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## INDUSTRIAL TRAINING FIELD REPORT

FAMSY SDN BDH

Name : ADIB HASANI BIN MOHD YAZARI  
Programme : DIPLOMA IN CHEMICAL ENGINEERING  
Student ID : 2018284424  
Li Duration : 13<sup>TH</sup> SEPTEMBER 2021 to 9<sup>th</sup> JANUARY 2022

Supervisor : NURUL IZZAH SHALAH HUDDIN  
Company Address : 7800, Jalan Kampung Subang Baru U9,  
U 9, 40150 Shah Alam, Selangor  
Type Of Company : PRINTING COMPANY

## ACKNOWLEDGEMENT

It is always a pressure to remind and remember the good people in UiTM for their sincere guidance that I have received to undergo my industrial training as well as labotary skill in chemical engineering.

First and foremost , I would like to thanks to my parent for giving me every possible support that I need , encouragement , opinion , motivation and all invalueable assistance to me during all my time facing this course and semester. Without all this , I might not be able to complete this industrial training smoothly.

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Next , I would also like to thanks to my amazing supervisor , Puan Nurul Izzah , Human Resource Management for taking me and giving me special oppurtunity to try , learn and gain many experience in Famsy Sdn Bhd. Despite busy with all her duties and works , she still have time to guide and provide me with the best support and always give the best solution for every problem. Her continous support played a vital role in making the execution of the report and the Industrial Training overall.

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## 1.0 INTRODUCTION

Industrial Training is a compulsory subject for EH110, Chemical Engineering where the students in the Final semester of Diploma at Universiti Teknologi MARA (UiTM) will be assigned with for their final semester. This industrial training is important as student can apply the theories learnt in all the core and non-core courses in a real industry and in a real working environment.

The objective of the training is to introduce students to the real world of engineering or real life experience , not only from theory but face to face hardship so that they can appreciate and use all the theoretical knowledge they've learned. The students will then be able to undertake basic engineering activities such as creating a technical report, establishing effective communication with colleagues, managing a specific task or project, and exchanging thoughts or opinions for the benefit of the industries.

The knowledge gain from the industrial training will be very beneficial to the students as it can help develop the students improve and upgrade themselves become better and become more mature in handling unforeseen situation. The duration of the industrial training is around 17 weeks with 7 credit hours. This will fulfil the requirements by the Board of Engineers (BEM) for the Engineering Technology Accreditation Council (ETAC) for undergraduate students.

Starting 13<sup>th</sup> September 2021, I have undergone my industrial training at Famsy Sdn Bhd which is a Printing company that specialise in printing online custom apparel and gift merchandise.

## 2.0 CONTENT

### 2.1 COMPANY BACKGROUND



*Figure 1 : Famsy Sdn. Bhd. Logo*

Famsy has been major printing facilities for fashion apparel and gift merchandise since 2016. Famsy was registered under the name Famsy Sdn Bhd , based in Petaling Jaya where later their change location to the growth of product and staff in Kampung Subang Baru. Famsy was started with a vision to provide smart print customisation solutions for on demand Bags, TShirts and merchandise. Famsy printing design mostly came directly from customer request as they provide custom printing.

Famsy aim to provide unique gift merchandise at affordable and reasonable pricing for every special occasion where everyone can enjoy. By Integrating advance technology and printing system , Famsy hope to create a seamless and one way process from direct order to printing to fulfilment.

Famsy gain the title Malaysia's Largest Print on Demand Company which acquired by Commerce Asia back in 2019. Famsy also has regional presence in Singapore, Australia, Brunei, Hong Kong and United Kingdom where people can easily access their product online. Famsy also actively plans to expand their brand into most southeast Asia including Philippines, Thailand and Indonesia.

