



اَبُو سَيِّدِي تَكْوَلُو كِي مَارَا
UNIVERSITI
TEKNOLOGI
MARA



KPJ AMPANG PUTERI
SPECIALIST HOSPITAL

INDUSTRIAL TRAINING FIELD REPORT

KPJ AMPANG PUTERI SPECIALIST HOSPITAL

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PROGRAMME	DIPLOMA IN CHEMICAL ENGINEERING
STUDENT ID	2018652118
INDUSTRIAL	17 WEEKS
TRAINING DURATION	(22 nd MARCH 2021 – 16 th JULY 2021)
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1.0 INTRODUCTION

Industrial training is one of the courses that one needs to complete in order to finish their study formally. Industrial training is necessary in accordance with Board of Engineers Malaysia orders to make sure all engineering students must complete a certain duration of industrial training before graduate as an engineering student.

In Chemical Engineering Faculty at Universiti Teknologi MARA (UiTM) Cawangan Johor Kampus Pasir Gudang, the duration for industrial training that needs to be fulfilled is 17 weeks which started from 22nd March 2021 until 16th July 2021.

The objective of the industrial training is to give an exposure for all undergraduate engineering students about the working environment and experiences. It is essential as this training needs the student to apply what they have learned before in real-time situation.

This training gives a mutual benefit between the students and the companies because, the students can learn from experienced engineers in the company while the companies can get a potential talent for their future workers.

Supposedly, industrial training should be done in a course-related company to give student the ability in applying their knowledge in working condition. Unfortunately, during this pandemic, I could not get many choices to do my internship. But in the end, I managed to learn some knowledge related to chemical engineering.

2.0 CONTENT

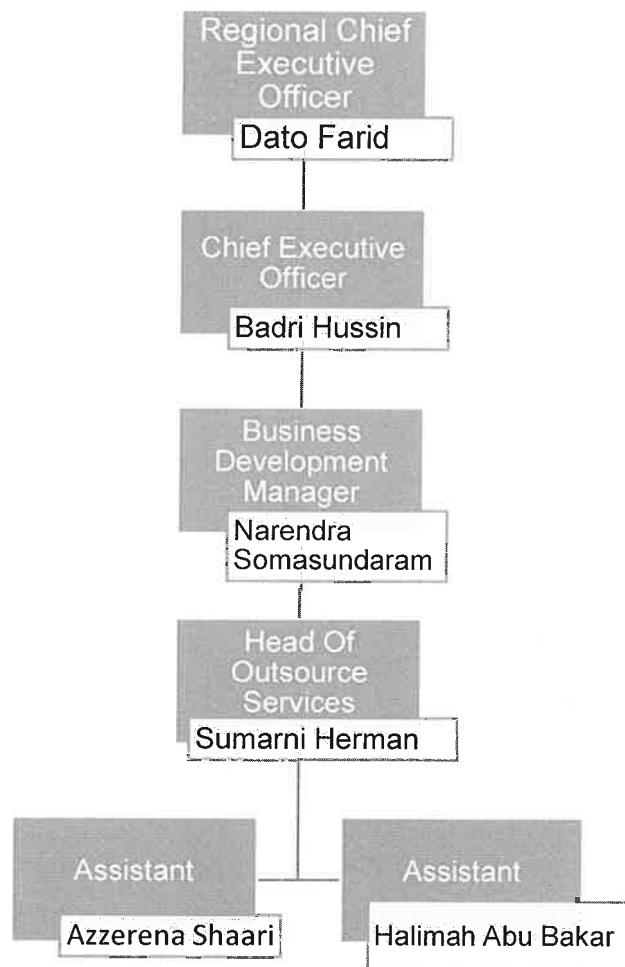
2.1 Company Profile

Kumpulan Perubatan Johor (KPJ) Ampang Puteri is one of the largest and popular specialist hospitals in Malaysia. Located in Ampang Jaya, Selangor, this hospital has been awarded with so many certifications and being a high international graded hospital under Joint Commission International (JCI) that consist of more than 100 countries around the world.

KPJ Ampang Puteri provides a wide range of healthcare for patients who need either in-patient treatment or out-patient treatment with full of specialist doctors ready to diagnose their health condition. In total, KPJ has 28 specialist hospitals throughout the nation that hired approximately 13,000 staff and has more than 1,000 medical consultants with a wide range of medical disciplines.

