



اَوْنُوْرُ سِيْتِي تِيْكَوْلُوْجِيْ مَارَا
UNIVERSITI
TEKNOLOGI
MARA

INDUSTRIAL TRAINING REPORT

BLOSSOMLAB INTERNATIONAL SDN BHD

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Abstract

Internship has been used as an alternative for undergraduates to deeply understand the flow of work in an actual industrial field. Internship is also known as a period of industrial training that has been offered by organizations for a limited time. It is also an alternative for students and graduates to learn relevant skills such as communicating between your co-workers, understands the flow of work in a particular field, managing to achieve one's organization mission and vision and acknowledge the importance of rules and regulations within the industry. Some internships programmes are usually handled by third-party organizations that recruit interns on behalf of industry groups. Internships are utilised to see if the intern is still interested in the field after gaining real-world experience. An internship can also be used to develop a professional network that can help with letters of recommendation or lead to future job chances. Bringing an intern on as a full-time employee has the advantage of requiring little to no training because they are already familiar with the company. Internships allow current college students to participate in an area of their choice and gain hands-on experience in a potential vocation, preparing them for full-time employment after graduation. As per my internship period, I have choose BlossomLab International Sdn Bhd to fulfil my last semester projects. In this report I have also included the summary of the company information and my throughout progress during the industrial training period.

Acknowledgement

Alhamdulillah and thanks to Allah SWT, who has graciously allowed me to complete my report on Industrial Training. This recognition is based on the internship company I worked for, BlossomLab International Sdn Bhd.

First and foremost, I want to convey my gratitude to Sir Mohd Haikal Mustafa and Miss Noor Hidayu Abdul Rani, my UiTM Industrial Supervisor, for their advice throughout my industrial training weeks. Furthermore, I would like to express my gratitude to Madam Nor Fadilah Mohamad, a lecturer at UiTM Pasir Gudang who was involved in evaluating my performance and Madam Hazwani Sabri my class personal advisor for her guidance throughout my internship programme.

Next, I'd like to express my gratitude to En. Aiyub Azizan, CEO of BlossomLab International Sdn Bhd, for giving me the chance to succeed my industrial training at BlossomLab. It was an exceptionally good learning experience for me to have worked in this company. Finally, I want to express my gratitude to Puan Siti Jamilah my industrial supervisor, for all guidance in the learning process. I'd like to express my heartfelt gratitude and thanks to my family, friends, and all of the BLX staff members I've met, both directly and indirectly, for all of their care and support.

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INTRODUCTION

Company's background



FIGURE 1: BLX logo

Every origin of an organisations story simply came from a problem, which a company counters with a solution. BlossomLab International Sdn Bhd was established as a private label back in 2015. Its' initial origin was to cater Puan Siti Jamilah's, the founder close friends personal care problems. In addition, Puan Siti Jamilah also figured the constraints of business owners to start their own businesses with a minimal budget and low quantity of products. As the time goes by Puan Siti Jamilah had thought that how inconvenient manufacturers nowadays work on cosmetic and personal care products. Each and every products were made with so many similarities, less varieties which could also be explained as "finished goods with same stereotypes". In 2017 as the business grows, BlossomLab finally got to own their first office operated in Subang Jaya and registered as an OEM Cosmetic Manufacturer in Malaysia. Succeed in growth, BlossomLab now owns a 2-floored base including a sufficient space for minimal productions less than 500 units in Setia Alam since 2018.



FIGURE 2: BLX in Sg. Petani, Kedah

Shown in figure 2 is the upcoming BlossomLab's production plant located in Sungai Petani, Kedah that will be start operating in March 2022. The plant is fully equipped with large instrumentations including mixer, filler and shrink tunnel that capable of processing more than 500 units of products in an hour. As for now the the plant is still in progress.

PRODUCTS/SERVICE OFFERINGS

At BlossomLab International Sdn Bhd, the company offers the service of formulating client's product followed accordingly as per requested. In BlossomLab, every decision and aspects of uniqueness that client's or business owners needed are the main objectives. Research & Development department are carefully picked from the best experts in formulating products and offers to deliver the request until it reaches clients satisfaction as long as it is safe to be use in daily basis. In results, this company has been formulating more than 300 different cosmetic and personal care products for a lot of different customers.