## 2.2 COMPANY LOCATION



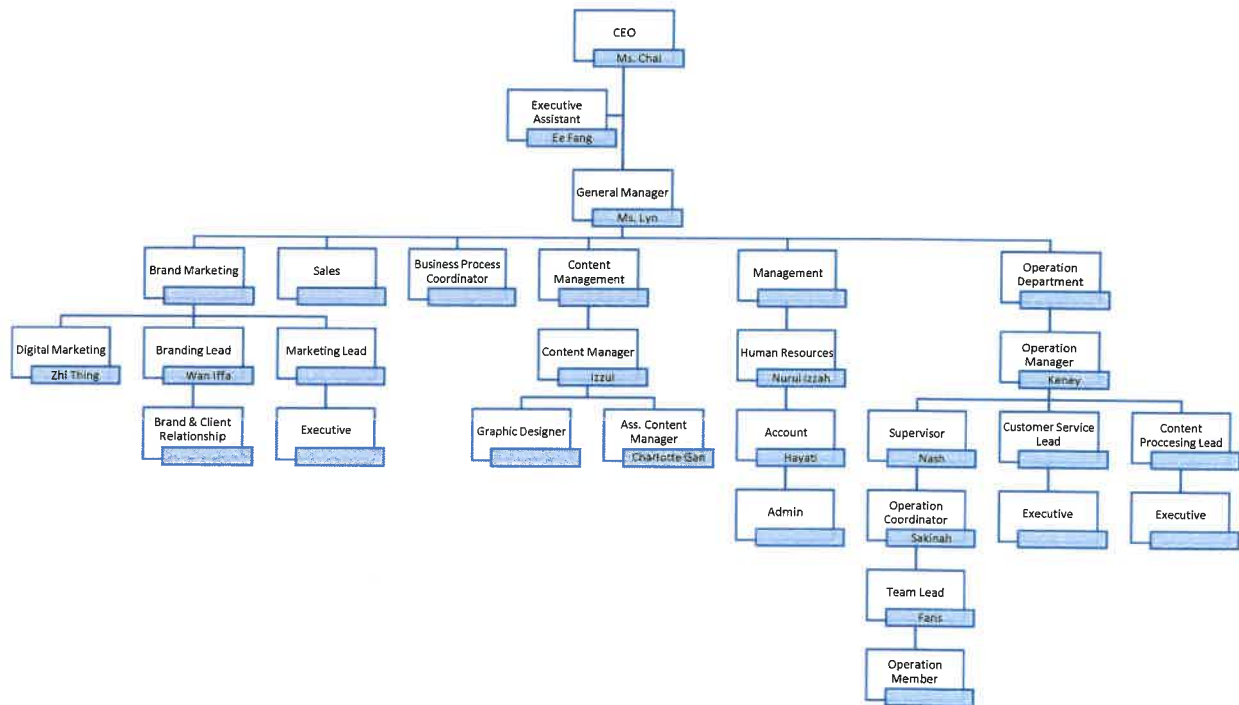
**Figure 2 : Famsy Sdn. Bhd. Printing Facilities**

Every Universiti Teknologi MARA (UiTM) student was given chance to seek and find companies that are related to their various courses in order to complete their Diploma in Chemical Engineering. Most of company have temporarily suspend their internship programs due to the Covid-19 pandemic. Therefore, Famsy Sdn Bhd had been chosen as the place for the training although it is not directly related to the Chemical Engineering course. Figure 3 shows the location of Famsy Sdn Bhd which is located 7800, Jalan Kampung Subang Baru U9, U 9, 40150 Shah Alam, Selangor.