The vision and mission of this company is simple that they want to be the preferred healthcare provider and deliver quality healthcare services by achieving several objectives, such as provide a safe, secure and conducive environment, and ensure that patients are cared for and serviced by well trained and competent professionals.

2.2 Organizational Chart



2.3 Daily & Monthly Activity Brief

For support services in KPJ Ampang Puteri, the working hours is same as standard office hour, starts from 8.00 a.m. to 5.00 p.m. or 8.30 a.m. to 5.30 p.m. with 1 hour break. Support service staff also need to work on Saturday alternately.

Week 1 – 5 (22nd March 2021 – 23rd April 2021)

On the first day of my internship, I reported myself to the Human Resource Department and I was given a brief explanation and training before I was introduced to the department that I assigned to, which is Outsource Services under supervision of Cik Sumarni Herman as my supervisor. On that day, I only got introduced to a clerk of my supervisor because she was in a quarantine period as she was suspected of infected by Covid-19. But we did communicate through *Whatsapp* group and several online meetings to explain a little bit of my job scope. On the second week, I finally got to see my supervisor face-to-face. She gave me full explanation of what tasks I will be doing throughout my internship period in this company. My job scope is basically including safety and health of staff and building, waste management handling and basic office work. I had to do a daily environmental round around the hospital perimeter. I also had to monitor many types of waste pick up by a vendor such as general waste, clinical waste and scheduled waste to make sure they are following the standard of procedure while picking them up. Besides, the basic office work such as filings and documentations were also a part of my job scope. For 5 weeks, I did all the tasks given with my mentor, Puan Halimah.

Week 6 – 11 (26th April 2021 – 5th June 2021)

Starting from week 6, I have been ordered to do all my tasks alone with little supervision from my supervisor. I did the environmental round every day after breakfast and make sure the hospital does not have any broken facilities and make sure all plants and tree are taken care by gardener. I noticed that there were some broken facilities that could harm staff or patient, so I made an online report to alarm the maintenance staff to fix the problem quickly. After that, I did a follow up with them to make sure that the harm has been taken away. In afternoon, I have been tasked to monitor clinical waste pickup that will be done by a vendor. I had also recorded all clinical waste's weight in every yellow bin before they put them in their truck. And then, I keyed in the total weight of clinical waste on that day to the office computer. The data is used for the hospital audit in order to calculate how many tons of the clinical waste have been generated every year. Every 2 weeks I need to monitor the recycle items and scheduled waste to be picked up and record the weight. In this period also, I managed to get a slot for training of fire safety that have been done virtually for theoretical part.

Week 12 – 17 (7th June 2021 – 16th July 2021)

In this period only I finally got exposed on basic office works such as filing and documentations. I was asked to make a documentation label for every file because the labels were so old and need to be replaced. I also learned how to make an order or purchase for any items that were out of stock and record all invoices as well as filing the proof of purchases. The essential thing I learned for office work is how to make a monthly report of all wastes generated.

2.4 Description of Tasks Assigned

2.4.1 Monitoring Clinical Waste Pickup

Process Flow



Figure 1



Figure 2



Figure 4



Figure 5



Figure 3



Figure 6

Figure 1 to 6 show the process of how clinical waste is picked up by vendor. First, all clinical waste generated by the ward is collected by cleaners every morning and evening in the provided clinical waste bag. Then, all medical practitioners must throw all clinical waste into this plastic before putting it into clinical waste bins. Next all bins contain of clinical waste will be brought down from every ward to the clinical waste store to store them. The weight of the bins is calculated using the weighing scale inside the clinical waste store. When the vendor arrived, they will pick up all bins that contain clinical waste into their lorry and will be processed on their plant.

My task in this job is to make sure all cleaners have brought down the bins from the wards they have been assigned to. It is also my job to ensure the cleaners and the vendor are wearing proper Personal Protective Equipment (PPE) while doing their job such as, hand glove, apron and safety shoe. And the most important thing is to not let them leave even a single bin of clinical waste inside the clinical store for more than 1 day. If they do this, they could get a penalty and can be sued as the clinical waste cannot be left in a store for more than 24 hours.