BlossomLab also offers the chance to produce products at low MOQ. As for some manufacturers, they embedded the code of manufacturing process to be less waste. Running production process with low quantity results in the same usage of high power and energy, then it is hard to successfully deliver minimal amount of orders without any wastage towards the company spending. In results, business owners would find it hard to start their own products because it would cost them more than they have had planned.

BlossomLab also offers a workshop services for those who's interested in starting their own business and demonstrating formulation over simple mixing such as soap based and perfumes. Organizing workshop services are available for both big events and small events for students in primary school.

ORGANIZATIONAL CHART

BlossomLab International Sdn Bhd that drives by the strength of each personalise expertise in fulfilling their role with a sole vision of becoming the pioneer of something great in manufacturing industry. Each and every employees were given sufficient responsibilities based on their capabilities on proceeding a task with the authority to deliver according to company's timeline. Along with their motto "We are LEADERS", the company strive to work as a team instead of putting the burden alone within one body. The motto signs as the great aspect of employee empowerment to be practiced in the company which could easily understand as all voices from all level are heard, every opinions are dominant and every employees are involved in the decision making. "We are LEADERS" briefly means every cycle is everyone's hardship rather than working in a traditional hierarchy system. As the company is still growing number of employees, BlossomLab has the total of 14 professional employees. Organogram below shows the organizational body within the company:

