



اُنڬڤوس تېكنولوݢي مارا
UNIVERSITI
TEKNOLOGI
MARA

FACULTY OF BUSINESS AND MANAGEMENT

BACHELOR OF OFFICE SYSTEM MANAGEMENT (HONS.)

INDUSTRIAL TRAINING REPORT (MGT666):

TOSHIBA TRANSMISSION AND DISTRIBUTION SYSTEMS ASIA SDN. BHD.

(TTDA)

3RD MARCH – 15TH AUGUST 2025



NAME: NOR ADRIANA BINTI MOLKAN

STUDENT ID: 2022698144

PROGRAM: BACHELOR OF OFFICE SYSTEM MANAGEMENT (HONS.)

ADVISOR NAME: MADAM SITI NORASHIKIN BINTI BASHIRUN

SURAT KEBENARAN

Tarikh : 15 Ogos 2025

Kepada :

Penyelaras Latihan Praktikal
Fakulti Pengurusan Perniagaan
UiTM Kampus Bandaraya Melaka
110 Off Jalan Hang Tuah
75300 Melaka

No Tel : 06-285 7119 / 7190 / 7196
Email : praktikalfppmelaka@uitm.edu.my

Tuan/Puan

Maklumbalas (/)

☒ / Setuju

☐ Tidak Bersetuju

KEBENARAN UNTUK MEMUAT NAIK HASIL LAPORAN PELAJAR LATIHAN INDUSTRI SEBAGAI "PUBLIC ACCESS" DI REPOSITORI UITM

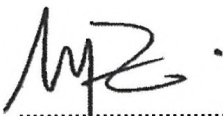
1. Merujuk perkara di atas, pihak organisasi bersetuju / tidak bersetuju pihak universiti memuat naik hasil laporan pelajar latihan industri sebagai "*public access*" di repositori UiTM.

Nama Pelajar	NOR ADRIANA BINTI MOLKAN		
No. Matriks	2022698144	Nama Program	BA232- BACHELOR OF OFFICE SYSTEM MANAGEMENT
Tajuk Laporan	INTERNSHIP REPORT AT TTDA	Nama Syarikat	TOSHIBA TRANSMISSION & DISTRIBUTION SYSTEMS ASIA

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

3. Sekiranya terdapat sebarang masalah atau kebocoran maklumat sulit pihak organisasi tidak boleh mengenakan sebarang tindakan undang-undang kepada pihak universiti.

Yang Benar



Nama Pegawai : Eyka Zawawi
Jawatan : Sales Manager
No. Tel. : 012 6242993
No. Faks : 03 6145 7300

Cop jabatan/organisasi:



EXECUTIVE SUMMARY

This report summarizes my 24 week of industrial training experience, which took place over approximately six months, from 3rd March 2025 to 18th August 2025. This internship was conducted as a compulsory requirement to fulfil my Bachelor of Office Systems Management (Hons.) under the Industrial Training Course (MGT666), as required by my academic program. I interned as an Administrative Intern in one of sales departments which is Distribution Domestic Utilities (DDU) at Toshiba Transmission & Distribution Systems Asia (TTDA) Sdn. Bhd. TTDA is a company that produces and provides high quality transmission and distribution products to their clients. This internship served as an eye-opening experience, allowing me to gain first hand exposure to how the corporate world operates, particularly in the energy and distribution sector.

Throughout the internship period, I acquired valuable knowledge and practical skills essential for a future career in administrative and office management, aligning with the objectives of the course. This report includes a background overview of Toshiba Transmission & Distribution System Asia (TTDA) Sdn. Bhd. Additionally, this report outlines a detailed reflection on duration of working time, skills I developed, and the roles and responsibilities assigned to me under the DDU department during my training. A significant component of this report is the SWOT analysis conducted on the company, which aims to identify its strengths, weaknesses, opportunities, and threats. This report also provides few recommendations to help improve TTDA performance based on my observations and insights gained during my internship. All the tasks assigned to me throughout the internship have helped me realize how much the experiences contributed to the development of my confidence and professional growth. To conclude, this industrial training program at TTDA has provided me with valuable real-life experience, which I can use as a reference and foundation when entering a future workplace

ACKNOWLEDGEMENT

Alhamdulillah, all praise be to Allah for giving me the strength, health and patience to complete my internship and this report for Industrial Training Course (MGT666). It was a great opportunity for me to undergo my internship at such a well-known and reputable company, Toshiba Transmission and Distribution Systems Asia Sdn. Bhd. (TTDA).

I would like to express my heartfelt appreciation to TTDA for the valuable opportunity to undergo my internship at this esteemed organization. The experience has been truly memorable and enriching. I am especially thankful to my supervisor, Ms. Eyka, and the entire team for their guidance, encouragement, and willingness to share their knowledge throughout my placement.

This internship has provided me with meaningful value and lesson from understanding real-world work ethics and team dynamics, to developing professional communication, critical thinking, and time management skills. These values and lessons will remain with me as I continue my journey in both my academic and future professional life. I also extend my deepest thanks to my course lecturer, Madam Siti Norashikin, for her support, monitoring, and feedback during this internship course.

Last but not least, thank you to my family and friends for their endless support, motivation, and prayers. This internship has not only shaped my professional outlook but has also helped me grow personally. I am truly grateful for the experience.

TABLE OF CONTENT

NO.	CONTENTS	PAGE
	EXECUTIVE SUMMARY	I
	ACKNOWLEDGEMNET	ii
	TABLE OF CONTENT	iii
1.0	STUDENT PROFILE • Updated Resume	1
2.0	COMPANY PROFILE • Company Background- Vision, Mission, Objective, Goal • Organizational structure of TTDA and Distribution Domestic Utilities (DDU) department • Product and Services	3
3.0	TRAINING REFLECTION • Duration • Department, roles and responsibilities • Intrinsic & Extrinsic benefits	7
4.0	SWOT ANALYSIS • Strengths • Weaknesses • Opportunities • Threats	12
5.0	DISCUSSION AND RECOMMENDATION FOR SWOT ANALYSIS	12
6.0	CONCLUSION	20
	REFERENCES	21
	APPENDICES	23