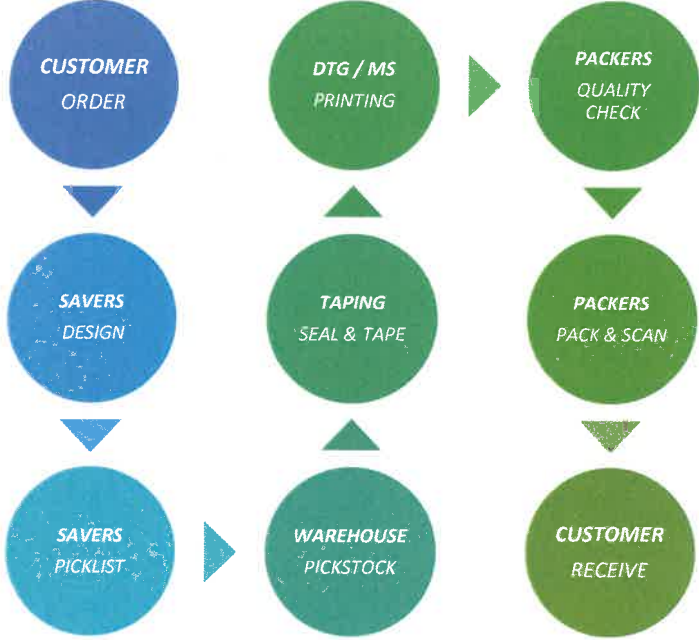
**Figure 3 : Famsy Sdn. Bhd. Location**

## 2.3 ORGANIZATION CHART



**Figure 4 : Famsy Sdn. Bhd. Organizational Chart 2021**

**2.4 PROCESS FLOW OF PRODUCTION**



**Figure 5 : Process Flow Diagram**

In Famsy Sdn. Bhd. There 4 major department which run collectively when processing and printing product. These 4 department is Savers , Warehouse , Printing and Packers. Starting from savers where they main function is to interact with customer, design and edit product template base on customer request. These newly saved design will then be send into the system for all department to refer. These reference will then be print in paper for warehouse member to refer when pick and choose the type of material needed for the printing process for example bag , thermos and cloth. After the printing department got the material , they will then proceed to printing based on design that been saved in the system. The finished product will then be pass to packer for quality check where any defect and error item will be discard and count into pending for reprint and resave. Item that pass the quality check will then be pack and scan before the courier come and pickup for delivery process.



## 2.4 PROCESS FLOW OF PRODUCTION

### 2.4.1 CUSTOMER AND SAVER



*Figure 6 & 7 : SAVERS Department Room*

Saving department ( SAVERS ) is department that focus mainly on interacting with customer and design an already existing template to suit customer request. Some of the savers also responsible to manually create new design based on customer demand. Savers play in big role in the process flow because their saved file and design majorly effect the flow of work of other department and this department can be considered as the brain of FAMS. For example , if savers fail to do their job properly , mistake that tend to happen is customer receive wrong item, courier send item to wrong address , design not fit to the product during printing and Famsy receive order for item that been discontinue. In savers , every staff been provided equipment for example pc , headset and others based on preferences. The staff member must reach minimum requirement of photoshop and web design skill. Savers also split into 3 different section which is Customer service where they will interact with customer if there any design change. Second is Designer to edit new template or create new one. The last is Online Picklist where they will print and provide other department with reference as other department rely heavily on it for example , product material list , invoice and consignment note. Common request from customer is to add custom name in already exist design while the manually create design normally been request in bulk order by company or organization.



