difficult to maintain profitability as a result of pricing constraints caused by increasing competition in the market.

Recommendations:

In order to counter this threat, Improvage Precision should concentrate on value up itself and enhance their brand reputation above its rival with higher quality products and value-added services. Enhancing employee benefits and making investment in company branding may help in recruiting, attracting and retaining top talent of employees (Ada, 2023). Improvage Precision can be more appealing and attractive from the result of providing competitive compensation packages, performance bonuses and the chances for professional advancements.



CONCLUSION

This report provides an in-depth overview of Improvage Precision Sdn Bhd, including information on its organizational structure, the company's activities, especially in manufacturing and precision engineering, invaluable internship experience and key insights gained during training period. Throughout the 24 week training period, I had the opportunity to engage in various HR-related tasks including payroll processing, employee performance reviews, labor laws and organizational development, which are all important aspects of human resource management. All of these has improved my skills in HR-related tasks and gave me insightful knowledge about business operations and workplace culture.

Additionally, the SWOT analysis of Improvage Precision Sdn Bhd identified both strengths and weaknesses within the organization as well as opportunities for growth and potential threats. By addressing and leveraging the SWOT analysis as well as focusing on continuous improvement and strategic planning, the company can strengthen its position in the industry, ensuring long-term success and competitiveness.

Overall, this internship has given me invaluable experience, knowledge and skills that contribute to both my personal and professional growth. All these gained will serve as a foundation for my future career development in the field of human resource management and business operations.



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APPENDICES



