



**UNIVERSITI TEKNOLOGI MARA
FACULTY OF INFORMATION MANAGEMENT**

**INDUSTRIAL TRAINING REPORT:
PRISM INTEGRATED SDN BHD**

**SPECIAL PROJECT : FILE OR BOX MOVEMENT
DOCUMENTATION (JABATAN PERKHIDMATAN AWAM)**

**BY
SITI ZULEHA BINTI ZAKARIA
2013934493**

**IM245 - BACHELOR OF SCIENCE (HONS.) INFORMATION
SYSTEM MANAGEMENT
FACULTY OF INFORMATION MANAGEMENT
UNIVERSITI TEKNOLOGI MARA KELANTAN**

01 FEBRUARY 2017 – 30 JUNE 2017

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**FACULTY SUPERVISOR
PUAN HUDA BINTI HAMIDON**

**REPORT SUBMITTED IN FULFILLMENT OF THE
REQUIREMENT FOR THE INDUSTRIAL TRAINING
FACULTY OF INFORMATION MANAGEMENT
UNIVERSITI TEKNOLOGI MARA KELANTAN**

01 FEBRUARY 2017 – 30 JUNE 2017

SPINE LABEL

INDUSTRIAL TRAINING REPORT 1 FEBRUARY 2017 – 30 JUNE 2017

DECLARATION

I hereby declare that this is my original work. I have not copied from any other student's work or from other sources. I am also declare that no part of this report has been published or submitted for publication except where due to reference or acknowledgement is made explicitly in text, nor has any part been written for me by another person. I confirm that I have read and understood the UiTM regulations with regards to plagiarism and will be penalized by the university if found guilty.

Signed by



SITI ZULEHA BINTI ZAKARIA
2013934493

Date of submission: 13th July 2017

ABSTRACT

This report was prepared to report all of the activities and special project during the attachment at Prism Integrated Sdn Bhd. The attachment of industrial training is about 4 months from 1st February 2017 until 30th June 2017. Student needs to complete the industrial training in the time given to fulfill the requirement of subject IMC690. In this report, student needs to complete four (4) main chapters. First chapter is introduction about the company. Second chapter is about departmental information which is the explanation about department available at Prism Integrated Sdn Bhd. Third chapter is about the activity during the practical training and the special project that is executes during the training. Last chapter is the conclusion which is student need to share the knowledge and skill get from the training, lesson learn, opinion and also the limitation and recommendation during the training. Special project is the project that is suggested and lead by student. Student must get the approval from the faculty supervisor and organization supervisor. Special project that is suggested must have mush knowledge especially about records management life cycle from creation to disposal. the contribution to the company. During the attachment at Prism Integrated, student gain much knowledge from the staff, comfortable working area, learn practical way besides theory in class, find the procedure in every task, learn to improve soft skill and get chance to do different task that is totally not related to system.

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Chapter 1

Introduction

Chapter 1 discusses about company background, history, objective, mission and vision of company, Prism's product and services and many more. Practical training students were attached to Prism Integrated Sdn Bhd about five months from 1st February 2017 until 30th June 2017. Figure 1.1 shows the entrance of main building Prism Integrated Sdn Bhd.



Figure 1.1: Entrance of main building Prism Integrated Sdn Bhd

1.0 Background of the Organization

Prism Integrated and the Iron Mountain have been merged on April 2016. Prism becomes more matured and experienced company in managing record after 21 years involves in the field. Prism is a well-known company in Malaysia that promotes and provides six (6) facilities with 2.5 million cartons capacity. Prism also manages over 10 million files from different client either from government or private institutions. There are three main activity of Prism. Firstly is physical records management. Second is scanning and digitizing and last is secure shredding. Government sector was related with National Archive of Malaysia. All of the procedures relate to the government

sector will be refer with procedure from National Archive Malaysia. The client of Prism Integrated are consists from government sector and also private sector. Prism also outsources several staffs of their own to work at Perbadanan Tabung Pendidikan Tinggi Nasional (PTPTN) to manage records at there.

1.1 Mission and Vision

Mission and vision of Prism Integrated Sdn Bhd are to be the main and total solution provider in records and information management in the Asia region. Prism also makes the best solution based from the time records are first created until the disposition of records. For government sector, the dispositions of records are based on the guideline from National Archive of Malaysia and also have certificate from National Archive of Malaysia.

1.2 Corporate Logo



Figure 1.2 : Corporate Logo of Prism Integrated Sdn Bhd

1.3 Contact detail

Table 1.1 : Contact detail of Prism

The contact detail of Prism as below:	
Address	No 2A Jalan Tiang U8/91, Bukit Jelutong Industrial Park, 40150 Shah Alam, Selangor Malaysia.
Storage/Warehouse Address	No 2A Jalan Tiang U8/91, Bukit Jelutong Industrial Park, 40150 Shah Alam, Selangor Malaysia.
Telephone Number	03-77341111
Fax	03-77341888

Email	admin@prism.com.my recordscenter@prism.com.my
Website	http://www.prism.com.my

1.4 Product and Services

There are several products and services offered by Prism. Table 1.2 shows the list of services and product of provided.

Table 1.2 : List of product and services

No	Product	Detail
1	Prism smart file	Prism smart file was established with four (4) holes to make the grip to document stronger and tidy.
2	Four (4) hole puncher	Puncher four (4) hole that is made for filing using Prism smart file
3	F Binder	This binder function is same like binding tool. This is design in color blue and red.
4	Black box plan	This black box use to store plan like map.
5	A3 black box	This box has design of A3 size of paper.
6	Black box	This box has usual A4 paper size.

Prism is invented the smart file. Many organizations use this smart file for the company record keeping. The smart file has 4 holes different from the usual file that have only 2 holes. The paper is tidier when using this smart file. The grips on the paper make the file easier to flip without cause any damage to the paper inside the file. The color coding also have been implement at the smart file suitable with the records management. Figure 1.3 shows product and services of Prism (Prism smart file).



Figure 1.3: Prism smart file

Besides that, Prism also has services courier which is include delivery. There is team courier that is assign to deliver the file or box to the certain place which is requested by customer. There is also delivery of box to Perbadanan Tabung Pendidikan Tinggi Nasional (PTPTN) branch and other product or services. Other than that, Prism also has pickup services also by courier team. Besides that, Prism also provided consultation from salesperson for new customer or existing for store any document at Prism. Prism's salesperson will meet individually to prospect by appointment from both sides. Through the consultation or discussion, future customer can decide to use the services based on the package available.

1.5 Location

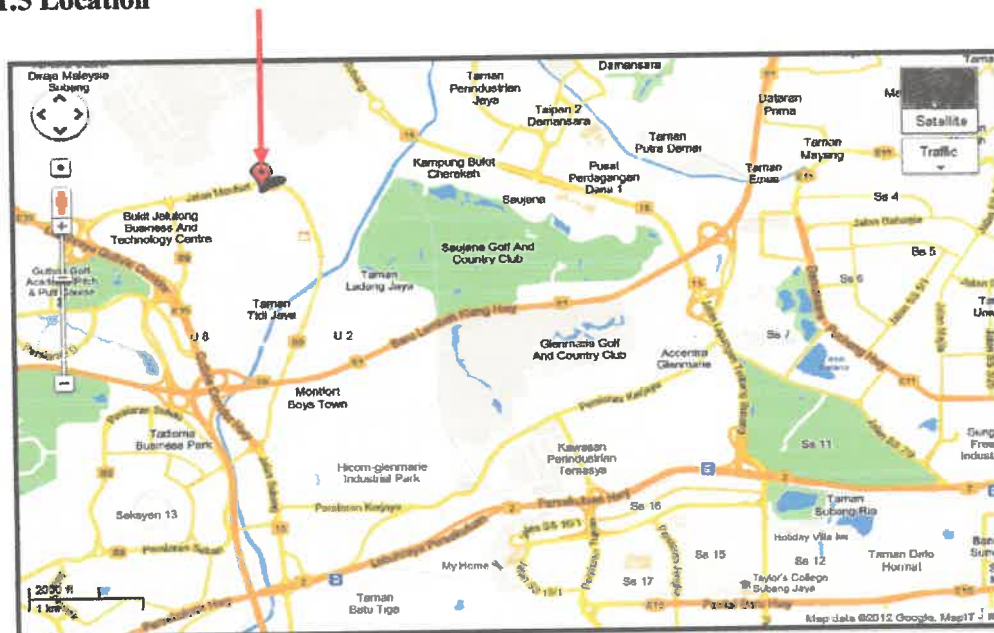


Figure 1.4 : The location of Prism Integrated Sdn Bhd

1.6 Organizational Structure

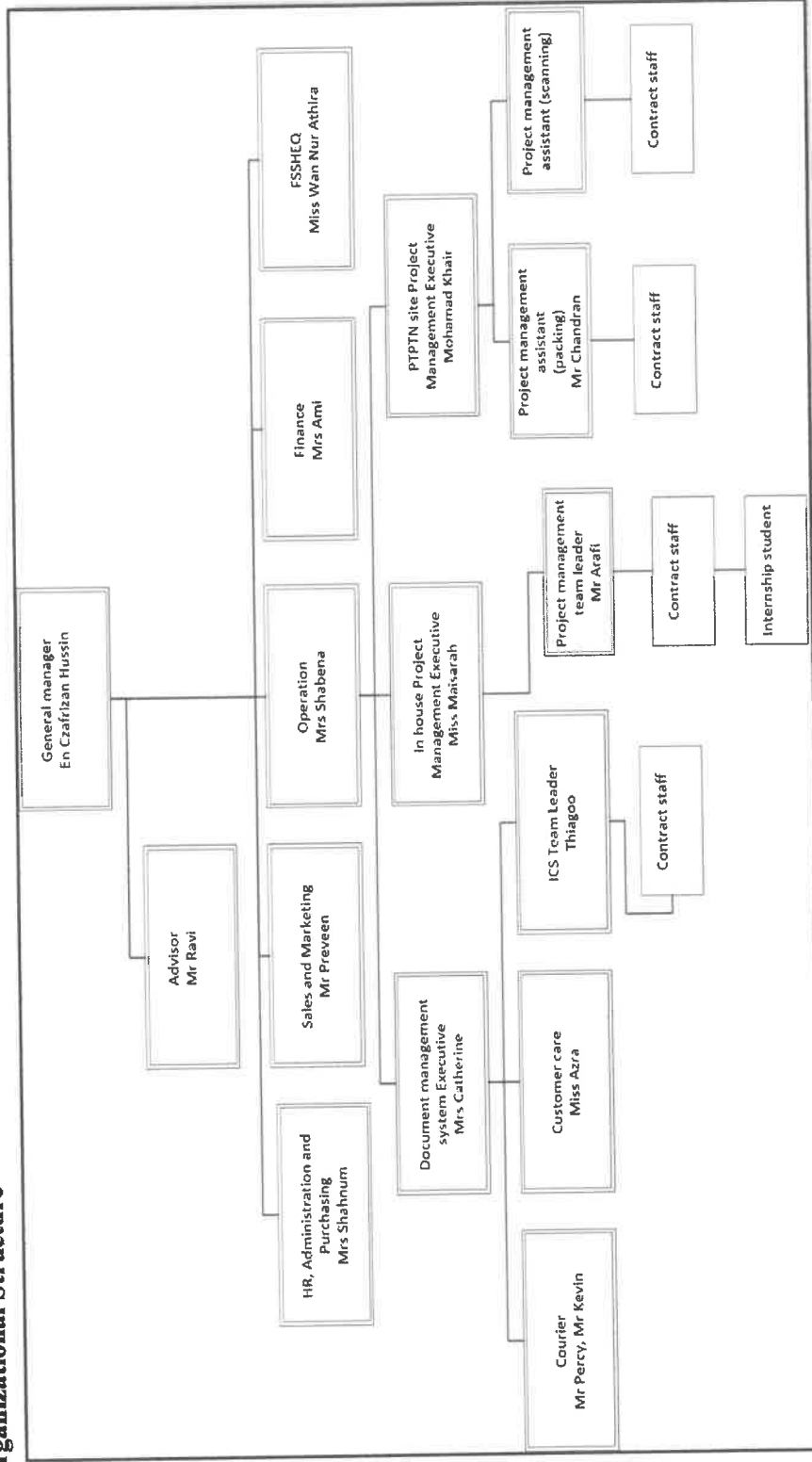


Figure 1.5 : Organizational Structure of Prism Integrated Sdn Bhd

Chapter 2

Departmental Information

Chapter 2 discuss about departmental information at Prism Integrated Sdn Bhd. At Prism Integrated Sdn. Bhd, there are five main departments. The entire department was run for about 13 years. The department included Human Resources (HR), Purchasing and Administration, Sales and Marketing, Finance, Operation and FSSHEQ (Facility, Security, Safety, Healthy, Environment and Quality). During internship period, rotation every department were assign exclude finance department. The rotation is change every ten days at the HR, Purchasing and Administration, Sales and Marketing, Operation and FSSHEQ only. The trainee for this attachment was assigned to four departments that are Human Resources (HR), Purchasing and Administration, Sales and Marketing, Operation and FSSHEQ (Facility, Security, Safety, Healthy, Environment and Quality).

2.1 Operation Department

Head of department of operation department is Ms. Shabena Baskaran. There are several jobs that are related to operation department which are box purchase, add new boxes, retrieval file, return and refile, permanent removal of file or box, destruction and scanning process. In the Operation department, there are several jobs that have been assigning to easier the workflow in the department. There are including customer care, ICS (information center staff) team leader, and courier and also project management. For project management, there are specified job include the packing, data entry, checking and scanning that are all of them are contract staff also permanent staff.

For operation department, there are six modules that have provided for staff. For authorized staff, six modules consist of customer module, inventory module, management module, orders module, maintenance module and accounting module. This

module is access when customer makes any action such as request for delivery, box purchase, picking or any action that have been request by customer. There is separated process for customer to make any action related to Prism. Customer can use Active web page to communicate with Prism. This Active web system can be used by subscribe customer to state any order or requested file and box. For unsubscribe customer to Active web, customer can use Service Request Form to request any file or box, purchase box, add box and retrieval and so on. Any action has been stated in the form. Customer just need to state in the blank space. Service Request Form can be found attached with the agreement. Customer can deliver this form by fax, email or any way that can be access by staff.