Figure 8 , 9 & 10 : Addname Design

## 2.4 PROCESS FLOW OF PRODUCTION

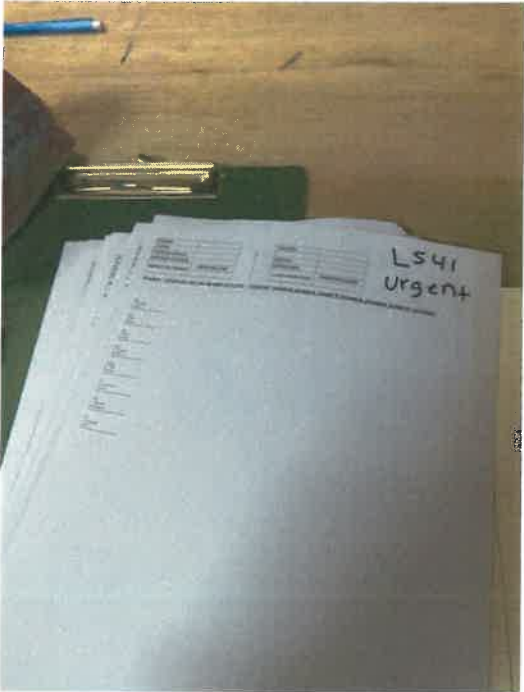
### 2.4.2 WAREHOUSE AND PICKSTOCK



*Figure 11 & 12 : SAVERS Department Room*

Warehouse department is second department in the process after the savers. Warehouse staff is considered the main manpower in Famsy as they manage and organize raw material and stock for FAMSYP. Warehouse main function is to ensure the stock availability for the printing process. They also responsible for count the stock and order new stock when the quantity is less than certain quota. In the process of production , warehouse member job is to pick raw material from the storage area based on references list provided by savers. This list came by batch based on order number for example , all order number in certain date will be batch into one batch eg. L276. Warehouse member also responsible for first stage quality check because some of the material that been provided by supplier is not entirely in good condition and have some defect. All defect item then must be count and put in upper floor for other usage. All the material that been picked will then be put into one container and pass to printing department based on the type of item. Some will get into Direct to Garment printing ( DTG ) , some will goes into Manual Save Printing ( MS ) and few will come to tailor. Warehouse staff also need to reserve item for exclusive customer who they call VVIP eg. Corporate , Tasnim , Sterk , Midnight Fusic and Australia.

For exclusive batch , there will be senior staff in charge for material picking because the material must be in the best and perfect condition , unlike normal batch where some small defect can be ignored. Normally, Most of the exclusive batch come in bulk or in a large quantity. For the printing process , warehouse staff must ensure that the backup material in printing department is always sufficient for error reprint and defect bag. All others equipment and item for other department also been managed by warehouse staff. Printer ink , courier envelope , vinyl roll , Paper , supplies item and maintenance item must always be check and organize in supplies room and storage area so other deparment can easily reach and take their needed. Warehouse also played big role in the process flow because without material and picklist , printing department can't proceed with their work. Once a few month , big stock will come from supplier and warehouse staff hold the responsibilities to pick and organize it.



**Figure 13 : Picklist Example ( Batch L541 Urgent )**

## 2.4 PROCESS FLOW OF PRODUCTION

### 2.4.3 PRINTING

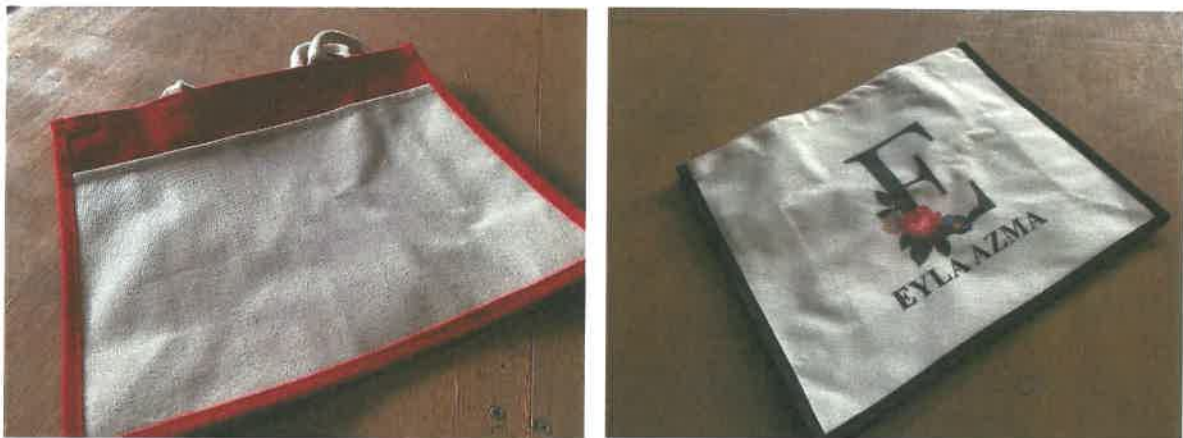
#### 2.4.3.1 Direct To Garment ( DTG ) Printing