2.4.2 Environmental Round/Survey

This task's objective is to look around the whole hospital perimeter to find out any safety issue. As far as I did the task, I managed to find out several major safety issue such as broken underground water pipe. Apparently, the broken pipe had already been issued to maintenance staff and safety officer but need almost a month for them to take an action to solve it.

Another major issue I found was a nearly collapsed pergola located on internal garden. The pergola is a decoration for a route that connects between sessional clinic and ward and frequently use by doctors and patients.



Figure 7



Figure 8

2.4.3 Monthly Report of Clinical Waste Generated

In order to avoid last minute preparation for any shocking meeting, my department always prepare all reports to be presented to the higher management. So, my supervisor said that I also need to prepare the monthly report of clinical waste generated with my mentor's help. I managed to complete my first monthly report with ease. There were several things to be prepared in order to make one complete report. First, I transferred all daily weight of clinical waste from record book to an excel template. Then, I use the formulas in excel to sum up the value to get the month's total value.

DATE	DAY	HQU	OT	PACIS	SURGICAL	ICU	LAB	LDK	MAT	SPD	PCB 4/3	KNAY	LEVEL	KPI WELLNESS	PR WARETHNG	WAKAF	PURCHASING	EDUCATION	PHARMACY	TOTAL	
2	Sat	143.00	78.90	42.15	19.75	59.95		25.50	26.80											396.05	
3	Sun																				0.00
4	Mon	150.10	93.50	42.80	29.65	59.50	46.85						25.55	22.45						424.70	
5	Tue	136.75	35.70	62.85	95.30	54.65	74.15	24.95					35.00							441.35	
6	Wed	139.80	133.40	36.25	46.15	27.85	41.55			26.20										445.30	
7	Thu	122.15	112.00	35.95	25.00	28.60	29.77	23.60	27.60	23.40				26.00						454.22	
8	Fri	134.10	110.80	70.20	28.10		39.55	27.70						36.00						426.55	
9	Sat	144.05	147.05	43.35	47.05	51.80	39.40	28.55	19.05	24.30				27.70						549.70	
10	Sun																			0.00	
11	Mon	139.85	56.95	33.50	21.50	32.85	29.80	30.15		28.65										361.25	
12	Tue	141.01	54.20	65.70	29.85	29.80	25.80	25.80	27.00					24.55						413.31	
13	Wed	139.85	27.50	54.15		54.75	41.60		31.19		19.60	25.80								387.74	
14	Thu	111.55	28.65	36.98		51.80						26.80								292.46	
15	Fri	104.35		35.80	33.20	25.15			20.60											219.10	
16	Sat	146.65	27.10	28.15	31.65	36.70	43.50	22.55												330.30	
17	Sun																			0.00	
18	Mon	91.55	121.85		26.90	28.70	85.70	24.40												332.70	
19	Tue	149.00	95.90	54.00	30.00	42.85	39.65	25.05		24.19			27.00							471.55	
20	Wed	132.15	45.50	121.85	21.85	49.50	35.25		29.45	23.40										459.55	
21	Thu	121.55	101.00	39.85	28.30	60.10	27.85			26.50				21.00						449.80	
22	Fri	136.85	196.50	38.50	30.40	26.15	39.55	28.05	29.10					30.35						505.35	
23	Sat	148.85	45.05	50.45	34.40	30.80	24.95	30.95		28.90										408.35	
24	Sun																			0.00	
25	Mon	140.00	127.50	29.90		27.60	55.50							25.80						409.10	
26	Tue	147.65	133.50		31.25	22.85	57.75	28.90		24.20	24.40	24.00								494.90	
27	Wed	89.65	88.00	55.00	34.25	48.90		26.20		23.75			23.00							317.00	
28	Thu	110.40	88.90		27.85	30.55	40.75													341.10	
29	Fri	133.50	183.80	30.50	28.85	24.90	42.15	29.40		24.80				22.55						520.75	
30	Sat	132.11	122.45	27.40	38.10	29.35	37.6	24.80		24.00	24.00									449.81	
31	Sun																			0.00	
32	Mon	100.35	53.75		29.50	20.50	39.70	23.8	28.20	27.75										323.75	
TOTAL		3,969.92	2,288.70	1,014.21	817.50	1,088.85	901.32	940.24	286.74	304.55	98.30	247.75	118.55	0.00	0.00	0.00	0.00	0.00	0.00	11,071.67	