BLOSSOMLAB INTERNATIONAL SDN BHD

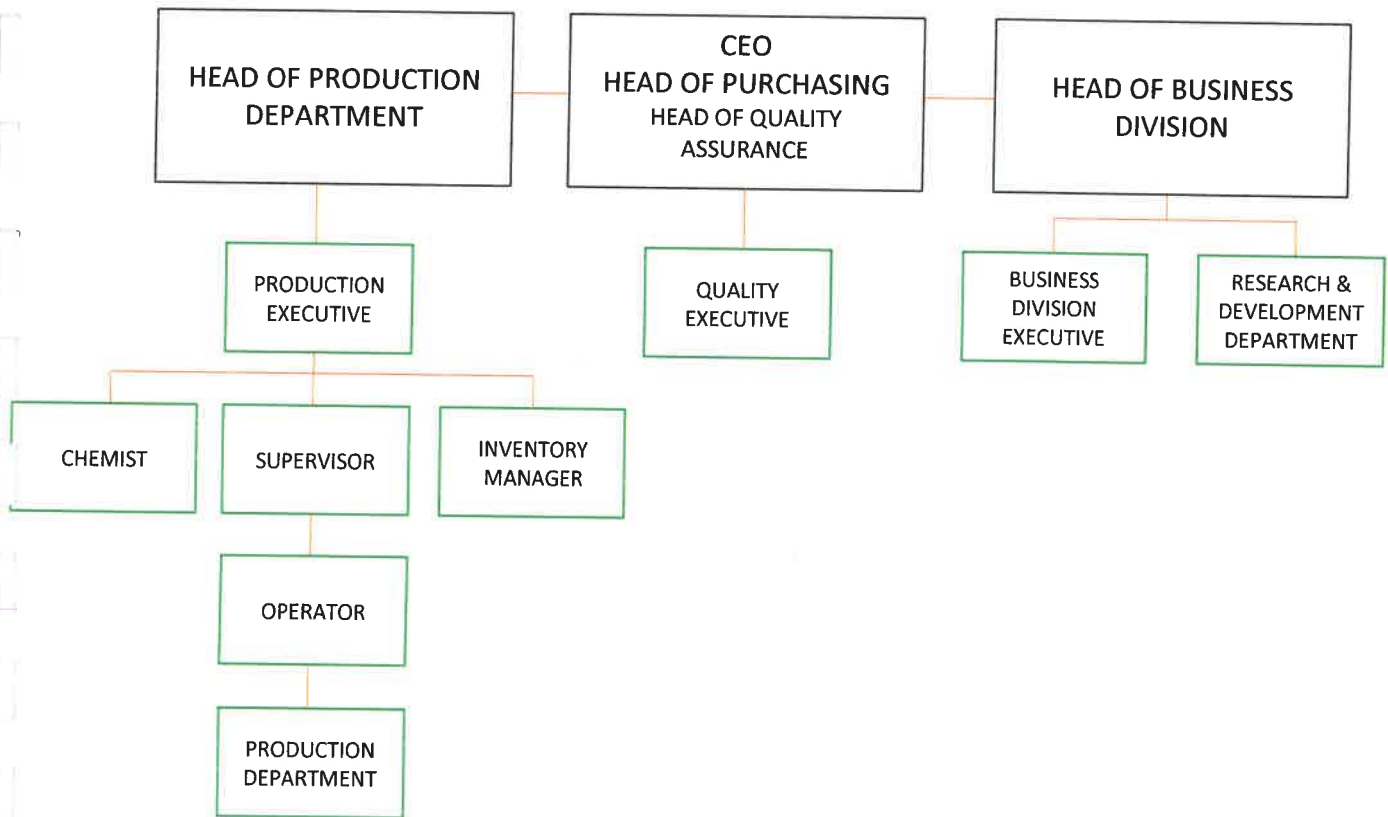


FIGURE 3 shows the organizational chart in BLX

HEAD OF DEPARTMENTS



BlossomLab operated with the cooperation of three share partners. Encik Aiyub Azizan (left) functioning as the CEO and also in charge of HR and purchasing department, Puan Siti Jamilah (middle) is in charge for the production department which also supervised the chemist team on production mixing. Production department consist of nine employees which job scopes revolves around inventory handling, mixing, filling, labelling and etc. Last but not least is Puan Rose Kamal (right) who is also the head of Business Division (BD) department. BD functions as the spines of BlossomLab which controls the income and the growth of BLX. As well as collecting specifications and data information of client needs in their products, Puan Rose also manages the job flow of Research & Development department in handling mixing samples and formulates new formulation.

MISSION & VISION

Mission statements have a dual purpose: they keep the team focused on the tasks at hand while also inspiring them to come up with creative methods to boost productivity in order to achieve the organizational objectives. Vision on the other hands describes as a statement explains what the organisation stands for, what it aspires to be, and what it aims to accomplish.

BLOSSOMLAB MISSION

1. Maintain good relationships with GLCs, Government & Private Entity.
2. Continuous exploration on the new market.
3. Implement strategic business and marketing plan.
4. Continuous improved in products.
5. Spur growth through knowledge sharing and training.

BLOSSOMLAB VISION

To be the pioneer in producing personal care and food products in Asia by upholding the natural or organic ingredients, while maintaining unique elements in all aspects.

DEPARTMENTS OF BLOSSOMLAB INTERNATIONAL SDN BHD

BUSINESS DIVISION

The department is the sole division that is responsible of carrying the profit to the company and keep the business open. Business division functions the same as marketing department in any other companies which attracts client to collaborate with BLX in terms of starting their own personal care products.

RESEARCH & DEVELOPMENT

R&D department responsible in testing and finding the right formulation for each and every products that have been requested to our company. Other than that, R&D also responsible in performing mixing for production in a small quantity.

QUALITY ASSURANCE DEPARTMENT

This department responsible in qualifying every production progress based on a certified benchmark that has been made starting from pre-production process like quality checking on raw packaging such as labels and bottles, quality checking on mixing outcome from chemist till the products appear as a finished goods.

PRODUCTION DEPARTMENT

As for production department they were separated into three bigger division that includes production division, chemist and inventory management. Production division is responsible for products preparation such as filling, labelling, boxing and packing in shipper carton to be delivered out. Chemist is responsible in carrying big quantity of mixing and making adjustments on unsuccessful mixing until it reaches the expectation as good as the mixing benchmark based on the formulation from R&D department. Inventory management responsible in maintaining the storage in good conditions, handling delivery and requesting quotation for insufficient inventory goods such as raw materials and packaging.

PURCHASING

Purchasing is also known as the treasurer which ones who's in charge for money flow in or out of the company. This job scope includes the responsibilities of paying employees' wages and approving the invoice quotation that has been made by the inventory manager.

