



UNIVERSITI
TEKNOLOGI
MARA

Cawangan Melaka
Kampus Bandaraya Melaka



HRM 666: HUMAN RESOURCES INDUSTRIAL TRAINING REPORT AT **HEALTHLANE FAMILY PHARMACY SDN.BHD**

11 AUGUST 2025-23 JANUARY 2026

PREPARED BY
UMMUL SYAFIQAH BINTI
AMINUDIN

2023131425

BA2436A

ADVISOR:
PUAN MAWARTI ASHIK
BINTI SAMSUDIN



HEALTH LANE®
FAMILY PHARMACY

Since 1988

Great Health Begins Here

SURAT KEBENARAN

Tarikh : 11/8/2025

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

Maklumbalas (/)



Setuju



Tidak Bersetuju

Tuan/Puan

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	UMMAUL SYAFIQAH BINTI AMINODIN		
No. Matriks	2023136425	Nama Program	BA243
Tajuk Laporan	Human Resources Industrial Training Report at Healthlane Family Pharmacy Sdn. Bhd.	Nama Syarikat	Healthlane Family Pharmacy Sdn. Bhd.

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 : Chooi eeking
Jawatan : HR manager
No. Tel. : 017-9598007
No. Faks :

Cop jabatan/organisasi:

HEALTH LANE FAMILY PHARMACY SDN BHD
200601035413 (755172-K)
Menara Health Lane
No.984, 986 & 988, Jalan Kampung Batu,
Off 5th Mile, Jalan Ipoh, 51200 Kuala Lumpur.
Tel: 03-4041 9182

EXECUTIVE SUMMARY

First and foremost, this industrial training report is all about my journey throughout these six exciting months of me undergoing my industrial training at Menara HealthLane Family Pharmacy Sdn. Bhd in order to accomplish the requirement for internship course (HRM666). This training started on 11th August 2025 until 23 January 2026 under the supervision of our beloved Human Resource Manager, Ms. Chooi Ee Leng. I was assigned to serve in the HR payroll team that was led by the HR assistants, Ms Amirah and another HR assistant. This report describes the Health Lane Family Pharmacy company's background, activity and also their products and services. Moreover, this report consists of several parts including executive summary, table of content and acknowledgement. In this report, there is also my updated resume which I have included my Industrial Training experiences and what I had learned during these meaningful six months. The main part of this report is my training reflection and the discussion of SWOT analysis of the company. Other than that, I will also include some recommendations towards the analysis in order to make improvement towards the company.

ACKNOWLEDGMENT

I would like to express my sincere gratitude to Healthlane Family Pharmacy Sdn,Bhd. For providing me with the opportunity to complete my human resource industrial training at their organisation. This training has been a valuable and enriching experience that allowed me to gain practical knowledge and exposure to real-world HR and pharmacy operations,

I would like to extend my heartfelt appreciation to the management and staff of HealthLane Family Pharmacy Sdn.Bhd for their guidance, support and cooperation throughout my training period, Special thanks to my supervisor Ms. Chooi Ee Leng and my colleagues who handle me Ms Amirah who patiently shared their knowledge, provided continuous guidance, and ensured a positive learning environment.

I am also deeply thankful to my academic advisor Madam Mawarti Ashik Binti Samsudin for their advice, encouragement, and support in completing this industrial training and report. Lastly, I would like to thank my family and friends for their moral support and motivation throughout this journey.

TABLE OF CONTENT

EXECUTIVE SUMMARY	2
ACKNOWLEDGMENT	4
2.0 STUDENT PROFILE	5
3.0 COMPANY PROFILE	6-7
4.0 TRAINING REFLECTION	8
5.0 SWOT ANALYSIS	9-13
6.0 DISCUSSION AND RECOMMENDATION	14-17
7.0 CONCLUSION	18
8.0 REFERENCES	19-20
9.0 APPENDICES	20-22