There are several system that being use by staff at Prism. The systems are EDC RC (Electronic Document Content Record Center) System, EDC Data Capture for data entry activity and Volen system for data checking activity. EDC RC has six (6) modules. The modules are customer, inventory, management, orders, accounting and maintenance. Operation department have quality procedure for several activity in this department such as box purchase, add new boxes, retrieval, return and refile, permanent removal of files or box, destruction and scanning. The purpose of the box purchase is to ensure proper procedure must have been followed to ensure that the right type of box is send to the right customer on time. Next is the quality procedure for the retrieval. The retrieval procedure is to make sure that the right procedure must be follow to easier the retrieval of customer records on time and can achieve the customer satisfaction towards our services. The delivery type must meet the Service Level Agreement (SLA). The faster retrieval and the faster delivery can help gain the customer satisfaction towards the services. For the return and refill quality procedure, the purpose is to make sure that all boxes and all of the files had been moved and refiled during pick up and return the file. The purpose of quality procedure of the permanent removal of boxes or files is to

make sure that removal must follow the right removal procedure to avoid any mistake happen during the removal. The quality procedure for the destruction is to follow the right procedure during the destruction of file or box. The right box must be check in detail to avoid the false destruction of file of boxes. The quality procedure for the scanning is to establish the same procedure during scanning the boxes or file to get the exact location. The scanning process must be done to know the location of the file. The location can make sure the file is at the right place and not happen any missing or misplaced. The other scanning process is consists of five stages which are document preparation, scanning, indexing, quality control and re-preparation.

Operation department have several activity that need to execute at area of operation department. Firstly is data entry activity. Data entry is key in the information from the document that is receive from new customer or existing customer that add document to storage. For data checking activity is checking for any data typing error during data entry activity.

Besides that, currier team also a part of operation department. For currier team, job that been assigned was deliver box and also file or document that have been requested by customer. The deliveries of boxes are done when requested by client such as from PTPTN branch or other customer. The delivery also can be Prism smart file. Usually this delivery was done by Nationwide Express courier because customer was requested in large amount in one time. Nationwide will pick up the boxes at Prism by lorry according to the sum of consignment note that was provided by finance department. The delivery of document also can be divided by urgent, priority and also next day delivery. For urgent situation, the document needs to deliver within two hours and four hours for priority situation. Other than box delivery, currier team also can pick up any requested document by customer. After that, operation department also do scanning project

Operation department also provided services for scanning the document. Scanning consists of few steps include the document preparation, scanning process and redo the document same with original document. Before start doing the document preparation activity, there is a form that need to fill. Other than that, operation department also do packing activity at client place. Operation department also provide services packing for Prism customer when requested. Packing activity is take place at customer place or Prism's operation department

Packing was done based on the customer requested either new or existing customer. Usually, packing was done when get new customer. Staff usually was bringing along the internship student when there is student available at that time. Packing was done based on the customer need. Sometime packing is just put the document in the box. Other than that, staff needs to count the amount of document and put in a box. Sometimes, customer already classifies the document based on the category, and then Prism's staff will put in a box. The duration is based on the amount of document that wants to packing. The big amount of document was consuming more time or more than a day.

2.2 Human Resources (HR), Purchasing and Administration Department

This department was managed by Mrs. Shahnum binti Shamsuddin. This department is more responsible to the staff. HR, Purchasing and Administration department are responsible for the recruitment and training and the purchasing in the Prism Integrated Sdn Bhd. The quality objective of the HR and administration department is to provide the 8 hours training per day for the staff, recruit and select the suitable candidate for vacancy based on the particular application for the certain department and to ensure the document and the records are in properly documented, identify and preserved according to the retention period.

The summary procedure for the recruitment and the training is the head of the department to request for the staff in the department. The recruitment must get the approval by the management first. If the approval is decline, the job description was review for another recruitment of staff. After get the approval, the advertisement for the job vacancy was published. After get the application by the candidate, the interview was held. The possibility for the interview was more than one interview. This is because to get the best shortlist of the candidate. Then, the final selection was done through the interview. After the selection has been done, the success candidate was informed and candidate need to report of duty at Prism at the specified time and date. After that, the candidate was given the briefing or induction about the company. Lastly the staff was located to the department that has been applied either at HR, Purchasing and Administration department, Sales and Marketing department, Finance department, Operation department or FSSHEQ department.

Besides that, this department also a department that fulfill the staff requirement such as t-shirt, long pants, safety shoes, safety vest, identification tag for staff and visitor and all of the necessary needed. For the purchasing procedure, there are two procedures that are needed to be follow which is local item and overseas item. For local item, the responsible person was received order from the customer or client receives requisition form from employees. Then the executive need to identify either the requested item is in the stock item or not. The stock was distributed to the requestor if the stock is available. If the stock is not available for the stock item, the employee needs to refer to the supplier list to look for the supplier that supplies that item.

For the non-stock item, the employee needs to obtain minimum two quotations for the requested item and get the approval by management to proceed. Before that, the requestor needs to fill the purchasing requisition form with item that is need. After that,

the employee need to contact the supplier either the supplier can deliver the item at the right time and the right quantity. Then, the purchase order need to be issued. After receive the product, verify the product based on the specification, quality, quantity and the price of the product. Then the item will be distributed to the requestor. Lastly, the delivery order and the invoice also other related document was submitted to the finance for the payment.

2.3 Sales and Marketing Department

This department was managed by Mr. Preveen Ganesh Sundiran and Mr. Johan bin Mohamad. Sales and marketing department are the department that manages the business that is related to the customer of Prism Integrated Sdn. Bhd. according to the ISO 9001 (2008 Quality Procedure for Sales Department). The purpose of this department is to establish a uniform procedure for obtaining and managing sales in Prism Integrated Sdn Bhd. This quality procedure was helping the department to manage the sales in Prism more systematically and according to the right procedure. The department was follow the same procedure for every customer either new or existing customer. The same procedure makes sure the business with every customer in proper manner and always standardized.

The applicability of quality procedure for sales and marketing department is to help the department in complying with the consistency of getting the sales. The consistency is important because every sale can guarantee the continuous the operation in Prism. Every sale helps Prism to continue the agreement with the existing customer or to get the new customer. This applicability also applies at the operation department. The smooth workflow in the operation department also can help the sales and marketing department. This is because the operation department responsibility to make sure the

records are in good condition and make sure there is zero error in manage the new records and the existing records at the Prism.

The element that needs to follow by the sales and marketing department executive is the executive is make sales call to potential clients. Sales call is to propose the suitable place for the client to store their records or any other document at the Prism's information center. After make the sales call, the responsible person or the executive was introduce the product and the services to the client. If the potential customer is interested with the product, the executive was follow up with the proposal and presentation. Next, the quotation was issued to the potential customer by using the emails and faxes within two working days. After quotation was issued, the sales and marketing department executive was received local order or purchase order from the clients. Last elements are the required product or services were delivered to the clients.

Besides that, now Prism have new procedure that is provide service agreement between Prism and customer either new or existing customer. The service agreement must be provide to every customer for review. Customer must review every part of the agreement then approve that by signing at space provided. For the existing customer, the renewal service agreement must follow the old service agreement. Every part that is not confirm must get the confirmation from sales and marketing executive or operation management especially about price of box. After done, the service agreement has been emailed to customer, customer needs to review and sign at the bottom of every page. After email, sales and marketing executive need to follow up about the agreement with customer and remind customer about the service agreement. Then customer needs to return the agreement by passing to Iron Mountain's dispatch to collect. Then, the service agreement was passing to Prism general manager and witness to sign. After that, service agreement was stamping then passes again to Prism and customer each.

2.4 Facility, Security, Safety, Healthy, Environment and Quality (FSSHEQ)

Department

This department was managed by Miss Wan Athira binti Wan Mohd Radzi. FSSHEQ stands for Facility, Security, Safety, Healthy, Environment and Quality. In general, this department concerned with the surrounding within the organization. Basically, any incidents that related with this department need to be reported to the responsible person because the responsible person in this area is person that deals with these kind of matters. For instance, if anyone of the staffs involve with an accident, staff needs to report to person in-charged for this department because they need to know everything that happens at the organization. Not only that, all comments and feedbacks related with the security and safety within the organization can be reports and the FSSHEQ department taking action based on the report. This department also concerned with the quality to make sure that all staffs follow all of the standards set by the organization such as the ISO 9001 Quality Management. This department also responsible to ensure that all staffs know the responsibilities like what can do and what cannot within the organization.

The facility is all of the facility that is located in the Prism is belonging to Prism. If there is any damage facility such as the toilet, fire extinguisher, problem with thumb access or any facility concern was solve by the person in charge in this department. For the safety is related with the human or employee. For example, every employee must be providing with the safety shoes, helmet and safety vest. For the security aspect, the issues are more from the outside of the Prism building. Healthy aspect is related to the health issue within the Prism building. For environment aspect is more focus on the surrounding of workplace. For example is the safety from any danger such as the arrangement of the boxes in the information center must be in the suitable arrangement. Lastly for the quality is more focused on the ISO9001. All of the documentation must

be standardized and follow the standard. There are several activities or maintenance that needs to be done by the specialist of this department to make sure the facility at Prism functioning well. The activities are fire alarm maintenance, fire extinguisher maintenance, weekly briefing, monthly checklist for interior and exterior building, first aid kit checking, and weekly mock test and so on.

Chapter 3

Industrial Training Activities

The trainee attached at Prism Integrated Sdn Bhd for about 5 month starting on 1st February 2017 until 30th June 2017. The trainee was assign to four departments which are Operation, HR, Purchasing and Administration, Sales and Marketing and also FSSHEQ department. Table 3.1 shows the schedule of rotation department of trainee.

Table 3.1 : Trainee's rotation schedule

No	Department	Schedule Date
1	Operation	1st February 2017 Until 25th April 2017
		7th June 2017 Until 30th June 2017
2	Sales And Marketing	26th April 2017 Until 9th May 2017
3	HR, Admin And Purchasing	10th May 2017 Until 23th May 2017
4	FSSHEQ	24th May 2017 Until 6th June 2017

The trainee activities are divided by two main points. First is training activity which is activities was done in daily internship day and use less time to complete. All of the activity was recorded in practical training logbook. Second is special project which is trainee mainly lead the project and take time to complete.

3.1 Training Activities

All of the trainee activities were recorded in a logbook that is provided by faculty and every activity must be approved by the company supervisor that was assigned. Figure 3.1 shows the cover page of practical training logbook and figure 3.2 shows the example of content of practical training logbook that have been signed by supervisor.



Figure 3.1 : Cover page of practical training logbook

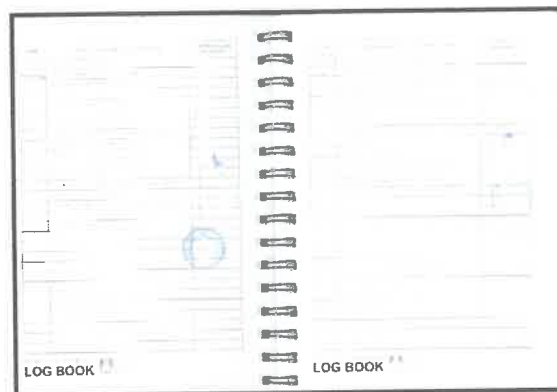


Figure 3.2: Content of practical training logbook

3.1.1 File labelling

File labelling activity is a common activity in file management. Table 3.2 shows the task profile of sticker labelling.

Table 3.2 : Task profile of file labelling activity

Task	File labelling
Scope	Record management
Duration	Throughout the attachment (Operation department)
Task supervisor (s)	Miss Maisarah binti Nurhaizan
Hardware / Device	None
Software	EDC RC (Electronic Document Content Record Center)

Sticker labelling is the activity that was assign by operation department. Sticker labelling was done to identify barcode for each Jabatan Perkhidmatan Awam (JPA) file that want to move from warehouse to open shelf at level one, two and three. Sticker was paste at cover of the file to ease scanning process. The sticker is containing the customer key (cust key), number of the file, name of the file, box number and the barcode. Every each barcode are different each file and boxes. Figure 3.3 shows the example of barcode sticker.

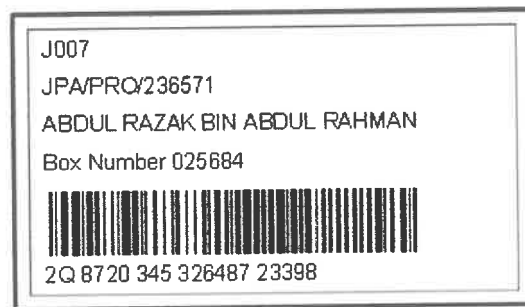


Figure 3.3 : Example of barcode sticker

The explanation can conclude the function for every item in the barcode sticker. The customer key that is used for Jabatan Perkhidmatan Awam is J007. This customer key is generated automatically when the customer information enter in the system. Then the second line in the barcode sticker is the file number of a file. Every file has different file number fixed by the customer itself. Next is the name of the worker. This name shows the owner of the file. The entire document related to the worker is placed in the file such as the copy of identity card, personal information, working document and many more documents. Next information is the box number that is the file is located. So, this is means that this file location in box number above. The barcode above shows the barcode for this file. Every file has different barcode. Then, below the barcode is the unique code for this file. Figure 3.4 shows the example of file that has been stamp the barcode.



Figure 3.4 : Example of file complete file labelling

There are several steps to complete this file labelling task. First, box was entering operation department area through warehouse. The number of boxes need to written down and pass the number of boxes to Mrs. Catherine to print out the barcode sticker for each file in a box. After barcode sticker for each file complete printed, check the condition of the barcode first. If the barcode complete without damage, paste the barcode sticker at cover of file. If the barcode damage, inform Mrs. Catherine to reprint again damage barcode. Also, if there is any file that did not have the barcode, trainee need to inform Mrs. Catherine file number and box number to print the barcode. After complete, put again the entire file in the box. Arrange the box before the box move to open shelf. Figure 3.5 shows the workflow of sticker labelling activity.