MAIN PROJECT

OBJECTIVES

The objectives for this report is to discover the work flow of Production Department in the industrial world. Going through this report, it clearly shows the cycle of overall overview process and practices starting from receiving quotations from customers until the products were packed in shipper cartons to be delivered out within the department. Experiencing to explore the process under the right guidance makes the process clear and ease smoothly without any unwanted errors occurred.

METHODOLOGY

The process started with receiving production quotation from Business Division in form of invoices. As a Production Executive, upon the receipt I requested on processing the formulation sheet (code #804) from Research & Development department to analyse methods and steps of mixing including all of the raw materials needed on succeeding the production. After #804 form were confirmed, checked and signed by Research & Development department, I would proceed in generating booking item form (code #402) to check the raw materials availability. For raw materials that were short in quantity or unavailable, I would proceed in requesting quotation from vendors according to #402 form. For raw materials ordering it would

take less than 2 weeks times to be received if it does not involve any exporting globally. Once every raw materials are received, it would be prepared and weighted accordingly in a proper packaging containers to be handed down to chemist of mixing process. Final mixing will go through Quality Assurance department to be checked in terms of texture, pH, stability, shelf life period and etc, then recorded in the Quality Master Plan – 3 Quality Parameter form (code #308) as for future references. After extensive check on mixing, the process were passed to production department to proceed on filling, capping, labelling, boxing, shrinking and packing in shipper carton labelled as finished goods. Every production process will be checked intensely by Quality Assurance department to make sure the quality of every products are secured and safe to be use. After the products were packed in shipper carton, I'll release a delivery order form to delivered out to the customer.

WEEK 1 (1st September – 3rd September 2021)

On 1st September 2021, I have self-reported myself to start my Industrial Training task at BlossomLab International Sdn Bhd. On the first week of my industrial training program I have been tasked to work as the Inventory Manager. My job scope covers maintaining the availability of the storage room contents including both raw materials and raw packaging and auditing the data to company's stock take listings. On the second week I have started preparing the raw materials needed for chemist mixing process. For those materials rated insufficient or unavailable I have to proceed on requesting quotation to vendors and once it is arrived and collected I will get it prepare by weighting and accumulate the needed amount of raw materials in a specified containers according to the product's #804 formulation. All processes that involves handling raw materials have to be done under suitable PPE clothing that includes gloves, lab coats and protective glasses. Once all the raw materials are ready, I'll pass the rest of the raw materials to the chemist to proceed on production mixing.

WEEK 2 – 6 (6th September – 7th October 2021)

Starting from the second week, I have been guide to follow the flow of working as a Quality Executive. I learned on how to fulfil the task under the supervision from both Puan Siti Jamilah and Encik Aiyub Azizan. As a Quality Executive I were tasked to check on the quality of every pre-production and production process. Pre-production process is a process which both raw materials and raw packaging to be check in terms of its quality. For the raw packaging, I have to go through every each details on the bottles and label stickers that have been received, defected raw packaging have to be separated from the good ones to prevent any complication happen during the production process. While checking on the quality I have to accumulate the quantity of the raw packaging that have been received and update its quantity to BlossomLab's Quality telegram group to keep everyone updated. For raw packaging that experience shortage in quantity, I have to report it to the Business Division and inform the current situation to our clients or vendors that supply the raw packaging. Every raw packaging and raw materials are preferably to be quantified in the amount of addition for at least 10% from its initial quantity as a safe method to minimise the amount of errors during production process after it starts. Production process started with mixing by upscale chemist. Once the mixing is ready, I will have to check the mixing according to its specifications based on the benchmark that has been prepared by the Research & Development department. The mixing specifications includes the texture, pH, shelf life

period, colour, sensory, scent, viscosity, taste, safety, stability, microbial, effectiveness and environment. The mixing specifications then were recorded in the #308 Quality Master Plan – 3 Quality Parameters form. The status of one mixing have to be updated in the BlossomLab's Quality telegram group either it is a success or not. For an unsuccessful mixing, I will have to task the chemist to work on its adjustment until it reaches its mixing benchmark specifications. The successful mixing will be passed on to production department to undergo production process; filling, capping, labelling, boxing, shrinking and packing into shipper carton to be delivered out. Each of every one production processes will be randomly checked by me to maintain its quality on delivering the best output products. Details on every production process and progress will also be recorded in the #308 form as a future references on the upcoming quotations.