Figure 9

DATE	DAY	A&E	SAKURA	LILY	ORCHID	COVID 19	VACCINE	BASEMENT	TOTAL
1	Sat	50.35	39.30		59.80	181.14			310.59
2	Sun					95.40			95.40
3	Mon	38.6		44.50		165.10			248.20
4	Tue	23.85	27.78	28.45		167.28			247.36
5	Wed	28.55	33.20			235.15			296.90
6	Thu					116.25			116.25
7	Fri	34.45	37.70			132.55			204.70
8	Sat					123.29			123.29
9	Sun					122.97			122.97
10	Mon		35.50	38.70		209.90			284.10
11	Tue	27.80		36.16		198.20			262.16
12	Wed		31.90	28.30					
13	Thu	24.50	26.15			146.05			196.70
14	Fri	23.40				252.15			275.55
15	Sat	29.70			29.70	170.45			229.85
16	Sun	24.90				151.95			176.85
17	Mon					341.40			361.40
18	Tue	26.50	26.20	26.75		199.10			278.55
19	Wed	27.50	28.85			216.70			273.05
20	Thu	22.40			20.10	219.95			262.45
21	Fri					170.15			170.15
22	Sat	36.50	18.74			218.80	28.25		302.29
23	Sun					190.47			190.47
24	Mon	30.05	35.25		46.65	281.85			393.80
25	Tue	54.90				215.95			270.85
26	Wed	23.25	31.75		18.35	269.25	31.35		373.95
27	Thu	26.70				265.44			292.14
28	Fri	50.25	40.35			314.60			385.20
29	Sat	26.75			38.25	246.80			311.80
30	Sun	37.5		31.80		143.70			208.10
31	Mon	39.15				532.35			371.30
Total		682.65	412.67	202.86	154.60	6,123.12	28.25	31.35	7,655.50

Figure 10

DATE	COLLECTION TIME	STATUS	QUANTITY (KG)	CONSIGNMENT NO	TOTAL ALL BIN	TOTAL COVID 19 BIN
1/5/2021	11:30 AM		249.50	2021050314DRAZTU	10	3
2/5/2021	11:00 AM		454.00	2021050314TWPN27	17	9
3/5/2021	11:45 AM		447.70	2021050314AXF3CP	16	6
4/5/2021	11:39 AM		508.00	2021050411IX2ADH	17	8
5/5/2021	11:30 AM		421.70	2021050511QXZYDR	17	8
6/5/2021	11:30 AM		424.35	2021050611S53UKG	15	7
7/5/2021	11:40 AM		310.00	2021050711DBYPVU	12	4
8/5/2021	10:00 AM		269.00	2021050811O1ITRS	10	6
9/5/2021	11:30 AM		502.10	2021050909M6TEO2	15	7
10/5/2021	11:40 AM		505.30	2021051012W17ECK	17	11
11/5/2021	11:30 AM		540.40	2021051111HDPSTY	19	7
12/5/2021	11:30 AM		506.60	20210512112ZY5L	21	8
13/5/2021	10:30 AM		257.00	20210513115KMCES	13	4
14/5/2021	11:31 AM		306.00	202105140975AOT8	16	7
15/5/2021	12:00 PM		449.60	20210515126UZH9C	20	14
16/5/2021	11:00 AM		302.00	2021051609KJUNRI	10	3
17/5/2021	11:45 AM		351.00	2021051712AII-NZR	15	11
18/5/2021	11:45 AM		410.40	2021051811PNQOUR	18	11
19/5/2021	11:45 AM		433.00	2021051911PJH24A	21	11
20/5/2021	11:40 AM		431.00	2021052011FU0YAT	14	7
21/5/2021	11:15 AM		522.70	2021052111GZ4QC5	17	7
22/5/2021	11:20 AM		591.40	2021052211AG29K0	20	9
23/5/2021	10:30 AM		330.00	20210523098LAIDC	14	4
24/5/2021	11:30 AM		411.70	2021052411CYLB2P	19	13
25/5/2021	12:00 PM		521.80	2021052512TYX2P4	19	11
26/5/2021	11:30 AM		590.60	20210526116J8LAT	20	11
27/5/2021	11:15 AM		356.40	2021052711XECSLA	16	11
28/5/2021	11:30 AM		606.10	2021052812SBJZVE	21	15
29/5/2021	12:15 PM		614.00	2021052913P0N5GU	21	11
30/5/2021	10:30 AM		356.00	2021053011JBD3H	11	5
31/5/2021	11:45 AM		425.30	2021053111OPQZ2N2	20	13
TOTAL			13410.55		511	264

