



FACULTY OF BUSINESS AND MANAGEMENT
BACHELOR IN OFFICE SYSTEMS MANAGEMENT (HONS.)



INDUSTRIAL TRAINING (MGT666) AT
ROYAL MALAYSIAN CUSTOMS
DEPARTMENT (RMCD), PUTRAJAYA

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EXECUTIVE SUMMARY

This report covers my experience during a six-month industrial training period at the Royal Malaysian Customs Department (RMCD). Throughout this training period, I was exposed to various tasks involving document management, digital systems such as Document Digital Management Systems (DDMS), as well as handling program and departmental meeting management. In addition, I was also given the opportunity to understand the administrative procedures and daily operations carried out by the 'Unit Latihan' in this department.

This training not only helped me apply the theoretical knowledge learned at my educational institution but also improved soft skills such as communication, time management and teamwork. This experience provided a real insight into the working world in the public sector, particularly in enforcement and administrative services. I hope that this experience will serve as a strong foundation for me to step into my career with greater confidence and knowledge.

To enhance operational efficiency and policy effectiveness, this study examines the department's SWOT (Strengths, Weaknesses, Opportunities, and Threats) and provides key insights and recommendations based on this analysis. My views on the value of my industrial training experience are included in the conclusion.

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بِسْمِ اللَّهِ الرَّحْمَنِ الرَّحِيمِ

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