



UNIVERSITI
TEKNOLOGI
MARA

Cawangan Melaka
Kampus Bandaraya Melaka

pca
GROUP

INDUSTRIAL TRAINING REPORT

Prepared By:

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Tarikh : 12/8/2025

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PRELEMINARY PAGES

EXECUTIVE SUMMARY

This internship report outlines the practical training and experience I gained during my five-month internship at PCA Group Sdn. Bhd., from 3rd March 2025 to 15th August 2025. I was placed under the Operations Department, specifically in the Sales Administration team, where I had the opportunity to learn about various administrative processes, operational workflows, and project management efforts in industrial engineering company. The experience allowed me to understand how internal documentation, scheduling, and interdepartmental communication are managed in real - life business settings, especially in support of large-scale projects for well-known corporate clients.

Throughout the internship, I was given several responsibilities that enhanced my exposure to day-to-day administrative functions. My tasks included maintaining project records, assisting in the issuance of invoices and delivery orders, preparing documents for deliveries, and liaising with internal teams regarding project status and logistic updates. I also supported the quotation process by updating pricing data, followed up on missing details clients records, and helped compile documentation for maintenance and shop fittings projects involving multinational companies. These duties allowed me to develop a practical understanding of how internal operations are managed and how every function supports the overall project cycle.

The internship gave me valuable insight into sales administration, document control, production tracking, and customer coordination. I became more proficient with the internal system and improved my attention to accuracy and efficiency in handling administrative tasks. Although I faced initial challenges adapting to a fast moving environment, I gradually improved my confidence and independence through asking questions, observing workflows, and applying feedback from my mentor and teammates. I also took initiative to record procedures and apply my academic learning in meaningful ways. Overall, this training has greatly strengthened my professionalism, accountability, and ability to contribute effectively within a team-oriented corporate environment.

ACKNOWLEDGEMENT

First and foremost, I would like to express my heartfelt gratitude to PCA Group Sdn. Bhd. for granting me the invaluable opportunity to undergo my industrial training at such a reputable and dynamic organization. Being selected as an intern under the Operations – Sales Administration team has been an immense privilege. This internship has not only enhanced my academic learning but has also provided me with meaningful exposure to real-world business operations in a multinational environment. The experience has broadened my understanding beyond classroom theory and offered a deeper insight into the professional workflows within a corporate setting.

I am especially thankful to my supervisor, Mr. Ridzuan bin Abd Kadir, for his continuous guidance, patience, and mentorship throughout my internship. His willingness to share knowledge, provide structured feedback, and involve me in relevant and challenging tasks greatly contributed to the growth of my technical and analytical skills. I had the opportunity to take part in project coordination, system training, workflow management, logistic, and real-time problem solving which have significantly boosted my confidence and professional capabilities.

My sincere appreciation also goes to all team members in the Operations Department, particularly those in the Sales Administration team, for their support, encouragement and warm camaraderie. I am truly grateful for the way they welcomed me, answered my questions patiently, guided me through various systems, and treated me as a valued team member. Their teamwork, professionalism and commitment have left a lasting impression and inspired me greatly.

Furthermore, I would like to thank my university, particularly the Faculty of Business and Management together with the Industrial Training Coordinator, for providing the academic foundation and continuous support that prepared me for this industry placement. Their structured curriculum and timely guidance played a crucial role in helping me transition into the workplace effectively.

Lastly, I am deeply thankful to my family and friends for their unwavering encouragement and moral support throughout this journey. Their understanding and motivation helped me stay focused and resilient, even during challenging times. This internship has been an immensely rewarding experience and a significant milestone in my academic life. I am sincerely grateful to everyone who played a role in making it meaningful and impactful.



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