



MGT666 INDUSTRIAL TRAINING REPORT

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Tuan/Puan

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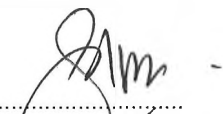
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Tajuk Laporan	SWOT Analysis of TNB	Nama Syarikat	Tenaga Nasional Berhad

2. Tindakan ini adalah di bawah tanggungjawab dan kesedaran penuh oleh pihak organisasi.

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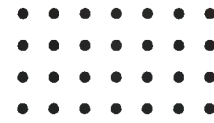
Yang Benar

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Executive Summary



This report summarizes my internship experience at the Retail Department of Tenaga Nasional Berhad (TNB), conducted as part of the requirements for the MGT666 course. The internship took place over a period of 6 month, during which I was given the opportunity to observe and participate in various operations and administrative activities related to customer service, electricity billing, and manage on enquiry and complaint.

During my placement, I was assigned to assist in daily retail operations, which included managing customer inquiries, handling billing procedures, updating account records, and supporting outreach initiatives aimed at improving customer engagement. I also gained valuable exposure to how TNB integrates digital platforms to improve service delivery, such as the use of WhatsApp and online systems to provide faster access to electricity bills and service updates.

Main Topics



COMPANY'S
PROFILE



TRAINING'S
REFELCTION



COMPANY'S
ANALYSIS





TABLE OF CONTENTS

Executive Summay	01
Student's Profile	02
Company Background	04
Core Values	07
Organizational Structure	08
Training Reflection	09
SWOT Analysis	11
Recommendations	22
Conclusion	33
References	34



ABOUT US

Tenaga Nasional Berhad (TNB) is Malaysia's largest electricity utility and a key enabler of the nation's energy transition. Listed on the main market of Bursa Malaysia, TNB is primarily engaged in the generation, transmission, distribution, and retail of electricity, serving over 11 million customers across Peninsular Malaysia, Sabah, and beyond. Guided by its purpose of delivering a Better. Brighter. future, TNB is committed to a just and responsible energy transition by advancing decarbonisation, strengthening energy security, and accelerating innovation. With a total gross renewable energy portfolio of 4,515MW – including 3,332MW in Malaysia and an additional 1,183MW internationally, TNB is actively expanding its clean energy footprint in markets such as the United Kingdom, Ireland and Australia.

SUBSIDIARIES