Figure 11

2.4.4 Filing and Documentation

This task was given by my supervisor at the end of my internship with my mentor's assist as the task is her specialty. For this task, I changed all file labels to a new one but with the same design to make all the files neater than before. I also rearrange all documents inside the file to so that, if whoever needs to find a particular document, it would be much easier.



Figure 12

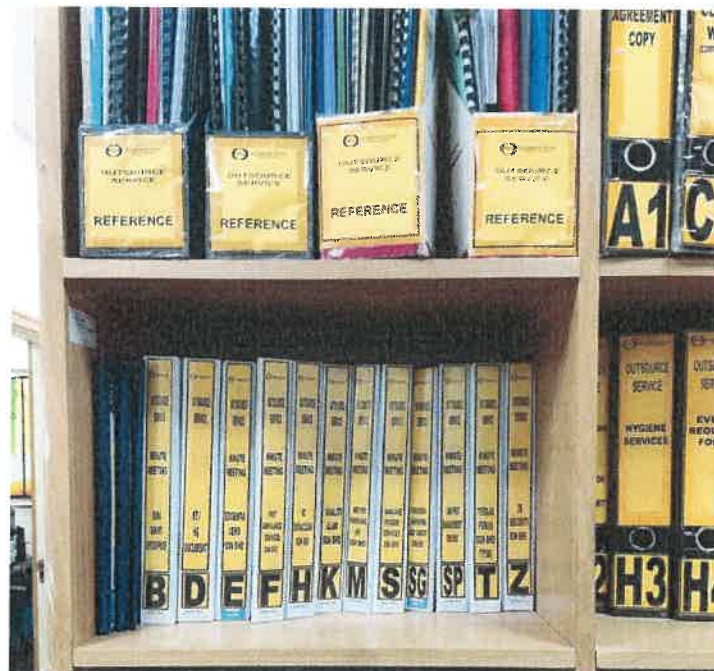


Figure 13

2.5 Mini Project

The mini project that my supervisor proposed to me was not directly involved the chemical engineering course. Instead, the project was more to technical skills that requires my knowledge in Information Technology in order to complete the project.

The project was to minimise the usage of paper in the department attached. The department I was assigned to uses a lot of papers as we need to record many responds from staff and vendors. To achieve this target, my supervisor gave me the project for me to handle by asking me to convert most of the physical feedback forms to digital forms linked to the department's email.

This project started by making a draft that was tested by mock respondents to make sure the outcome of the feedback is easy to transfer to desktop folders. After some drafts and reviews from my supervisor, I finally managed to complete the final draft and the forms.

Below are the samples of forms I created.

The screenshot shows a digital form titled "Clinical Waste Management - Monitoring Form". It includes a "Date" field, a "Date Collection" field, and a "Score" section with a legend: 2 - Well Managed (100%), 1 - Satisfactory (75-99%), 2 - Needs Monitor (50-74%), and 3 - Poor (Below 50%). A "1. Collection Schedule" section has a scale from 1 to 5.

Figure 14

The screenshot shows a digital form titled "Clinical Waste Management - Monitoring". It features a table for "2. Waste Collected" with columns for "1", "2", "3", "4", and "5". Below the table are sections for "3. Wheel Bin" (with a 1-5 scale), "4. Weighing" (with a 1-5 scale), and "5. Weighing" (with a 1-5 scale).

Figure 15

The screenshot shows a digital form titled "Clinical Waste Management - Monitoring" with a summary table. The table has columns for "Bin Collected Schedules", "Bin Supplies", "Critical waste collected Total (kg)", "Rating (Total Score/Max Score = 100)", "Inspected By (Name)", and "Collected By (Name)".