*Figure 14 ( Left ) : Garment Printer , Figure 15 ( Right ) : Bitrise*

Direct to Garment ( DTG ) is one of two section in printing department. Product that been printed in DTG usually contain simple design and most of the design is provided by Famsy and the customer just request to custom add name or made few small adjustment. In the process flow , after the material that been provided by Warehouse department arrive , the DTG staff will then separate the material based on the design for each material and it consist of two design which is first one is full print and the other is simple print. Material with full print design must be tape and seal before printing to avoid the printer print the design on the wrong surface area of the bag. The area that need to be covered will be taped and seal by sellotape. Taping section is the one who does this part of process and it usually consist of part timer as there no necessary skill to do this job. After all the material are ready for printing , the Staff will then load the file that been saved by the savers to load the design into each printer. For example, staff A got container with batch L764 , then he will need to open saved file for batch L764 to gain access to all the design. All type of material has it own different set of setting and

adjustment, so the staff will need to adjust the material height in the printer , The platten for the material to sit and the system setting for the design. If one the requirement is miss, the design will come out either wrong size, wrong side or splash ink where the design is blurr. Printing for bag is one step process but for cloth is more complicated as the design must first be adjust in the computer to fit the printing area and the cloth must first be put into Bitrise to increase the colour tone of the cloth. If this process is skipped , the design usually came out blurr and some of it may mix colour with the cloth. After the printing process, all the product will then be put on a conveyer belt into a Heat Tunnel for drying process. This tunnel directly link to packing department so they can pick it up easily. Most of the staff can do the normal FamsyMall Batch but only certain well trained staff can handle and print exclusive batch , eg. Australia , Tasnim and Sterk.



**Figure 16 : ( Left ) Before ( Right ) After**

## 2.4 PROCESS FLOW OF PRODUCTION

### 2.4.3 PRINTING

#### 2.4.3.2 Manual Save ( MS ) Printing



*Figure 17 : ( Left ) Tiffin UV Sticker Printer*

*Figure 18 : ( Right ) Embroidery Printer*

Manual Save ( MS ) Printing is second section in printing department . Both section is in the printing department but print different type of product. Unlike DTG where most of the process done by machine , MS section contain more subsection and most of it operated manually by hand. Most of MS Design was newly creat design base on customer request and the step for printing the design is more complicated. After receive material from warehouse, staff in charge will then noted amd print the design directly by printer based on order number and this design will then be separate into each different subsection as they produce different set of product , eg. We have subsection for landyard, kids product , most famous and request tiffin and sajadah. Person in charge for the design UV sticker printing will print selected design based on the reference order number. The staff will need to cut the UV sticker as it print together with other type of sticker. The staff in each subsection will then tear and manually stick the sticker on the surface of the product. Some of the subsection was equipped with their own printer as the design will be printed on the material for example , bottle , snapback cap and Hat.

## 2.4 PROCESS FLOW OF PRODUCTION

### 2.4.4 QUALITY CHECK AND PACKING



*Figure 19 : ( Left ) Packing Table*

*Figure 20 : ( Right ) Example of Packed Product*

Packing is the last department that will handle the product during the process before sending it to the courier. After receiving each department product , Eg. MS passed the L724 Batch and DTG also passed the L724 Batch , the product will then be gathered in one place for final quality check. The main purpose for this final quality check is to ensure there no hidden defect and to ensure that the design printed is good and no error made so it can be proceed to packing. If one of the product get error or defect , the order number item will then be saved into the system under pending file, then the warehouse staff will need to repick and DTG and MS will need to reprint the batch again. Packers will then packed all the item not by batch but by order number and stick consignment note and invoice in the packaging so the courier can easily scan and know the location for each item. Some of the product were delivered by Famsy itself using dispatch service.



## 2.5 WEEKLY ACTIVITY

Working hours at Time Era Industries Sdn. Bhd. begin at 9.00 a.m. to 6.00 p.m. , estimated around 9 hours a day, include lunch break from 1:00 p.m. to 2:00 p.m. The company also give permission for each staff for a tea-break around 5 – 10 minute in the morning and evening. In the production department, this tea-break is necessary for the employees as it can help in boosting their energy and performance during work time and efficiently give a high-quality outcome. It also help to maintain the health situation for the most of the staff.

The employee works from Monday till Friday and for those who have free time can apply for overtime and weekend shift. For the internship students , we are scheduled to work from Monday to Friday and also given chance to experience overtime with different rate. For muslim staff , they can pray whenever free time they got in the small room provided. On Friday , Muslim man gain one extra hour during lunch break to make sure they have enough time to fulfill their solat Jumaat and eat.