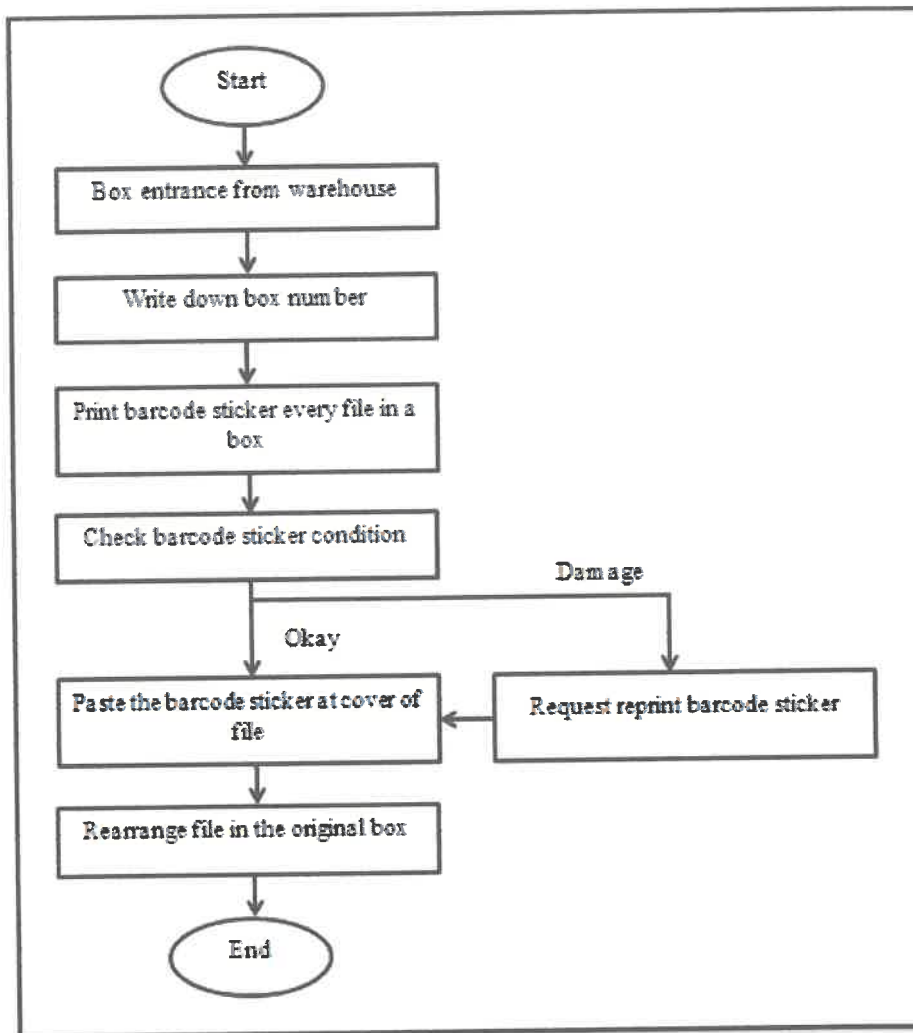


Figure 3.5 : Workflow of file labelling

3.1.2 Data entry activity

Data entry activity happens when there is any packaging from Prism's staff to customer place or customer personally send the box that contain documents to Prism to manage. The amount of the data entry was related to the amount of the document that needs to manage. In a box can be contain about four big files, nine personal files but the weight must not more than 16 kg. This is because Prism's box can endure the weight more or less than 16 kg. Before using the system, the typist need fill Daily Working Sheet. The information that is need to be fill are the job type either the data entry or checking,

project name, date, customer key, box barcode, date of typing, file typed is the number of file contain in a box, typing error, and the checker also the typist name. Top of the form, typist and checker need to choose activity either data entry or checking activities. At the bottom, a few rules need to follow to complete the form. For data entry, Prism use EDC data capture system. Data entry must do for every file in a box. There is little information that needs to fill for data entry. The information needed was fixed by the project management executive. For example, the compulsory information is the number of the file, other information include the name of the file, close date of the file, first date of the content, department of the document, box number, batch name and the username that key in the data. This username is including ensuring only the authorized person can do the data entry. Table 3.3 shows the task profile of data entry activity.

Table 3.3 : The task profile of data entry activity

Task	Data entry activity
Scope	Record management
Duration	Throughout the attachment (Operation department)
Task supervisor (s)	Miss Maisarah binti Nurhaizan
Hardware / Device	Personal computer (PC)
Software	EDC Data Capture system

Figure 3.6 shows the interface of EDC Data Capture system.

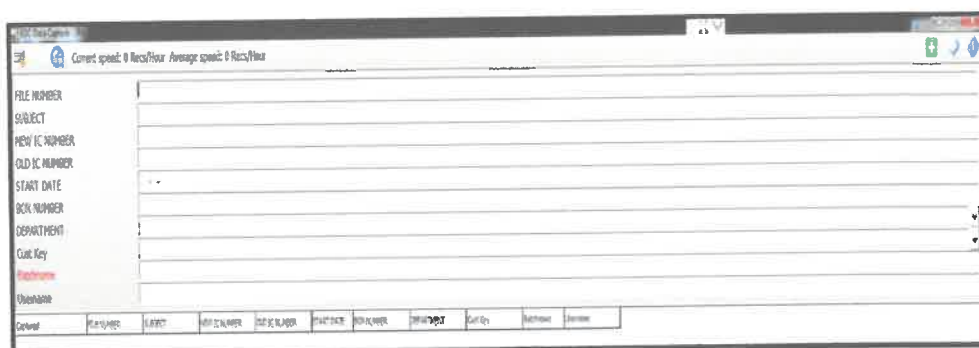


Figure 3.6 : Interface EDC Data Capture

First step is double click the software then enter the number of the boxes and typist name. Then search the name of the related customer in the list of customer and fill the information given. The way to key in the information also must be standardized. For example, the name ALI B. ABU is written at the file but the system have been standardized which is required to type as ALI BIN ABU. BIN need to type in the full spelling. The typist needs to count sum of the file or document in every box and state in the form. If there is any title at the name, the typist needs to refer to the operation manager either to put it or ignore it. Miscellaneous document also need to be key in the information. Miscellaneous document is the document that did not have the file name or file number. If realize any mistake after key in and save the information, this software also can be edit. Just double click then edit the required information then save again. After complete key in the data, the file need to be put in the box and the white sticker need to paste near the barcode of the box to indicate the box have done data entry activity. Figure 3.7 shows the workflow of data entry activity.

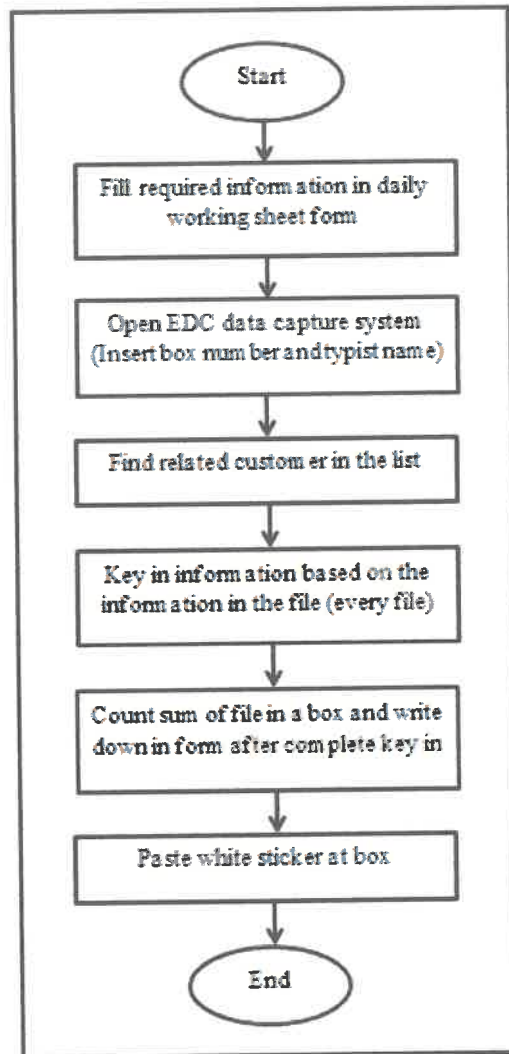


Figure 3.7 : Workflow of data entry activity

3.1.3 Data Checking

Checking activity is the process that has been done after data entry activity. Checking must be done to make sure that the data that have been entering was zero error. Checking activities will be done using Volen software (Figure 14). The software can be use after the operation manager already uploads the data entry activities. After done upload it, the checking activities can begin. Table 3.4 shows the task profile of checking activity.

Table 3.4 : Task profile of data checking activity

Task	Data checking activity
Scope	Record management
Duration	Throughout the attachment (Operation department)
Task supervisor (s)	Miss Maisarah binti Nurhaizan
Hardware / Device	Personal computer (PC)

To start checking, firstly the checker needs to fill the same form which is Daily Working Sheet but chose checking option. To open the Volen software, double click the shortcut icon at the desktop. Then enter the customer name or project then the box number or batch. After insert the customer name and the box number, the data entry information was appearing based on the fixed information. The checker need to check every single word and every single symbol based on the file in the box. If there is information that can be finding during the data entry, the checker needs to find it. This is because there is probability that the typist during the data entry did not notice the information given. This is also same goes to the information that have been key-in. If there information has been key in during data entry, the checker also need to find the location of the information in the document. If there is any different information about the same person like old and new identity card number, the checker needs to refer to the operation manager to decide which one of the information can be inserting in the index. The checker can edit any mistake that can be detected during checking. After done edit, the checker must click the button commit changes to make sure that the information that has been edit saves safely. If the typist during the data entry leaves the document unconditionally without key in the information, so the checker need to key in the information manually. This is also the function of checking activities. After done checking, the checker needs to count the sum of the document in the box must be tally

with the data entry. Then paste the green sticker at the box barcode to show that the box already been checking. Figure 3.8 shows the interface of Volen software.

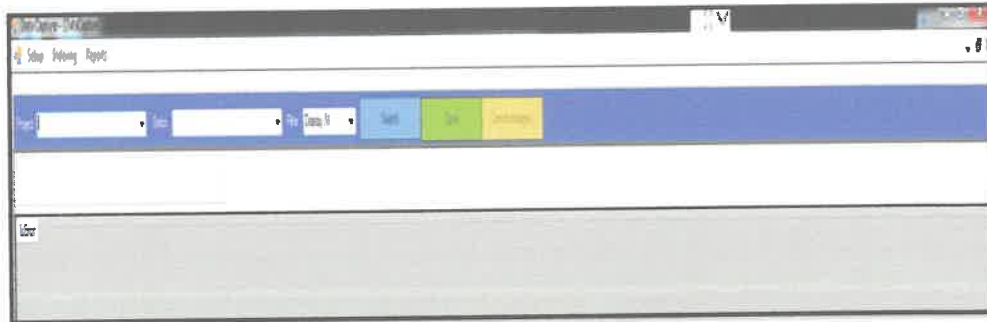


Figure 3.8: Volen software interface

Figure 3.9 shows the workflow of data checking activity.

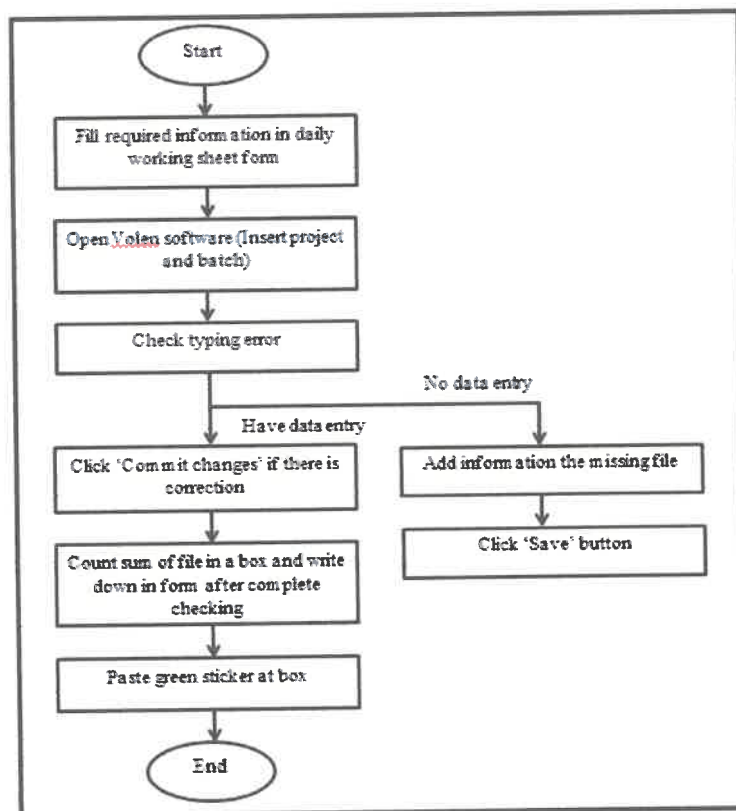


Figure 3.9 : Data checking activity

3.1.4 Record packing

Before packing activity begins, staff and trainee make black box. A box management activity is folding the incomplete Prism box to make actual box. There is number as the instruction to form the box. Learn to fold the box from the staff. The folding action must be neat to avoid the box broken and damage. Table 3.5 shows the task profile of box management from record packing activity.

Table 3.5: Task profile of record packing

Task	Record packing
Scope	Record management
Duration	6 th April 2017
Task supervisor (s)	Miss Maisarah binti Nurhaizan
Hardware / Device	Personal computer, scanner
Software	Microsoft Excel

Firstly, get an incomplete box. Place at the huge space. Fold the box based on the instruction to make sure the box in the good shape and can be use. The box that has been done was filling with document or file from the new customer get from packing activity. Mark the number of file in a box. Paste barcode sticker at the box. Figure 3.10 shows the workflow of box management when packing activity.

