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Kampus Bandaraya Melaka



Ranhill
SAJ



2026

MGT 666 INDUSTRIAL TRAINING

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11 AUGUST 2025 - 23 JANUARY 2026

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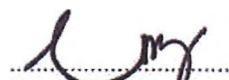
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EXECUTIVE SUMMARY

This document outlines the practical training period spent at Ranhill SAJ Sdn. Bhd., situated in Pasir Gudang, Johor. It acts as a mandatory component for the Bachelor in Office System Management (Hons.) program within the Industrial Training (MGT666) subject at Universiti Teknologi MARA (UiTM). Lasting for a period of 24 weeks, equivalent to six months, from 11 August 2025 to 23 January 2026. The internship offered real-world insights into the workings of a public utility firm and chances to utilize classroom learning in a professional setting. Assigned to the Credit Unit as a Customer Service Assistant, the position facilitated direct engagement in customer support activities, credit control tasks, and routine office procedures. Responsibilities encompassed document handling, utilising internal software platforms, and maintaining dialogue with colleagues and external parties. This involvement helped refine crucial work-related capabilities, notably including articulate communication, flexibility, efficient scheduling, and issue resolution.

Adhering to the established format for industrial training reports, this document commences with the student personal information, succeeded by an examination of Ranhill SAJ Sdn. Bhd. This examination covers the company's history, its declared aspirations and values, specific goals, organizational arrangement, and administrative protocols. The purpose is to furnish a thorough understanding of its functional design. An evaluative section highlights observations regarding the entity's standard procedures and the state of its operations. This section delivers understandings related to elements affecting output and the provision of services. Incorporated within this report is a SWOT assessment designed to pinpoint the corporation's advantages, shortcomings, potential avenues for advancement, and risks, thus allowing for a methodical appraisal of its working environment.

To summarise, the on-the-job training at Ranhill SAJ Sdn. Bhd. delivered substantial real-world learning, improved preparedness for professional roles, and markedly bolstered career growth. The experience supplied an authentic viewpoint on the management of a public utility and reinforced both practical abilities and skill within the industry.

ACKNOWLEDGEMENT

بِسْمِ اللَّهِ الرَّحْمَنِ الرَّحِيمِ

First and foremost, I would like to express my deepest gratitude to Allah SWT for granting me the strength, good health and patience to successfully complete my internship and prepare this report. Without his guidance, this accomplishment would not have been possible.

I would like to extend my heartfelt appreciation to Ranhill SAJ Pasir Gudang Agency for giving me the opportunity to undergo my industrial training at their esteemed organization. This valuable experience has allowed me to gain exposure to the real working environment, enhance my skills and apply the theoretical knowledge I have learned during my studies.

My sincere thanks go to my industrial supervisor, Madam Erni Binti Mohd Shah, for her continuous guidance, constructive feedback and encouragement throughout my internship period. Her willingness to share knowledge and experience has been an invaluable part of my learning journey. I am also grateful to all staff members of Ranhill SAJ Pasir Gudang Agency for their cooperation, kindness and support in helping me adapt and complete my assigned tasks efficiently.

I would also like to convey my appreciation to my advisor, Madam Khalijah Binti Mohd Nor, from Universiti Teknologi Mara (UiTM) Kampus Alor Gajah, for her constant advice, motivation and assistance in ensuring the smooth progress of this report.

Last but not least, my deepest gratitude goes to my beloved parents, family, and friends for their unwavering moral support, encouragement and understanding throughout this internship period. Their prayers and words of motivation have been my source of strength in overcoming challenges and completing this internship journey successfully.

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