Days	Shift Start	Lunch Hour	Shift End
Monday - Thursday	9.00 A.M.	1.00 – 2.00 P.M.	6.00 P.M.
Friday	9.00 A.M.	12.30 – 2.30 P.M.	6.00 P.M.

*Table 1 : Famsy Sdn Bhd Working Shift*

During the internship at Famsy Sdn. Bhd. , after some discussion , the students will be allocated in different department every few weeks to gain more experience. Within each the department, the students partake in every procedure from preparation to printing process itself. The students also partake in big meeting to so they can give and provide idea to resolve any problem rise in Famsy Sdn Bhd.

The activities done at the company is recorded in a logbook that already been provided by the faculty. The activity that is being done daily or weekly is being written and will be shown as prove that the internship conducted by the student is complete successfully.

### **Week 1 – Week 2 ( 13/09/2021 – 24/09/2021 )**

The internship training starts at 13<sup>th</sup> September 2021, the day started out with a simple briefing by the Operation Supervisor, Nash about the nature of the company, flow of the process and about the internship program. Nash brief about the law and regulations about the company and about the working hours that needs to be fulfilled. After that, the internship students and I are being allocated to the Warehouse Department to greet our Department Leads which is Mr. Faris, Person in charge for Famsy Warehouse. Nash then leave us so Faris can show the way around in the Warehouse. In week one, I was allocated at the Pickstock. I was assigned in picking material for normal batches. In that week, I also learn that most of newcomer will need to be in warehouse for a few days to get to know every type material available at the company and helping the other staff in arranging item. In week two, I've given chance to participated in small warehouse meeting with upper management to discuss about problem and solution. The problem state that Famsy is growing in term of product type and the way warehouse arrange the stock will cramped up space in the storage area. For the most time I just listened and approve all the suggestion they mentioned as I want to see how it turn out. The implementation was then start and stop halfway because rise a new issue about efficiency. The plan was put on hold because it was heavy season where many order came and everyone was busy.

### **Week 3 – Week 6 ( 27/09/2021 – 22/10/2021 )**

After completing 2 weeks in warehouse department , Famsy reach to me to offer an empty position in online picklist. First few days in the weeks full of studying and learning the flow of the works and soft skill about photoshop and computer skill. I've got chance to learn how to make order to courier service and print invoice and consignment note. In the next week , after a week gaining some experience in the picklist section , I came back to warehouse department. We continue to discuss further about the system labelling and it problem. After many trial and error , we finally made a decision to increase space by adding more rack to the floor so the new stock will have it own place instead of mixing material. The week continue with doing pickstock for MS and DTG and assemble part for the rack and arrange all the item. After sometime in the warehouse , senior departament introduce me to the new VVIP batches.

### **Week 7 – Week 8 ( 25/10/2021 – 05/11/2021 )**

In the week 7 , I was allocated in the upper floor of famsy where the savers department located . Nash want me to see and know how the design is edit and creat and how they handle the customer request. For the most part , I just observe and learn a few basic editing skill. I also got the chance to try edit normal batches and how to edit the custom name. For the next few days , I continue my internship learning to do some batching based on order number , Shopee information handling and about system directory save file. The next week , I moved into Manual Save Printing department ( MS ). I Participated in printing the UV Sticker design and Bottle name printing. During the process , I learned how to print the UV sticker from online saved and how one small error will stuck whole process of printing. I also got to know and observe how they add design to the metal tiffin and cutlery set.

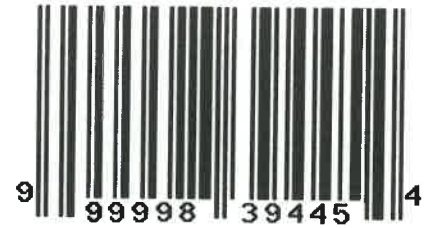
### **Week 10 – Week 11 ( 15/11/2021 – 26/11/2021 )**