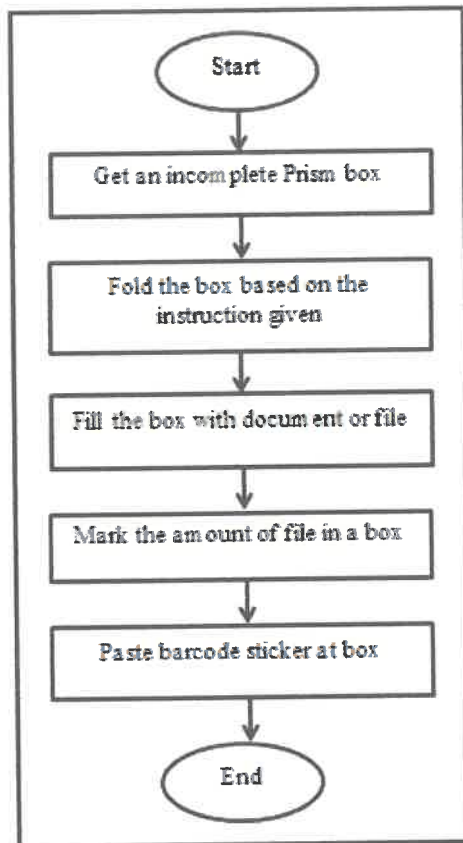


Figure 3.10 : Workflow record packing

3.1.5 File retrieval activity

Every day the client was requested file from Prism. This is requested by Skim Perkhidmatan Pendidikan (SPP). The operation manager assign to find the file that have been requested. The list of the requested file was given. These tasks need at least three persons to complete. Every person has their responsibility to make sure there is no mistake. Table 3.6 shows the task profile of file retrieval.

Table 3.6 : Task profile of file retrieval activity

Task	File retrieval activity
Scope	Record management
Duration	28 th – 31 st March 2017
Task supervisor (s)	Miss Maisarah binti Nurhaizan
Hardware / Device	Personal computer (PC)
Software	None

Firstly, a person finds the required box. Another one read the name of file and mark name that is required in a list given. Last person remove the required file from box. Only required file was removed. Then the file that has been move need to be remarks at the list because at the end the file need to be count. The count must be tally with the file that have been removing and been remark at the list. After done counting, the double check was done. Double check to make sure the sum of the file is right and no mistake during remove the file. Stack the file and tied with rope. Put in a box to deliver to SPP. Figure 3.11 shows workflow of file retrieval.

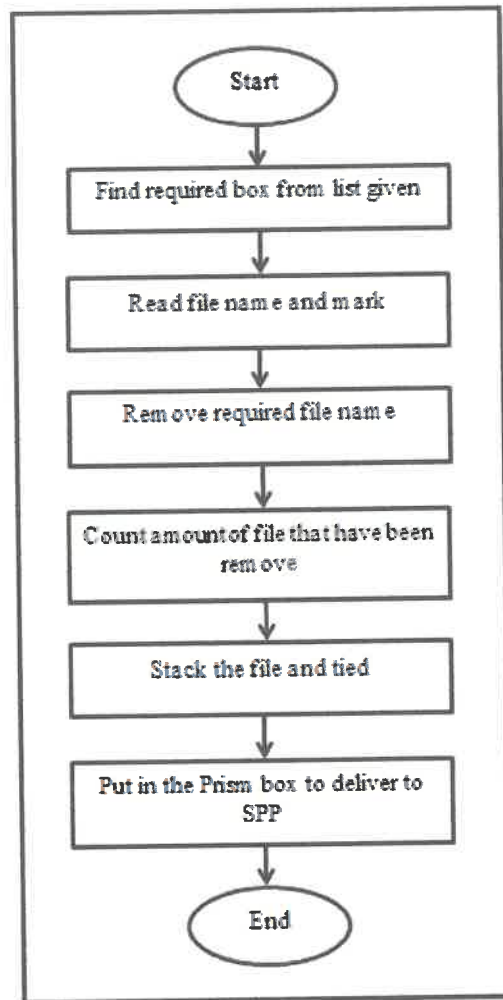


Figure 3.11 : Workflow file retrieval

3.1.6 Files scanning and arrangement

The arrangement of the file cannot be done if the box did not being move from the operation department at the ground floor to the open shelf at the second floor. The boxes were move manually through the stairs step to step. Every operation staff was involved in helping moving the boxes to the second floor open shelf. After done move the boxes that have been paste by the barcode sticker, the boxes was arrange in every partition in every row. Scanning process is a process to identify the location of the file. The exact location of the file must be identify and important because the exact location

was appear in system when searching process to get the requested file by client. Every file that has been removing the location need to be scans using the scanner provided to trace the new location of file. Table 3.7 shows the task profile of arrange and scanning file at open shelf

Table 3.7: Task profile of arrangement and scanning file at open shelf

Task	File scanning and arrangement
Scope	Record management
Duration	Throughout the attachment (Operation department)
Task supervisor (s)	Miss Maisarah binti Nurhaizan
Hardware / Device	Scanner
Software	None

First of all, the hand scanner must be set the right option. Choose 'process', 'move' and 'open shelf' option on the scanner. Every partition has been paste with barcode that contain the location of the row. The barcode location is important to make sure the location was the right location to place the file. The damaged barcode must be replace by requested to reprint the barcode before place the file. The scanning process was conducted by the operation staff to avoid any mistake during scanning. Barcode location must be scans as the way to open location of the row before arrange the file. Then, the files that have been remove from the box was scan based on the barcode sticker that have been paste during sticker labelling activity. After all of the file in a box complete scan, the remaining space at the partition can be fulfilling with the other file from other box. The file from other box also needs to be scan by using the same location. The partition need to be arranging neatly and easy to retrieve. The arrangement must not too tight and not too loose. After complete a partition, the barcode location needs to scan again to close the location. Every partition can be filling

based on the thickness of the file. The same step needs to repeat for the next partition.

Figure 3.12 shows the workflow of file scanning and arrangement.

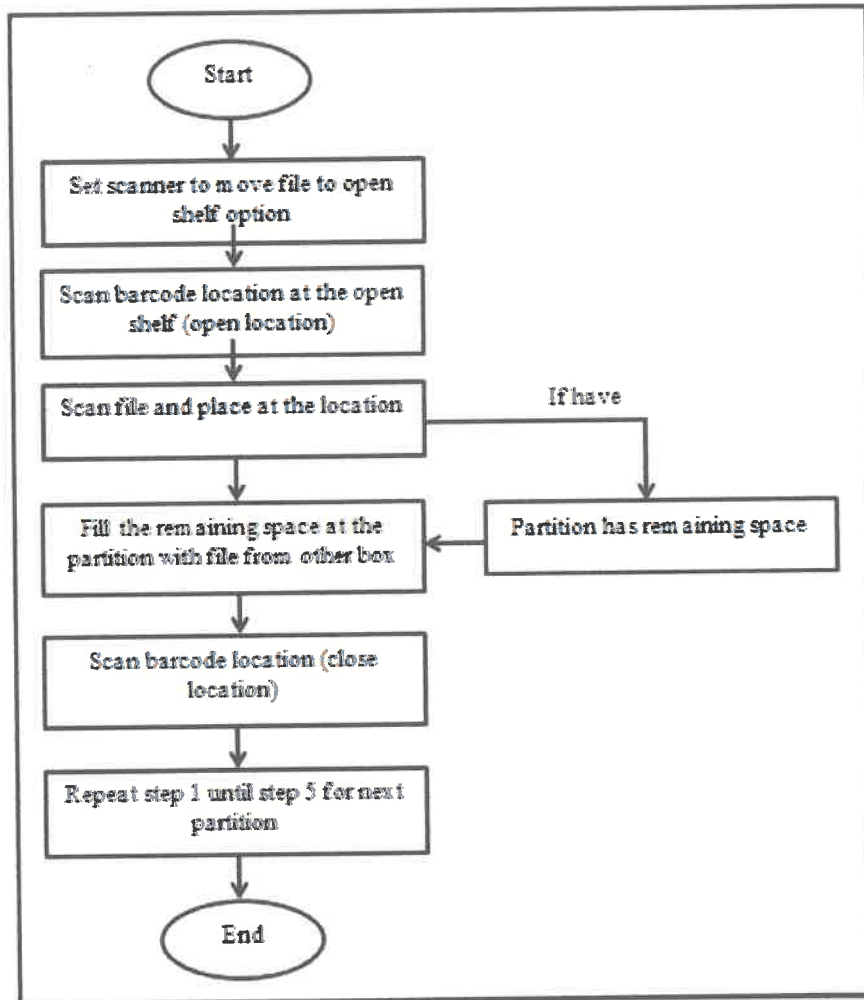


Figure 3.12 : Workflow file scanning and arrangement

3.1.6 Training participation

There are two internal trainings that were held during internship period. The trainings are Fire Drill and Evacuation Path Training and Zero Harm Standown. The Fire Drill and Evacuation Path training involve all of Prism staff and PTPTN site staff, total about 50 people. The training was start at 9.00 a.m. until 5.15 p.m. on 25th March 2017.

Table 3.8 shows the task profile of Fire Drill and Evacuation Path Training and Zero Harm Standdown Training

Table 3.8 : Task profile of training participation

Task	Training participation
Scope	Security and safety
Duration	25 th March 2017 and 19 th April 2017
Task supervisor (s)	Miss Wan Nur Athira binti Wan Mohd Radzi
Hardware / Device	Personal computer (PC), projector
Software	Microsoft Power Point

Fire Drill and Evacuation Path Training have two sessions. For the morning session, the theory class was given by the Iron Mountain head of department of FSSHE department, Mr. Nizam. The theory class was held at the operation department. During the training, Mr. Nizam explain about the type, usage of fire extinguisher. Besides that, also learnt about the way to control and extinguish the fire during emergency and the location of exit emergency door. After theory class, the practical training was held. The site visit was held around the Prism building. Start from the third floor, the location of exit emergency door at the every floor include in the warehouse was shown. Trained also shown the emergency light and the break glass. After that, we have been trained when in the emergency situation. There is limit time to assemble at the assembly point. After done assemble, there is training about the correct way to use fire extinguisher. There are two types of fire extinguisher available at Prism which is ABC powder and CO2 powder. Fire was burn in the iron container then each person required to extinguish the fire completely. After rest about ten minutes, Q & A session was held. After that session, the training dismisses. Figure 3.13 shows the workflow of Fire Drill and Evacuation Path Training.

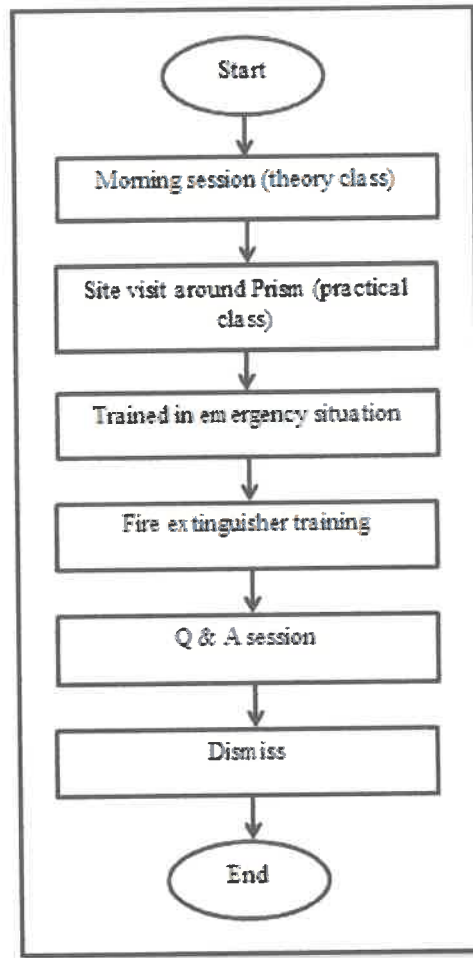


Figure 3.13: Workflow of Fire Drill and Evacuation Path Training

Second training is Zero Harm Standown training. This training involves entire Prism's staff. This training was held on 19th April 2017 start at 8.30 a.m. until 11.30 a.m. This training is about the Zero Harm Standown. This Zeroharm principle is the principles in safety and security of staff under the Iron Mountain company whole world. This training is about the vision, types of incident that need to avoid, how to overcome the incident if happen in workplace, suitable position during work and any other related safety and security issues. Every employee must try to implement this and commit with the principle.

Before start the training, each trainee was given Zero Harm Charter. This charter need to sign by the trainee at the end of the training. This training only has theory session. Through the session, there are 4 module that need to finish includes Zero Harm, Global Safety Reporting, Physical Security and Safe Motion Dynamics. FSSHEQ specialist, Miss Wan Nur Athira explains detail about the module to all of staff. The Q & A session come along with the explanation about the module. End of the training, trainee need to submit the charter that has been signed. Figure 3.14 shows the workflow of Zero Harm Standown Training.

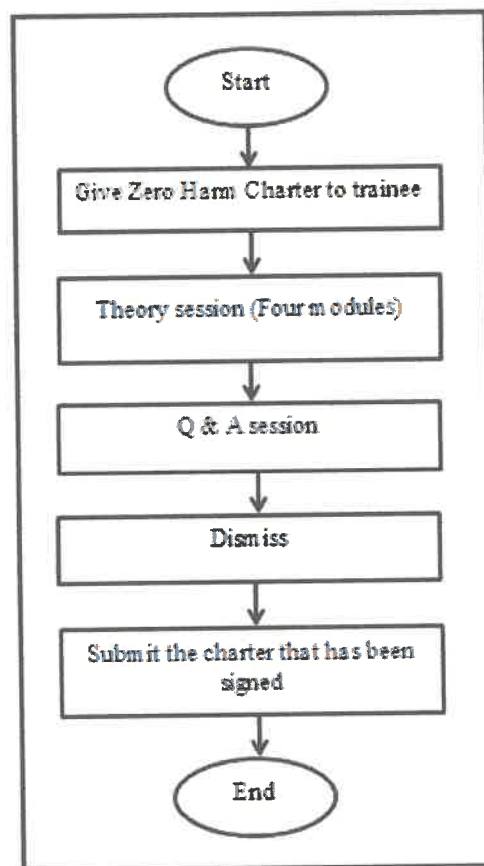


Figure 3.14 : Workflow of Zero Harm Standown Training

3.1.7 File document scanning

Scanning process consist of four step. First, document preparation, scanning, quality control and re-document preparation. Trainee was assign to do the document preparation. Document preparation is one of the scanning processes. Before the document was scanned, the document was packing from the client location and place in the small box. Then, the small box was inserted in the Prism's box. Scanning process was done when customer request. Prism was done scanning for document that consists of A4 paper only. If there is different size of paper, Prism was sent the document to the register vendor to do the scanning process. Table 3.9 shows the task profile of document preparation activity.

