



اُنِيْوَرْسِيْتِيْ تِكْنُوْلُوْجِيْ مَآرَا
UNIVERSITI
TEKNOLOGI
MARA

FACULTY OF BUSINESS MANAGEMENT

BA232 - BACHELOR OF OFFICESYSTEMS MANAGEMENT (HONS)

**MGT666:
INDUSTRIAL TRAINING REPORT**



MAJOR SHINE
FACILITIES MANAGEMENT SERVICES

**NAME OF COMPANY:
MAJOR SHINE SDN BHD**

GROUP : BA232 6A

PREPARED BY :

NAME	STUDENT ID
MUHAMMAD DANEAL HAZIQ BIN FYDZREEN	2023131225

**PREPARED FOR:
MADAM NOR HAFIZAH BINTI MOHD ZOLKAPLI**

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SURAT KEBENARAN

Tarikh : 10.2.2026

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 (/)



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No. Matriks	2023131225	Nama Program	BA 232
Tajuk Laporan	LATIHAN INDUSTRI	Nama Syarikat	MAJOR SHINE SDN BHD

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Nama Pegawai : NURHASNIDA BINTI HURI
Jawatan : KETUA BAHAGIAN OPERASI
No. Tel. : 011-69695257
No. Faks : ..

Cop jabatan/organisasi:



Executive Summary

This report is an industrial training experience that explains my internship experience over the six months in Major Shine Sdn. Bhd., a facilities management, and professional cleaning service company based in Malaysia. The internship was conducted between 11 August 2025 and 23 January 2026 whereby I was assigned to the purchasing and administrative functions of the company. This report also shows my roles, responsibilities, and major learning experiences during the period of training. I got engaged in various activities of purchasing and administration, such as the handling of documents, the support of the service schedule, the monitoring of the inventory, the coordination of the manpower, report preparation, and facilitation of site inspection and facilities management activities.

My practical experience gave me some operational management skills, including service coordination, quality monitoring, facilitating the maintenance of facilities, and support with the basic cost and inventory management. Another experience that I have acquired is related to working with the operational documentation, preparing daily and monthly reports, coordination with supervisors and personnel at the site, as well as helping to monitor the performance of the services and customer feedback. Such activities developed my knowledge of the importance of operational efficiency, service quality, and departmental coordination in the facilities management services.

This internship was an eye opener with regards to the operation of a service based organization on a daily basis especially in these areas: cleaning management, facilities management, manpower planning and continuous service improvement. Besides technical and operational expertise, I had an opportunity to reinforce my soft skills, such as collaboration, time management, communication, problem solving and flexibility in a professional working situation. The industrial training in general, has served not only my academic needs but also helped me in personal and professional growth.

Acknowledgement

It is all praises to Allah SWT and His blessings, power, and guidance that has helped me complete my industrial training and write this report successfully. To the Major Shine Sdn. Bhd., I would wish to thank you so much that I was awarded the opportunity to train with the organization under the industrial training program. This internship experience has significantly contributed to my academic knowledge and practical ability and professional growth.

I would like to express my deep gratitude to my internship supervisor, Pn. Nurhasnida Huri, because of the constant guidance, support, and useful advice all through the training process. Her monitoring and positive feedback had significant contribution to my learning process. I also wish to take this opportunity to heartily thank Imam Atiqullah and Puan Shazleen Nadia who were a great help and assisted me throughout my internship. Their cooperation, direction, and readiness to help have enhanced my training experience and made it more significant and easier.

I also want to acknowledge everyone in the staff and team members in Major Shine Sdn. Bhd. and thank them for their cooperation, support, and in providing me with a good and professional working environment during my internship. They have supported me and helped me a lot to learn on how to manage operations and facilities in an actual working environment.

And finally, I would like to acknowledge all my family members and friends and thank them very much in terms of their support, encouragement, and prayers during this process. I wish to thank all those who have directly or indirectly helped to complete my industrial training and this report successfully.

Table of Content

Executive Summary

Acknowledgement

1.0 Student's Profile

2.0 Company's Profile

2.1 Company's Name, Logo, Location, and Operation Hour

2.2 Vision, Mission, Objectives, and Goals

2.3 Background of Establishment

2.4 Organizational Structure

2.5 Products/Services Offered

3.0 Training's Reflection

4.0 SWOT Analysis

5.0 Discussion & Recommendation

5.1 SWOT Analysis

5.1.1 Strength 1

5.1.2 Strength 2

5.1.3 Weakness 1

5.1.4 Weakness 2

5.1.5 Opportunity 1

5.1.6 Opportunity 2

5.1.7 Threat 1

5.1.8 Threat 2

5.2 Recommendation

6.0 Conclusion

7.0 References

8.0 Appendices