On week 9 , I continue my internship in Direct to Garment Printing ( DTG ). Senior department taught me about every machine name , it function and how to set the system. I got to know that every material have it own setup and setting for the system and platten. For example bag A will need level F of height and big type platten for the rest area. I was assigned to machine named Bun to print normal batches. Most of my early attempt in printing end up failure because of complicated system but after many error , I got to complete one batch and my work speed increase as time by. The process is easy but also easy to make error. First I need to grab container with batch that been taped and seal by the taper, and then load the saved design into my pc screen, then a design list will appear and I ll put the material one by one base on the setting. Everytime I change material , the system will also need to be changed. Most common situation in printing is heigh error where the machine will cancel the printing process because the material or the bag reach a laser which mean it reach to the upper limit of the machine. Manual adjustment must be done and it can happen many time. At the end of the day , I ll count all the error and defect bag that been made to count total used bag per batch. In the next week , they taught me how to print different type of batch like shopee , corporate and Pending batches.

### Week 11 – Week 17 ( 29/11/2021 – 26/11/2021 )

On week 11 , they suggest me to try packing department but because of the heavy season , I just learn and watch them do the packing. After that I came back to the warehouse department to proceed my internship mini project. On week 12 , Ivy which is supervisor of the Export product put me in charge for the new Australia batches. The australia batches already exist but discontinue due to Covid 19 and low quantity of order. Under Ivy guide , I been put in charge to make sure Australia batches proceed accordingly. Most of method for Australia batches is the same as normal batch. The only difference is their batching system and their picklist system. With the involvement of saving management , we tried to come up with a system that can process batch faster that usual. The solution we agree upon is the cerberus system. Cerberus system start with savers save the order material in form of barcode. There no picklist reference for the batch and only printed barcode provided, the warehouse member will then pick the material base on type of material stated at the barcode, the main functionality for the barcode is during printing where the printer didn't need to find the batch in the system , instead they will need to scan the barcode and design will automatically received by the machine. Australia batch also must be treated with the utmost care as it is the early and starting of product that successfully gain popularity in outside Malaysia which is Australia. If the cerberus and Au success , the next project which include other country will follow suit.

## 2.6 MINI PROJECT



*Figure 21 : ( Left ) Australia Flag*

*Figure 22 : ( Right ) Barcode Example*

In the early period of internship , there no exact plan for mini project, but the biggest contribution for me during Internship in Famsy Sdn Bhd is when be able to participate in making Cerberus system efficient and Rework the Australia batches. Thus I consider this as my project. Australia batch also known as AU batch is already existing batch but put on hold because of Pandemic Covid 19 and not much order came. The idea to bring back this batch came after Famsy add more product to their market choice. To ensure customer give a very positive feedback , we as the person in charge must make sure this batch process with the utmost care. Many error and defect was made and many new stock was order exclusively for AU batch. In the early stage , there not so much hype and order but after continuously try and put up much effort, order keep increasing and Au became one of the most important batch in Famsy as it become pillar to support and spread Famsy brand outside of Malaysia. When Au batch introduce , second problem arise when order came a lot and printing method took many time , in the end we decide to try the barcode system named Cerberus to increase speed when printing the design. This system also been introduced because Au batch must finished early because it is export item. Difficulties we faced during early stage of cerberus implementation is the item and the barcode given didn't tally and most of the item end up not printed. But after a while we managed to come up with solution and solved the problem. Up till today , the cerberus system in not in perfect condition for wide usage so it only be used in AU batch.

### 3.0 CONCLUSION



*Figure 23 : FAMS Y End of Year Dinner*

In a nutshell, my internship period has been one of the most challenging days in my life. With the unfamiliar work environment, not related to the course taken. The 17 weeks I had with Famsy Sdn. Bhd. has been awesome and I get too many experience on how it is felt like to work in a real company and in a real Production and Printing Department. The knowledge that I gain here will surely benefit me for my future and this will encourage me to gain more real life experience in the near future.

The working industry is not an easy task as it has a lot to deal with such as people and machine. Being in the company has also taught me that communication between an employer and an employee is very important as it play biggest role in decision making beside it will make the workplace lively and positive. One of the most important lesson while working in an engineering company is Decision making because fail to foresaw upcoming problem lead us to cycle of trial and error .