Table 3.9 : Task profile of file document scanning

Task	File document scanning
Scope	Scanning process
Duration	18 th April 2017
Task supervisor (s)	Miss Maisarah binti Nurhaizan
Hardware / Device	Staples removal, finger protection
Software	None

First of all, the employee need to fill a Daily KPI form (Figure 18) that is contain the name of employee, file number, time start, time finish, the total of A4, A3, A2, A1 and A0 paper. The file number must be written in correct ways or same with the name at the file cover. The sum of paper was written after done the count. After that, the document was separated and removes the stapler or any paper clip or cello tape and binding that have been attached at the document. Place again the tool that is use such as binder to combine document in the original box. This is because this tool will be reuse when re-document preparation. To avoid any misunderstanding when doing document preparation, use paper separator to divide the document. Each paper needs to count. If

there is any paper that prints front and back side, it will count as two papers. If there is any sticker note or receipt that is attach with the document, the trainee need to photocopy the information and also count that as one page of A4 paper. After done count each size of paper, then write at the form. Figure 3.15 shows the workflow of document preparation activity.

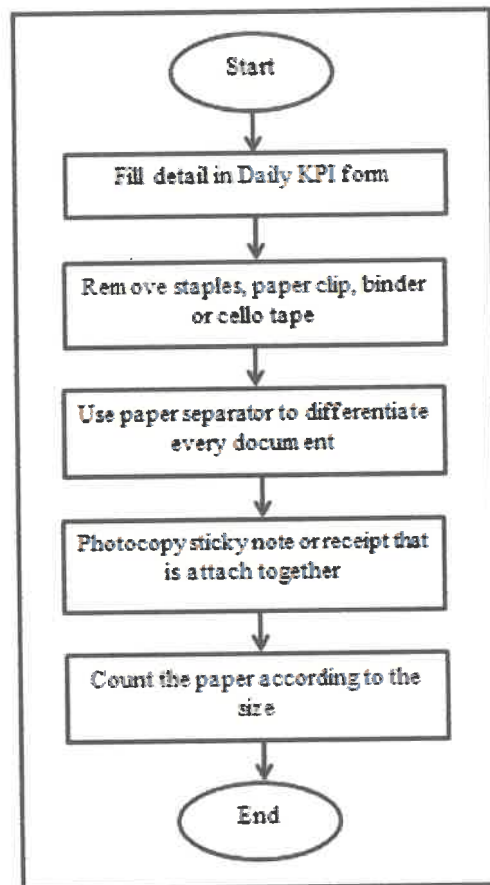


Figure 3.15 : Workflow of file document scanning

3.1.8 Agreement renewal process

This agreement is the new procedure of Prism. Before this there is no specific agreement between client and Prism. The agreement must be refer to the quotation that can be retrieving from financial department or from sales and marketing department executive. The document must be fully reviewed before editing done. The unsure

certain part must get the confirmation by the sales and marketing executive before edits it. There are certain part that needs to be edited before confirm it with sales and marketing department executive. Table 3.10 shows the task profile of editing the agreement task.

Table 3.10 : Task profile of agreement renewal process

Task	Agreement renewal process
Scope	Sales and marketing
Duration	Throughout the attachment (Sales and marketing department)
Task supervisor (s)	Sir Preveen Ganesh Sundiran
Hardware / Device	Personal computer (PC)
Software	Microsoft Word

One full draft agreement must contain four documents that needs carefully edit. The documents are cover page of agreement, terms and condition, signing page and schedule. Only the certain parts of the agreement that needs to edit before email it to customer. Trainee was provided with customer database in Microsoft Excel as the checklist of the customer. At the end of the column, there are remarks any action that have been done by previous internship student such as full agreement have been email to client or full agreement have been received from client. All of the action must be recorded as the reference to make any action by the next person that is assigned to this task. After done edit it, the draft agreement can be sent to the customer. When edit the agreement, there are certain duration on the start date and the end date of the agreement that need to be confirm before email it. After done edit it, the document must be save as portable document format (pdf) to easier the attachment during email it and customer to print the draft agreement. The full agreement must be sent by using the official email of Prism. Figure 3.16 shows the workflow of editing agreement task.

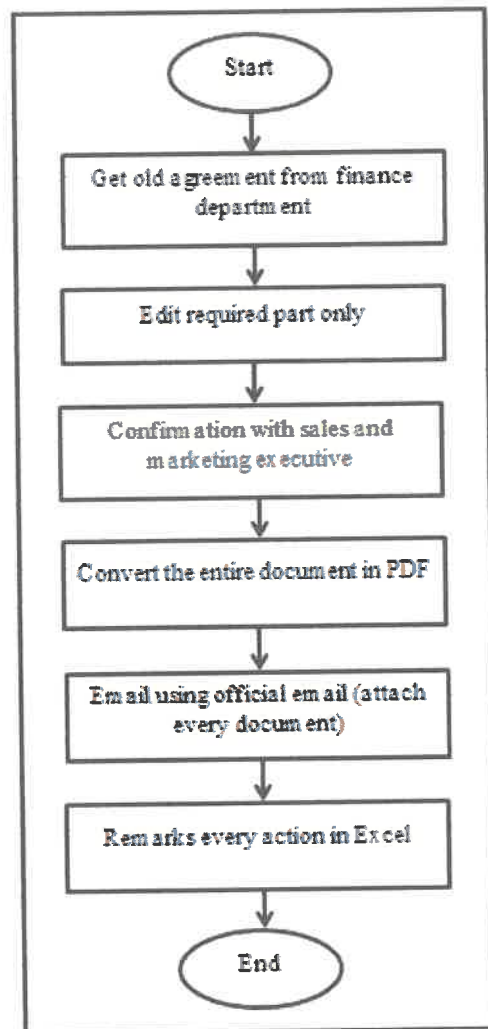


Figure 3.16 : Workflow of agreement renewal process

3.1.9 Customer calling and follow up

Calling customer is one of the jobs that need to be done when assigned to sales and marketing department. Calling customer either to get the customer detail as the prospect or get the confirmation about the email address and the postal address of their company. After get the actual company address, the agreement must be according to the actual address that has been confirmed by the customer. This is because the exact email was edited at the cover page of the agreement. Besides that, call customer also to follow up the agreement that have emailed to customer and to remind customer to print the

agreement in two copies. Table 3.11 shows task profile of customer calling and follow up.

Table 3.11 : Task profile of customer calling and follow up

Task	Customer calling and follow up
Scope	Sales and marketing
Duration	Throughout the attachment (Sales and marketing department)
Task supervisor (s)	Sir Preveen Ganesh Sundiran
Hardware / Device	Personal computer (PC), desk telephone
Software	Microsoft Word

First, call the required customer that has been sent the agreement by email. Then request to speak with the attention person that assign for this agreement. Confirm with customer either already gets the email or not. If not, customer was request to resend email. If customer already receive the email, get the date for collect again the agreement after have been review and signed by top management and a witness. Trainee also needs to remind the customer to print in two copies. Continue follow up until customer return back the agreement. If customer agrees to return back the agreement, the collection of the agreement can be done. The collection of the agreement that have been printed was collected by the dispatch from Iron Mountain. The agreement need to be collecting then stamping both. After that, the agreement needs to be return to Prism and customer each. Before the agreement return to the customer, the agreement must be approved by the general manager and the witness. Then the agreement must be stamping before return back to Prism and customer. Figure 3.17 shows the workflow of call and follow up with customer.

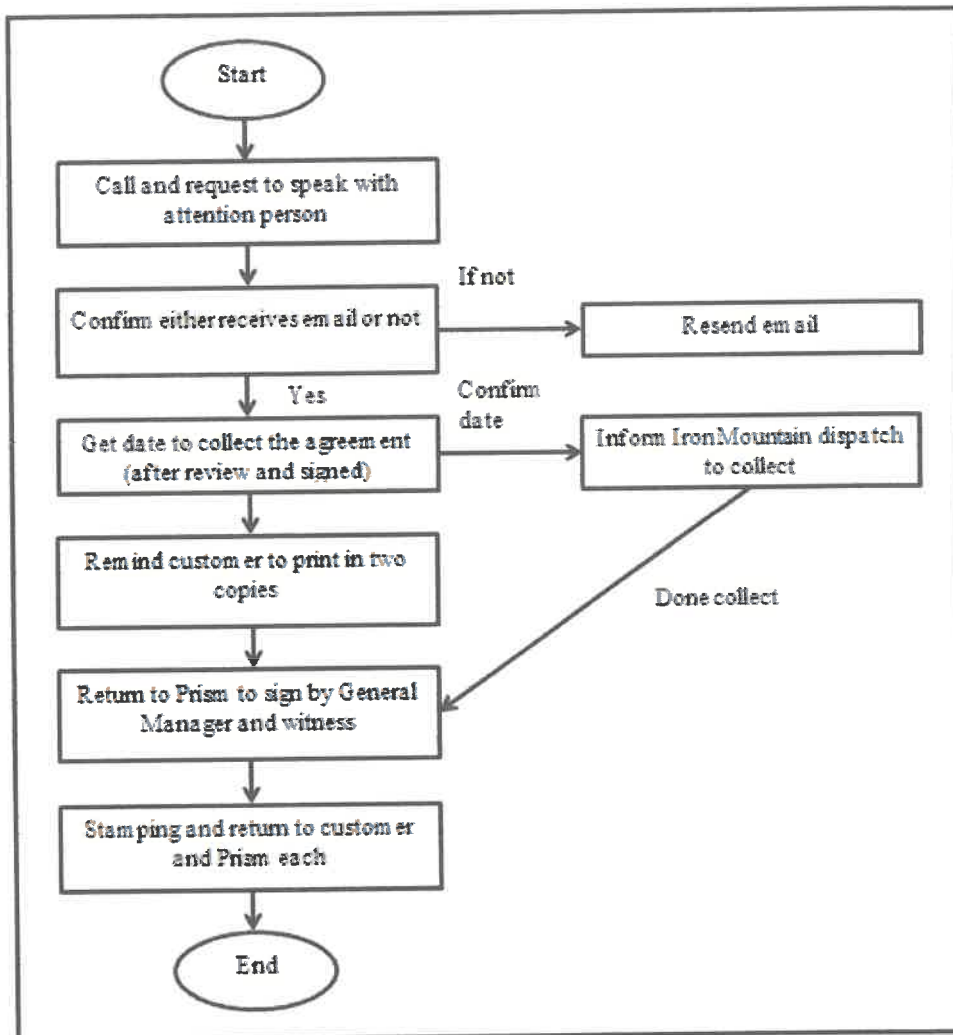


Figure 3.17 : Workflow customer calling and follow up

3.1.10 Quotation request

Quotation is compulsory when ordering process want to proceed. This quotation is as reference or to compare the price before decided. Usually, the quotations are requested to the registered vendor or contractor of Iron Mountain. There are different vendor for each item such as stationery, maintenance, pest control, electrical maintenance and many more. This quotation was attached at the purchase order either in soft copy or hard copy. Hard copy version was attached in a file with purchase order form. Table 3.12 shows the task profile of quotation request.

Table 3.12 : Task profile of quotation request from supplier

Task	Quotation request
Scope	Purchasing
Duration	Throughout the attachment (HR, Administration and Purchasing)
Task supervisor (s)	Mrs. Shahnum binti Shamsuddin
Hardware / Device	Personal computer (PC), desk telephone
Software	Email, PDF

First step is getting the number of the supplier from HR, Administration and Purchasing Executive. Call supplier and request to speaking with related person. This is because the different person is assign to different company. After get the connection to speak with the related person, request the quotation. Usually, supplier required the list of item by email. Trainee needs to email the list of item on behalf of HR, administration and purchasing executive. The list of item was sent by email to avoid any mistake when give the exact sum of item needed. Usually supplier will reply the email with quotation after two or three days from requested day. Besides that, the trainee needs to remind the supplier to provide the quotation as soon as possible. After get the quotation, print out then pass to HR, administration and purchasing executive to proceed get the approval by general manager then proceed with purchase order. Figure 3.18 shows the workflow of quotation request from supplier.

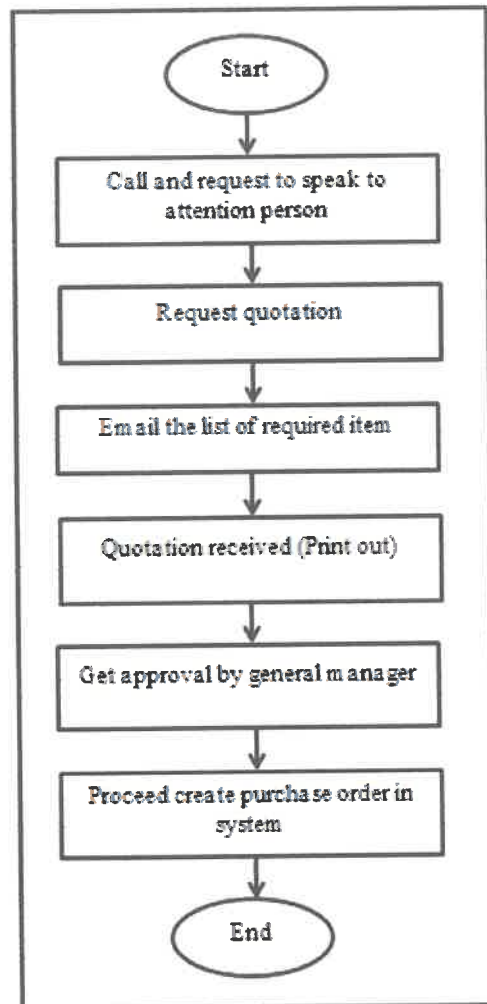


Figure 3.18 : Workflow of request quotation request from supplier

3.1.11 Clerical Task

During trainee was assign to HR, Administration and purchasing department, trainee was given task to photocopy, scanning, get printed document, checking email for quotation and picking up call from office and customer. This task gives opportunity to trainee to have confident when speaking with other people, trainee can know use machine and be professional when deal with supplier or customer. Table 3.13 shows the task profile of clerical task for trainee.

