



اَللّٰهُمَّ صَلِّ وَسَلِّمْ عَلٰى نَبِيِّنَا مُحَمَّدٍ
UNIVERSITI
TEKNOLOGI
MARA

 **FamilyMart**

INDUSTRIAL TRAINING REPORT

3rd March 2025 – 15th August 2025

FamilyMart

BA243

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EXECUTIVE SUMMARY

This report provides an overview of my industrial training experience as a Human Resource Management student from Universiti Teknologi MARA (UiTM) Kampus Bandaraya Melaka. I completed my internship from 3rd March 2025 to 15th August 2025 at QL Maxincome Sdn. Bhd., the operator of FamilyMart Malaysia, under the Industrial Relations Department based in Bukit Jelutong, Selangor. My supervisor was Muhammad Hafiz Bin Muhammad Rashidee Danny.

Throughout the internship, I was involved in tasks such as handling employee disciplinary cases, grievances, complaints, and misconduct documentation. I learned how Industrial Relations supports compliance with employment laws and promotes a positive work environment.

I was also entrusted with conducting hostel audits in various states, where I inspected living conditions, ensured compliance with company standards, and reported issues. This gave me hands-on experience in fieldwork and compliance assessment.

Additionally, I used systems like Redmine, Rymnet, and Power BI, which helped me understand case tracking, attendance management, and data analysis. These tools sharpened my technical and reporting skills.

This internship also improved my interpersonal, communication, and time management skills through interaction with staff from various backgrounds. Overall, the experience gave me valuable exposure in Industrial Relations and hostel management, preparing me for future roles in the HR field.

ACKNOWLEDGEMENT

First and foremost, I would like to praise and thank Allah S.W.T for giving us the strength, and finally I managed to accomplish this Industrial Training Report. The purpose of this report is to analyze the problems and solutions using the SWOT analysis of QL Maxincome Sdn Bhd.

I would like to express my gratitude to my advisor, Dr. Nor Tasik Binti Misbahrudin, because my report could not have been completed properly without her guidance and advice. She gives me good guidelines on how to complete my report in order to achieve a positive outcome. She was a huge inspiration for me to work on this report.

I would also like to extend my heartfelt thanks to my industrial supervisor, Encik Muhammad Hafiz Bin Muhammad Rashidee Danny, for his trust, time, and commitment in supervising me throughout the internship. His insights, advice, and encouragement were extremely helpful in guiding me through real-life industrial practices and responsibilities.

In addition, my sincere appreciation goes to the Industrial Relations (IR) team, especially Nurul Ain Nadhirah Binti Akbar and Muhammad Hariz Zulfadhli Bin Mohd Azam both IR Executives, for their constant support, cooperation, and willingness to share knowledge. Their guidance and mentorship played a vital role in helping me understand the core functions of the department and successfully complete my assigned tasks.

Finally, an honorable mention goes to my family and friends for their unwavering support and encouragement throughout the internship and report-writing process. Their motivation, patience, and understanding helped me stay focused and determined to complete this journey.

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