Figure 16

General Waste Management - Daily Moni

Questions Responses 1

General Waste Management - Daily Monitoring Form

Form Description

Date
 Day: 10/20/20 year: 20

Collection Time: *
 Time: 10:00

Score
 5 - Ideal (excellent) (excellent)
 4 - Satisfactory (satisfactory)
 3 - Acceptable (acceptable)
 2 - Disatisfactory (disatisfactory)
 1 - Completely unacceptable (completely unacceptable)

1. Collection Schedule: *
 Follow the schedule: 1 2 3 4 5

Figure 17

General Waste Management - Daily Moni

Questions Responses 1

2. Waste Collected *

collect all gener.: 1 2 3 4 5

Comment
 Long-answer text

3. Cleanliness *

No waste left: 1 2 3 4 5

Daily cleaning r.: 1 2 3 4 5

Comment
 Long-answer text

4. Staff Appearance *

Figure 18

General Waste Management - Daily Moni

Questions Responses 1

PPE compliance: 1 2 3 4 5

staff attitude: 1 2 3 4 5

Comment
 Long-answer text

Rating (Total Score/Max Score = 100): *
 Short-answer text

Inspected By (Name): *
 Short-answer text

Acknowledged By (Name):
 Short-answer text

Figure 19

Landscape and Gardening Services-Wee

Questions Responses

Landscape and Gardening Services- Weekly Monitoring From

First completion

Month *

1. August 2021
2. September 2021
3. October 2021
4. November 2021
5. December 2021

Date *

Day, month, year

Time (Start) *

Hour

Figure 20

Landscape and Gardening Services-Wee

Questions Responses

Time (End) *

Time

Select your area: *

Level 4th Garden ... External Lower Gro... Mills Lobby & Drca... Main Lobby & Gro...

Inspection Areas

Score

5 - Not Applicable (N/A)
 5 - Meet Standard Requirement
 4 - Satisfactory
 3 - Acceptable
 2 - Unsatisfactory
 1 - Completely Unacceptable

1. Area *

	1	2	3	4	5
Area Cleanliness	1	2	3	4	5
Waste Cutting	1	2	3	4	5

Figure 2

Pest Control Service - Monthly Performance

Questions Responses 117

Pest Control Service - Monthly Performance Evaluation

Report to submit before 3rd of every month

WARD SERVICES

1. Reception
2. Surgical SA
3. Surgical SB
4. Premier
5. Medical
6. Labour Room/Recovery
7. Maternity
8. Operating Theatre
9. HRP
10. SPD
11. Histopathology

Figure 22

Pest Control Service - Monthly Performance

Questions Responses 117

Scoring Guidance

5 - Meet Standard Requirement
 4 - Satisfactory
 3 - Acceptable
 2 - Unsatisfactory
 1 - Completely Unacceptable

Work Scope *

	1	2	3	4	5
1. Signing of Inv...	1	2	3	4	5
2. Signs of pest...	1	2	3	4	5
3. Staff attitude	1	2	3	4	5

Overall Comments/Suggestions

Using Windows text

Inspected by (SHOSUM): *

Start date of visit

Figure 23

3.0 CONCLUSION

In overall, these 17 weeks long of industrial training at KPJ Ampang Puteri really giving me a good exposure of working environment. This training has given me the opportunity for me to improve my communication skills as well as my IT skills. I managed to work smoothly and unleash my ability in working as a team.

Even though this company's nature business is not directly related to engineering courses, but I got to learn some of engineering's essential aspect which is safety and health of a workplace and the environmental-related aspect while handling the clinical waste along this internship.

Along these 17 weeks, I managed to recognize some of my weakness and strength that I did not know until I undergo this training. Since I was born, I always find it hard to open or speak up to a stranger. But now, my self-confidence has slightly gotten better as I communicate a lot with my mentor, supervisor and colleagues. I am also gotten better in Microsoft applications especially Microsoft Excel. For my weakness, I was in denial for a long time and hard to admit that I was a procrastinator. I realised this when I am so demotivated to start this report. However, I finally began to do this report starting from week 5 and constantly update the report.

Lastly, I want to point out the disadvantage or recommendation for future reference. If I were to have another internship, I will not apply to a non-related company because, I could not apply my knowledge in working environment and I consider it as loss. However, in my opinion, this training is a good industrial training and a success for both me as a student and the company.