Table 3.13 : Task profile of clerical task

Task	Clerical task
Scope	Administration job
Duration	Throughout the attachment (HR, Administration and Purchasing)
Task supervisor (s)	Mrs. Shahnum binti Shamsuddin
Hardware / Device	Personal computer (PC), desk telephone, printer
Software	None

Trainee was assigned this task when needed. This task was given by HR, Administration and purchasing department executive. First of all, the executive will give document to be scan or photocopy. When do scanning, the scanning document need to be send to choose the location of the personal computer or laptop. For photocopy process, trainee needs to identify the printed page either in one side or two sides. Besides that, trainee also assign to email and checking email from supplier. But for email, trainee needs to state the email on behalf of this department executive. Usually all of the process of email must use the Prism official email but trainee did not provide with that. Trainee also was assign to receive incoming call when the executive have meeting or another business. Trainee must get the message, name of person that make the call and the name of company then pass it to the executive. Figure 3.19 shows the workflow of clerical task that have been assign.

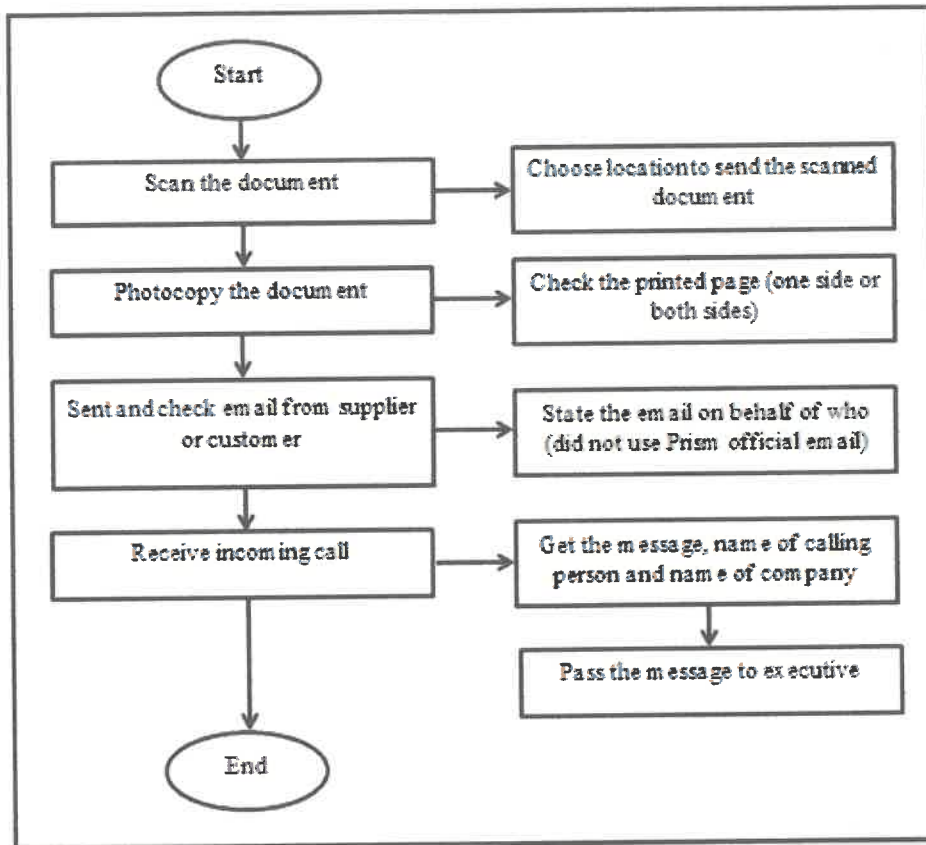


Figure 3.19: Workflow of clerical task

3.1.12 Document filing

Filing was assign when there is any staff that applies for leaves or leaves by using medical certificate. The medical certificate needs to be submitting to HR, Administration and purchasing department to manage it. Filing was done into the file that has been label by the management. All of the file related to the staff and management are located in the locked shelf in the office. Only the authorized person can access. Table 3.14 shows the task profile of filing the medical certificate of staff.

Table 3.14 : Task profile of document filing

Task	Document filing
Scope	Administration job
Duration	Throughout the attachment (HR, Administration and Purchasing)
Task supervisor (s)	Mrs. Shahnum binti Shamsuddin
Hardware / Device	File, puncher
Software	None

First of all, the executive was given the medical certificate that has been received by staff. Staff needs to hand over the original copy of the medical certificate to the department. Trainee need to get the key of the shelf and get the related file. Before the medical certificate insert in the file, the document need to punch with four holes puncher of Prism's smart file. The medical certificate needs to paste in the A4 paper if the size not fit with the puncher. The arrangement is the latest document must be placed at the very front. After done, place the file in the shelf then locked the shelf. Pass the key to the executive. Figure 3.20 shows the workflow of filing medical certificate of staff.

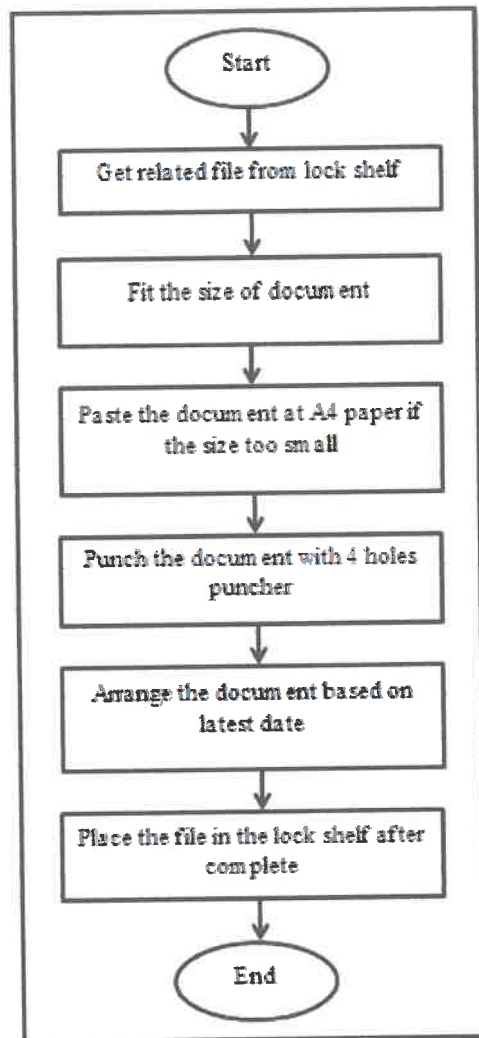


Figure 3.20 : Workflow of document filing

3.1.13 Purchase order management

Purchase order was create when there are item that need to purchase. This situation can be identify when there is purchasing requisition form that have been fill by staff from any department. The items that have been list must get the quotation from supplier or vendor first before doing the purchase order. The quotation that received need to get approval by general manager before proceed with order. Purchase order management is divided by two tasks. First, create purchase order and second is manage purchase order. Table 3.15 shows the task profile of create purchase order.

Table 3.15 : Task profile of purchase order management

Task	Purchase order management
Scope	Purchasing
Duration	Throughout the attachment (HR, Administration and Purchasing)
Task supervisor (s)	Mrs. Shahnum binti Shamsuddin
Hardware / Device	Personal computer (PC)
Software	Oracle system

Firstly, activate the VPN (Virtual Private Network) client. Open PRD through Google. Then, Oracle Peoplesoft Enterprise interface appear. Insert User ID and password. After that, user needs to change the business unit to Prism Integrated. At the favorite choose create requisition to create new purchase order. Then, there are three options that are define requisition, add item, and review and submit. First choose define requisition then specify the business unit to Prism. Then choose add item. Click special item and enter the detail of the item based on the quotation received from supplier or vendor. Then choose review and submit option, edit chart fields 1 and 2 only. Then attach the quotation that has been approved by general manager. In the chart fields 2, user need identify the category of the purchasing item. After complete insert all of the information needed, save and submit the requisition. Figure 3.21 shows the workflow of purchase order management (create purchase order).

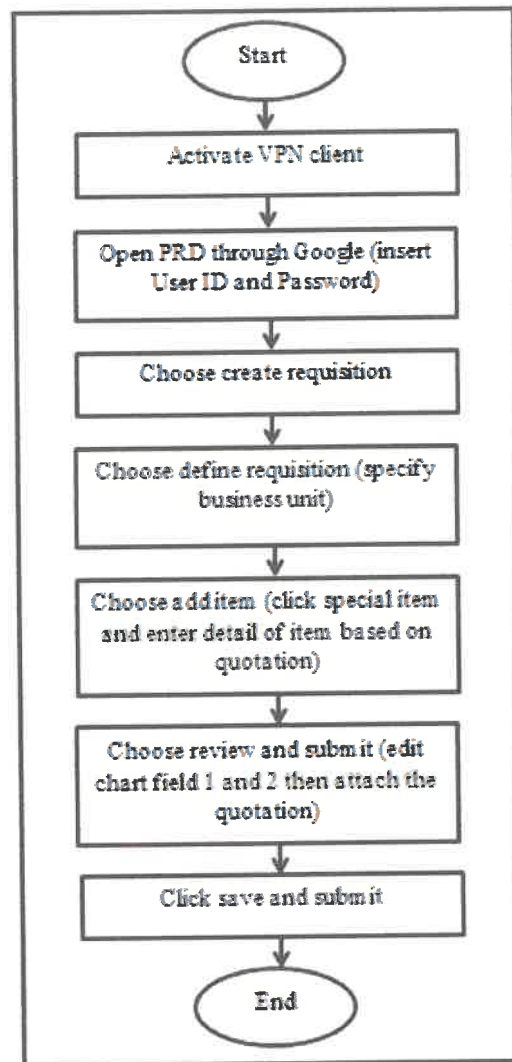


Figure 3.21 : Workflow of purchase order management (create purchase order)

Manage purchase order also known as manage delivery order (DO). Manage purchase order was done to update the order that have been receive or item that have purchase already receive. Firstly, activate the VPN (Virtual Private Network) client. Open PRD through Google. Then, Oracle Peoplesoft Enterprise interface appear. Insert User ID and password. After that, user needs to change the business unit to Prism Integrated. At the favorite choose manage requisition. Then select purchase order based on the purchase order number, then select action and clock GO button. After that select again purchase order then click select all option. Then a page was appearing with the receipt

ID of the purchase order. This page shows that the purchase order items have been received. Then click save at the bottom of the page. Figure 3.22 shows the workflow of manage purchase order.

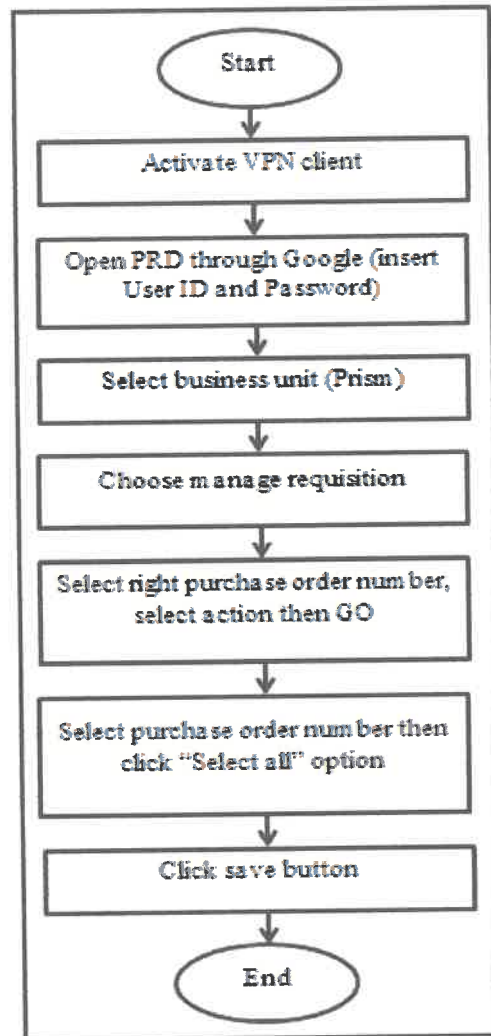


Figure 3.22: Workflow of purchase order management (manage requisition)

3.1.14 Purchasing order updating in Microsoft Excel

This activity was assigned to track the purchase order that have been done and have been receive the receipt ID of the order. This update must be done when there is purchase order of item have been done. This update was done in Microsoft Excel. This

update was done by referring to the Purchase Order file. Table 3.16 shows the task profile of update purchase order in Microsoft Excel.

Table 3.16: Task profile of purchase order updating in Microsoft Excel

Task	Purchase order updating
Scope	Purchasing
Duration	Throughout the attachment (HR, Administration and Purchasing)
Task supervisor (s)	Mrs. Shahnum binti Shamsuddin
Hardware / Device	Personal computer (PC)
Software	Microsoft Excel

The template of purchase order has been email to trainee. Trainee need to insert the description column. Description column was to describe the item that need to purchase or already purchase. List in simple way the item in the description column. Trainee need to insert the purchase order number, vendor number, vendor name, description, status of purchase order either have been received or not and the receipt ID every purchase order. Receipt ID was inserting if the purchase order have been receive. If not receive yet, just empty the column. Figure 3.23 shows the workflow of update purchase order in Microsoft Excel.

