



UNIVERSITI
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Cawangan Melaka
Kampus Bandaraya Melaka

UNIVERSITI TEKNOLOGI MARA (UiTM) KAMPUS BANDARAYA MELAKA

FACULTY OF BUSINESS AND MANAGEMENT

BACHELOR'S IN OFFICE SYSTEMS MANAGEMENT (HONS.)

(BA232)

INDUSTRIAL TRAINING REPORT



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Tajuk Laporan	INTERNSHIP REPORT.	Nama Syarikat	SECOM (M) SDN BHD.

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EXECUTIVE SUMMARY

Meaningful experiences and memories happened in my life for almost 6 months undergoing practical training at a famous security company in the state of Selangor. According to the lesson plan, the internship serves as the final component for all undergraduate programs under the Faculty of Business and Management. Students are required to complete an internship or on-the-job training relevant to their field of study and area of specialization. This industrial training provided a thousand and one sweetness and very meaningful lessons in my life as a final year student at UiTM Bandaraya Melaka. As a final year student of a bachelor's degree in office systems management (Honours), I not only have to undergo industrial training, but I also must prepare a report for my 24 weeks at Secom Malaysia Sdn Bhd. I was excited to experience the real situation of the world of work. Here I have gained many valuable opportunities for myself to further develop my skills and potential.

This report contains all the tasks given to me. In this report, I will also explain in more detail the activities or tasks given by the manager and staff in my department. At Secom Malaysia Sdn Bhd, I did not just learn knowledge theoretically but practically, what I was more excited about was that they did not consider me as a practical student but as a colleague. During my practical period I was placed in charge of the business development department, then I was transferred to the credit control department under accounts and finance. I was transferred because of the company's initiative to give me various exposures and learning covering various aspects. I was given in-depth guidance on the process of getting sales and I was also taught to collect debt collections from our customers. I was given access to view customer data and outstanding amounts. I was also able to carry out SWOT analysis easily because the way of working and the positive work environment implemented at Secom made me able to identify SWOT elements clearly and easily understood. Not only that, here I was also taught to work as a team they encourage cooperation within each department.

In conclusion, I will make this final intern report as evidence of the experience I learned at Secom (M) Sdn Bhd. The SWOT analysis obtained also helped me to some extent to further improve my own abilities. Therefore, I hope that this report touches on all aspects needed for future use. I also wrote suggestions for improvements that can be made in the future. I am also very grateful that Secom (M) Sdn Bhd gave me the opportunity to undergo industrial training at a company that provides the best products and service. Joining as an intern at this company made me feel like I was in the real world of work. I really enjoyed my internship period here and hopefully I will be one of the Secom's team.

ACKNOWLEDGEMENT

First and foremost, I would like to extend my heartfelt thanks to Secom (Malaysia) Sdn. Bhd. for granting me the opportunity to undergo my industrial training at their esteemed organization. This internship has significantly enriched my practical knowledge and enhanced my professional skills in a truly meaningful way.

I began my training under the guidance of Ms. Norafaizura in the Business Development Department, where I was introduced to the foundational aspects of the sale flow. I was given the opportunity to observe and assist in various tasks that expanded my understanding of how the process of before making sale. I gained insight into the procedures that take place before a customer agrees to engage with our services. After 2 months being part of business development team, I was transferred to the Credit Control Department, where I had the privilege of being mentored by Ms. Elena. Her unwavering guidance, patience, and encouragement played a pivotal role in my learning process. Her insights and support made a substantial impact on my development throughout the training period.

I would also like to express my sincere appreciation to Ms. Pravina, Ms. Aufa, Ms. Hema, and Ms. Jeniffer, and the rest of the Secom team for their constant assistance, cooperation, and warm welcome, which helped me adapt smoothly to the new environment. Their commitment to teaching and their support have significantly aided me in grasping the demands of the professional realm and in meeting my obligations throughout the internship. I extend my sincere appreciation to my academic advisor and all the instructors, particularly Dr. Syahrina Hayati Binti Md Jani, for their ongoing academic assistance and invaluable perspectives.

Finally, I want to convey my heartfelt thanks to my cherished family and friends for their steadfast support, patience, and ongoing encouragement during this significant journey. Their presence, both close and distant, has acted as a source of strength that has supported me through times of uncertainty, pressure, and fatigue. Their emotional support has been irreplaceable, as they listened to my concerns after a tough day and provided kind words when I sought reassurance. My family's faith in my capabilities has consistently motivated me to advance, even when I was burdened by difficulties. Their sacrifices, support, and unwavering love have reminded me of my objectives and purpose, motivating me to remain dedicated and resolute. I will forever hold their love and support close as I move ahead on my path.

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