WEEK 7 – 14 (11th October – 24th December 2021)

Starting on the seventh week, I have been tasked as the Production Executive. The job scope of this role is to be making sure every production progress is going smoothly and followed the company's guide of timeline. As a Production Executive I have also been tasked to handle the NOT application for our customers. For customers that requested production quotation for over 1000 units of products have to own a certificate from National Pharmaceutical Regulatory Agency as a registered product to be supervised. Clients with this certificate are allowed to market their products to any pharmacies and stores. For NOT application, every details of the product have to be registered in the National Pharmaceutical Regulatory Agency official website including its' label and box design, ingredients and the company details. Label and box design that were planned to be submitted to National Pharmaceutical Regulatory Agency official website have a specific specifications to follow for it owns; font size, no unnecessary design, ingredients order, company details such as address and contact details, product indication, product's direction of usage have to be an absolutely clear in terms of delivering information following the guidelines that have been set. Any failure on following the guideline specifications have to be adjust as soon as possible and have to be submitted back to the National Pharmaceutical Regulatory Agency. The company informations and its product details

including the formulation will be save in the Quest3+ token that appears to be in form of an USB drive. I have also been tasked on registering and applying for the token for our clients. The application requires client's company personal details such as Identity Card number, office numbers, email address and SSM certificates.

SUMMARY

During my Industrial Training period I've gained many skills in terms of managing and the knowledge of handling manufacturing factory. Even though my industrial training does not involve in handling big instrumentations like miller, reactor, distillation units and etc., I somehow earn many knowledge because I got to experience every little details up-close. I learned on functions and effectiveness of some raw materials such as active ingredients, organic extracts and essential oils along with how to process it by hand manually. Working as a Quality Executive really opens up my mind on how important quality assurances process is the production processes. It trains myself to be as precise and as detail person I could be, u could not simply approve a progress that has been made even if the process takes up much time to be remake because as simple as a person u be it could also affects the consumer. To be making sure my environment is clean and safe enough to proceed on any production matters have taught myself discipline and full awareness of how little things could harm you and your workmates life. In the meantime, I learn on how to communicate professionally not just among the colleagues but with society because I have been dealing with many different clients during my Industrial Training period. I would love to highlight how thankful I am to achieve the mind set of working as a team, importance of time management and punctuality in the industry as it might also affects your quality of work especially in a small environment. In conclusion, my Industrial Training has been a successful experience for me as I were exposed to be working on many tasks and projects in a real industrial world.

RECOMMENDATION

Even though I have learned so many things during my Industrial Training period, I would not simply suggest for any upcoming students to be doing their Industrial Training with this company. One of the reason is the complications with management within this company is simply disastrous. I have been tasked on so many projects because the company believes in my capabilities on handling and multitasking on multiple separate job scopes and to work under pressure but never aware of my self condition. It has been hard for me to adapt on so many things in my first 2 months of Industrial Training period, in fact I almost gave up on finishing my Industrial Training because the management keep on piling task for me to do including the ones that was issued way back from the day I started my Industrial Training until at one point I gave less attention on my personal health because I have so much work on pending and started appearing as a workaholic. There is so many things that I managed to learn by my own without any guidance from my supervisor. Most of the experiences were gained by self-taught instead of being guided step by step. The shortage on employees working within the company also affected myself being because I have to hold on into more than one position; Production Executive and Inventory Manager at a time. But somehow I managed to finish my Industrial Training and currently working in the company under a 3 months contract. Honestly the payment was not worth all the hardship I have been through but it was a good experience.

APPENDICES



NOVEMBER 8



Reffy Serum QC 8/11/2021 @Ahmad_Imran puan rose

4:36 PM ✓✓

November 10





Update stock (22/9/2021)

Naddy epul hair wax

sticker: 540

box: 558 (14 rejected)

12:53 PM ✓✓



Update stock (20/9/21)

Illiana Acne Serum

bottle : 256 (2 rejected)
dropper
tube glass : 256 (1 rejected)
dropper cover : 256
dropper ring : 251
dropper rubber : 253

4:58 PM ✓

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