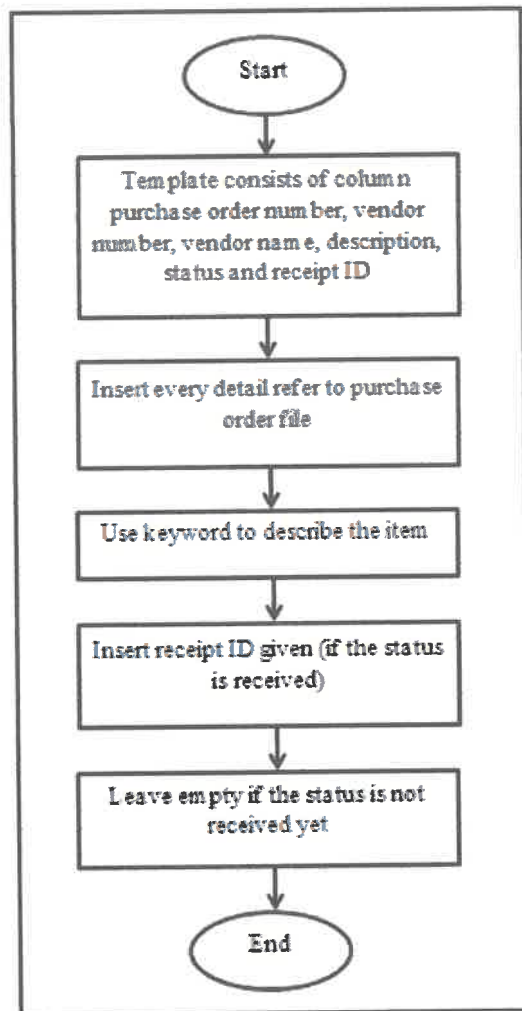


Figure 3.23 : Workflow of purchasing order updating

3.1.15 Delivery consignment note writing

Consignment note is the note that is paste at the box of item that wants to deliver. Consignment note come with the form from Nationwide that need to fill the attendant person, address to deliver the item, telephone number and postcode. Usually customer request Prism smart file and Prism copy safe. Table 3.17 shows the task profile of write delivery consignment note.

Table 3.17 : Task profile of delivery consignment note writing

Task	Delivery consignment note writing
Scope	Purchasing
Duration	Throughout the attachment (HR, Administration and Purchasing)
Task supervisor (s)	Mrs. Shahnum binti Shamsuddin
Hardware / Device	None
Software	None

First, get the delivery order document to refer the sum of item that need to deliver. Delivery order also must send to operation department to inform about the order and easier them to find the box in store. If customer request Prism smart file, a box consist of 25 files. Fill the form based on the address given. A box can locate 25 Prism smart file. The total of consignment note based on the requested item. After complete write the consignment note, the consignment notes need to pass to operation department. Figure 3.24 shows the workflow of write the consignment note for delivery.

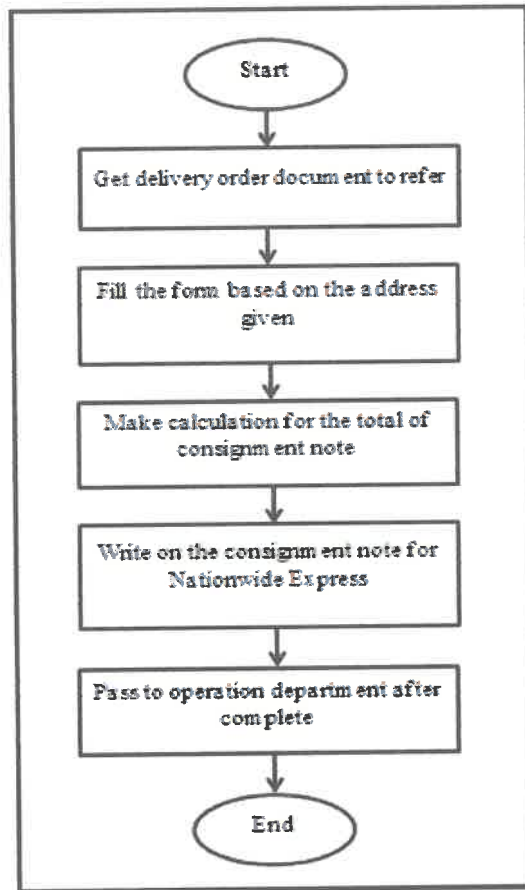


Figure 3.24 : Workflow of delivery consignment note writing

3.1.16 Repair and maintenance services

Regular maintenance at Prism was done every month. Before maintenance was held, FSSHEQ specialist was inform staff about maintenance location, date and time. Specialist also informs company next to Prism about this maintenance detail. Besides regular maintenance, there are also maintenance when need it based on the situation such as false failure. There are several monthly maintenances that were handling by FSSHEQ department. There are including fire alarm maintenance, VESDA (Very Early Smoke Detector Alarm) maintenance, fire extinguisher maintenance, first aid kit maintenance, security maintenance (SECOM) and many more. All of this maintenance

was done based on the fixed date that is provided by the vendor. Table 3.18 shows the task profile of repair and maintenance services.

Table 3.18 : Task profile of repair and maintenance services

Task	Repair and maintenance services
Scope	FSSHEQ
Duration	Throughout the attachment (FSSHEQ department)
Task supervisor (s)	Miss Wan Athira binti Wan Mohd Radzi
Hardware / Device	Personal computer (PC), printer
Software	None

Before monthly maintenance was done, FSSHEQ specialist was request quotation for maintenance in that month. The quotation must get the approval by general manager. Then call the vendor to reconfirm the date and time of maintenance. The vendor also was reminding to inform before arrive at Prism or cannot come at the date because of unconditional matter. When arrive at main gate of Prism, fill logbook at guard post and get the tag. Do the related maintenance and FSSHEQ specialist was monitor along the maintenance. After complete, the vendor need to provide job sheet to Prism. Job sheet is the evidence to show that the maintenance has been done. The job sheet was stamp and Prism and the vendor was get one each for record. Then, scan the job sheet and put the hard copy in to the related file.

Besides that, FSSHEQ specialist also do first aid kit briefing to make sure all the staff knows the location of the first aid kit and how to use it. But, only certain people that can be access the first aid kit. Before using any medical or tool in the first aid kit, the responsible person needs to fill the form first before take out any tool in the first aid kit. Then, every month checking was done to list down any needed medicine or tool that need to buy for replace the used one. Then, any medicine and tool must be update from time to time.

First aid kit was lock and the key only can get from authorized person. This is because to control the usage of tool and medicine for unnecessary injury. FSSHEQ specialist holds all of the three first aid kits around Prism. First aid kit will be unlocked first. Check the item based on the list given. Write down the missing or not enough item because have been used by staff. Make sure the form enough to use. The form needs to refill if finish. After complete checking, lock again the first aid kit. Figure 3.25 shows the workflow repair and maintenance services.

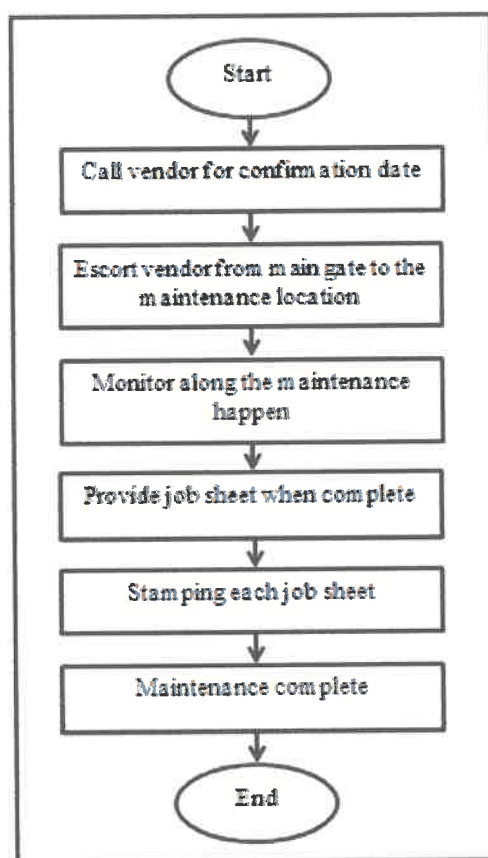


Figure 3.25 : Workflow repair and maintenance services

3.1.17 Security Guard Clocking Maintenance

Clocking was done to check the inspection by guard was being done or not. There are ten (10) checkpoints that need to patrol by security guard. There was a chance of missed clocking either the data is full or guard did not do the clocking. Clocking was divided by day and night. In daylight, clocking must be done every two hours and at night was done every one hour. The change of guard for day shift is 8 a.m. until 6 p.m. and night shift is 8 p.m. until 6 a.m. Clocking also recorded in logbook. Guard need to state the condition of building during inspection. Missed clocking area was appearing in red row in the system. Table 3.19 shows the task profile security guard clocking maintenance.

Table 3.19: Task profile of security guard clocking maintenance

Task	Security guard clocking maintenance
Scope	FSSHEQ
Duration	31 st May 2017 and 7 th June 2017
Task supervisor (s)	Miss Wan Athira binti Wan Mohd Radzi
Hardware / Device	Personal computer (PC), clocking tool and clocking reader (Tour Guard System)
Software	Tour guard system

First of all, the clocking reader known as Tour Guard System must be connecting to the computer. Then, put the clocking tool on the clocking reader. Open the software then collect the data from the clocking tool. Along with that, the logbook also must be check in the same time. The clocking was done manually by guard in the logbook. There is excuse for not do the clocking because of heavy rain but guard needs to state in the logbook. The manual clocking must be tally when the data is collect. If there is missed clocking, Miss Athira highlight the row then need to make report. This logbook also used as the indicator to check guard's attendance. Figure 3.26 shows the example of

check point and figure 3.27 shows the workflow of security guard clocking maintenance.



Figure 3.26 : Checkpoint of clocking

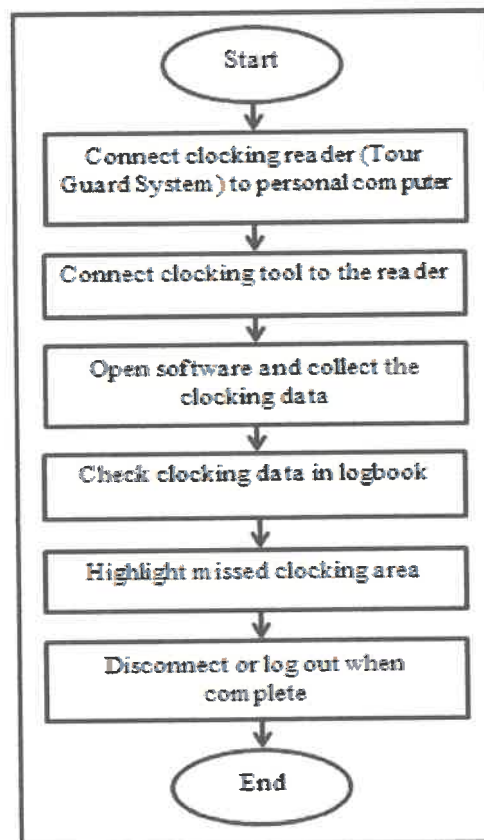


Figure 3.27 : Workflow of security guard clocking maintenance

3.1.18 Logbook checking

This observation of logbook was done by FSSHEQ specialist when the new security guard was hired. Along the logbook checking, the trainee and the specialist give a little bit briefing about the usage of logbook to the security guard. Security guards at Prism also have rotation among the Iron Mountain branch. The security guard and FSSHEQ specialist in every branch was participating in hand over task. Usually this hand over process was done in midnight. New security guard required new explanation although the security guard already experienced with their job. This briefing was done as reminder for security guard about the tasks and responsibilities. Logbook observation was done include the visitor logbook, contract logbook and vendor logbook. Different criteria need to fill for each book. The observation was done to make sure the logbook is complete fill if there is any business with Prism. Every field must be filling without leave any blank space. If there are two visitors want to enter Prism building, each of the visitors needs to fill in the logbook. As the new rule, the security guard needs to fill the logbook, no longer the visitor. The security guard was requested the identity card from visitor as reference. Table 3.20 shows the task profile of briefing and observation of logbook.

Table 3.20: Task profile of logbook checking

Task	Logbook checking
Scope	FSSHEQ
Duration	31 st May 2017
Task supervisor (s)	Miss Wan Athira binti Wan Mohd Radzi
Hardware / Device	None
Software	None

First of all, the FSSHEQ specialist and new security guard introduced each other. Specialist reminds few things about rules and responsibilities. Besides that, specialist

was highlighting any changes in the related procedure that is part of security guard's responsibilities. A specialist checks every logbook and makes sure every information that is insert correct and reliable. Remark and approval by specialist at the bottom every page as the evidence work have been approved. Figure 3.28 shows the workflow of briefing and observation of logbook.

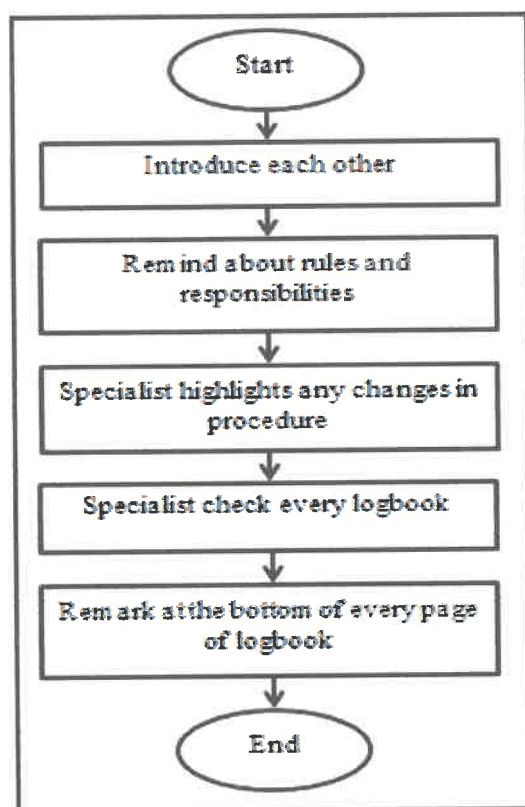


Figure 3.28: Workflow of briefing and observation of logbook

3.1.19 Monthly building checklist

Monthly checklist was compulsory to done every month and the result need to submit to FSSHE department of Iron Mountain. This checklist involved every matter in and out of Prism building. This checklist including building exterior, maintenance and equipment, building interior, fire equipment, first aid kit, safety notice board, security and environment. Among this section were having minimum seven (7) questions each. Total

mark is 100. Specialist needs to remarks at the end of the question. This checklist was monitor by head of FSSHE department at Iron Mountain and was discuss in the meeting. Table 3.21 shows the task profile of monthly checklist.

Table 3.21 : Task profile of monthly building checklist

Task	Monthly building checklist
Scope	FSSHEQ
Duration	24 th May 2017
Task supervisor (s)	Miss Wan Athira binti Wan Mohd Radzi
Hardware / Device	Personal computer
Software	None

First of all, specialist was printed the checklist that consists of 10 pages of question. Every question must be answered honestly. Each of the section must be check manually. Example is for the section of first aid kit at Prism. Specialist was checking every tool and medicine also make sure the answer based on the checking. After complete the checklist, specialist was scan the document and submit to Iron Mountain by email. Figure 3.29 shows the workflow of monthly building checklist.

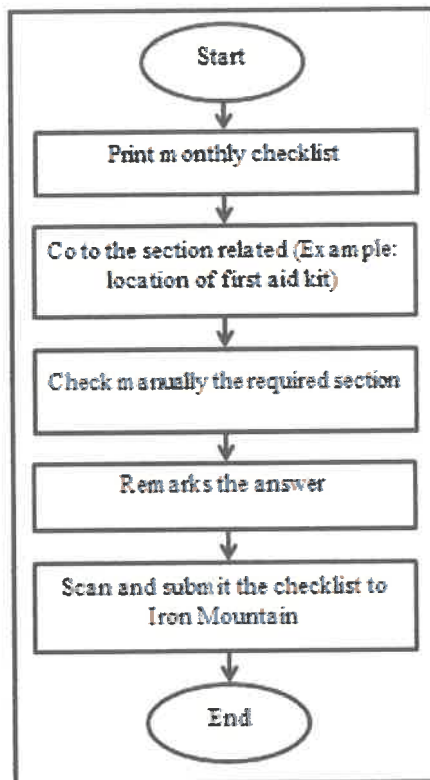


Figure 3.29 : Workflow of monthly checklist

3.1.20 Attendance monitoring

The attendance of staff is recorded using Biometric System. This system required thumb print access for every staff. Staffs need to thumb for time in and time out. Early thumbed was counted as time in and last thumbed was counted as time out of staff. The exceed time limit was remark by red remark. Time for every staff was determined by FSSHEQ specialist. Not every staff can access all of the location. Certain staff just can access at the related location only. For example, warehouse staff can only access location at lobby, operation department and warehouse only. Internship student also have limited access of location and time. The report of attendance also was monitor by head of FSSHE department of Iron Mountain. Every month, FSSHEQ specialist printed the report and gets approve by general manager then submits to Iron Mountain. Table 3.22 shows the task profile of attendance monitoring.

Table 3.22 : Task profile of attendance monitoring

Task	Attendance monitoring
Scope	FSSHEQ
Duration	Throughout the attachment (FSSHEQ Department)
Task supervisor (s)	Miss Wan Athira binti Wan Mohd Radzi
Hardware / Device	Personal computer, printer
Software	Biometric system

Monitoring attendance of staff was done in the control room. This is because personal computer in the control room is only one that has the Biometric System. Firstly, get into the control room. This control room only can be access by FSSHEQ specialist. Open the biometric system and choose the required report. Report or summary attendance for every staff can be view and print. Print the attendance of every staff for a month and get approval by general manager. Then, scan the document and submit to Iron Mountain. Figure 3.30 shows the workflow of attendance monitoring.

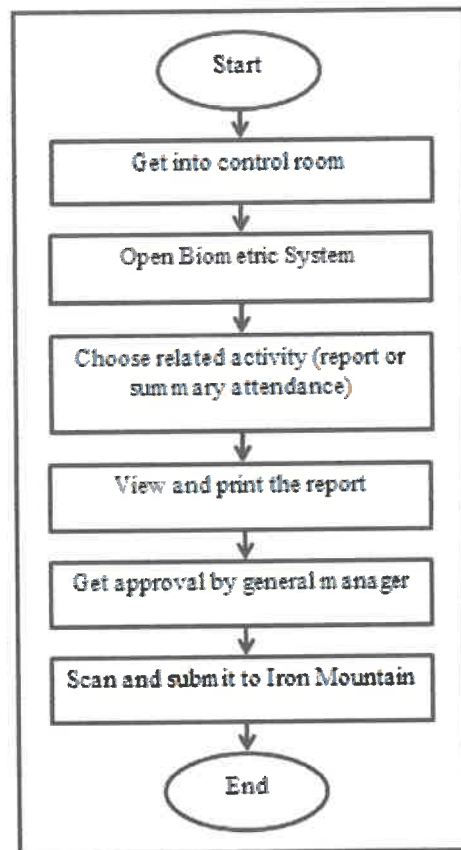


Figure 3.30 : Workflow of attendance monitoring

3.1.21 Attend Meeting at Iron Mountain

Every trainee that was assign at FSSHEQ department was have opportunity to visit Iron Mountain for attend meeting or any other work related. Iron Mountain or also known as PJIC (Padang Jawa Information Center) is the head quarter for every branch. Every FSSHEQ specialist was having meeting for every Friday each week. The meeting was held to discuss any rising matter related to security and safety for every branch. Representative for every branch needs to attend this meeting to know latest issue and spread to the subordinate. Table 3.23 shows the task profile of attend meeting at Iron Mountain.

Table 3.23 : Task profile of attend meeting at Iron Mountain

Task	Attend Meeting at Iron Mountain
Scope	FSSHEQ
Duration	2 nd June 2017
Task supervisor (s)	Miss Wan Athira binti Wan Mohd Radzi
Hardware / Device	None
Software	None

This meeting was start at 2.30 p.m. and end at 6.00 p.m. every Friday. During this meeting, head of department was open the meeting with issue any rising matter for every branch. Then, every branch was open to share any matter that affects the security and safety. For example, accident that happen involves the staff for certain branch was discussed and shares in the meeting. Solution of the problem was tried to solve in the meeting and unsolved problem was discuss for further discussion. Figure 3.31 shows the workflow of attending meeting at Iron Mountain.

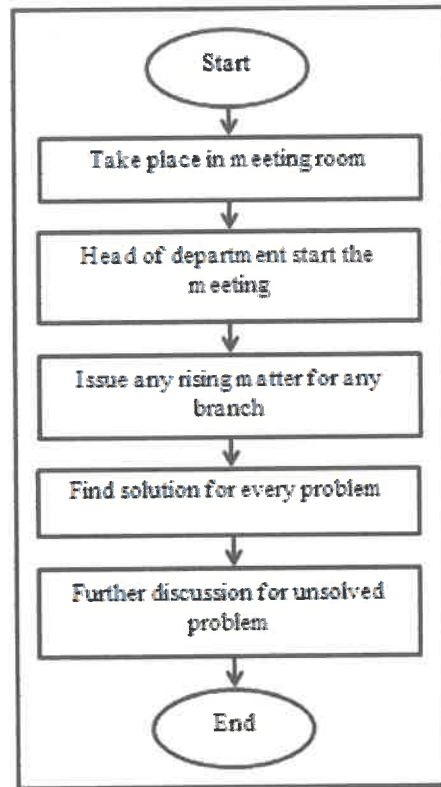


Figure 3.31 : Workflow of attend meeting at Iron Mountain

3.1.22 Clerical Task at FSSHEQ Department

For FSSHEQ department, clerical task is same with HR, Admin and purchasing department. There is one additional task in this department. The task is get letter from lobby that received by postman. Letter that is only written the received name is Prism Integrated Sdn Bhd can open and scan. Then, the letter will pass to related department. If the letters state the name in the received address, the letter needs to pass to attendant person. Table 3.24 shows the clerical task at FSSHEQ department.

Table 3.24 : Task profile of clerical task at FSSHEQ department

Task	Clerical task at FSSHEQ department
Scope	FSSHEQ
Duration	Throughout the attachment
Task supervisor (s)	Miss Wan Athira binti Wan Mohd Radzi
Hardware / Device	Personal computer, printer, scanner
Software	Microsoft Office, PDF

Task like scan and photocopy is same task at HR, Admin and purchasing department. After get the letter at lobby, stamp the letter with RECEIVED stamp that contain date of the letter received before scan. Then scan the document and pass to related department. Figure 3.32 shows the clerical task at FSSHEQ department.

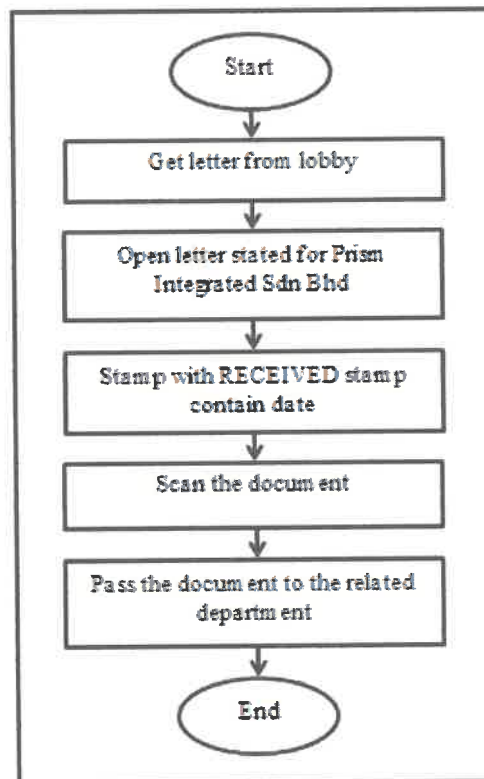


Figure 3.32 : Workflow of clerical task at FSSHEQ department

3.2 Special Project

Title : File or Box Movement Documentation

3.2.1 Project Profile

File movement is the movement of the file from the warehouse to any located place that can be track by the system. Most of the files that have been removing from warehouse are the file that is always requested by the customer. Movement of file or box was done after have requested by customer for self-retrieval, delivery urgent two hours or four hours and next day retrieval. All of this requested can be done by using Activeweb system by subscribe customer. For unsubscribe customer can use Service Request Form for make any requested. Open shelf project only involved file by JPA. JPA file was the most requested file. Almost every day, there is requested file from JPA to deliver at JPA's place. Besides that, some of the request are need large amount of file to be find in short time. Because of that situation, this project was established to ease the finding process of file in the time given. Open shelf also ease the way to find the file because the files arrange in open shelf and not in a box. In this special project, this files or box movement more focus to movement of file or box to open shelf. This is the latest project by Prism Integrated. Table 3.25 shows the task profile of file or box movement documentation.

Table 4.25 : Task profile of file or box movement documentation

Task	File or box movement documentation
Scope	File movement (Operation department)
Duration	1 st February 2017 until 30 th June 2017
Task supervisor (s)	Miss Maisarah binti Nurhaizan
Hardware / Device	Personal computer, scanner, scanner reader, trolley
Software	Microsoft Word, Microsoft Visio, Microsoft PowerPoint, PDF

This special also required trainee to follow the right flow to make sure the every activity information spread in right information to all of the staff. Before this special can be proceed, trainee needs to make suggestion or proposal to the organization supervisor to get the approval. The organization did not need any documentation of proposal. The suggestion was done through the discussion. After that, the organization supervisor approves the suggestion and the special project can be proceeding. Trainee was interview and discusses few things regarding the special project with the staff in charge for this project. Trainee also is assigned to do the scanning process at the open shelf area. Through that, the trainee can observe more clearly about the open shelf project. Figure 3.33 shows the workflow of file or box movement documentation.

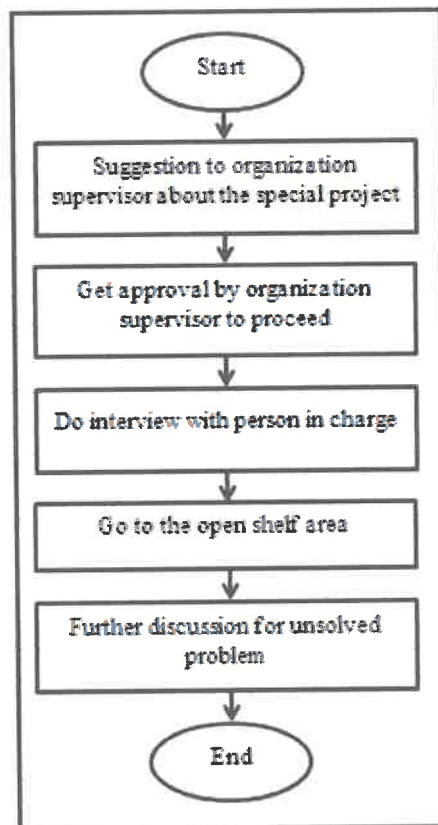


Figure 3.33 : Workflow of special project

3.2.2 Project objectives

- i. To provide guide for permanent and contract staff about process of file or box movement
- ii. To provide manual for new staff about process file or box movement
- iii. To prepare the proper documentation about a project

3.2.3 Project benefits

- i. As guidance for new staff about file or box movement at Prism

Prism Integrated has problem with the employment of contract staff that can cause problem about the work flow. The employers hire always changing from time to time. This is cause the lack of information because the employee did not have time to explain the same time for every day. So, the new staff did not the procedure of file or box management.

- ii. As reference for the contract or permanent staff about the any process of movement at open shelf

Staff at Prism have been briefing about their task and responsibility in early of hire. To get stronger confirmation, the staff can get the information by refer to the documentation. This is because, the documentation is provide complete information and instruction about the file or box movement from warehouse to open shelf.

- iii. As user manual for staff in process of searching and finding file at open shelf.

Staff can use this documentation to get knowledge about the file movement of file, the process involve, the arrangement in the open shelf and all of the information about the open shelf project.

3.2.4 Project process

There are three main processes that is involved in this special project activity. The three main processes are explained in detail in the documentation.



Figure 3.34 : The process in the documentation

3.2.5 Literature review

According to International Records Management Trust (2009), records centre is define as a building or part of a building designed or adapted for the low-cost storage, maintenance and use of semi current records pending their ultimate disposal. This is can define that the records centre is the place to store semi current record but not to do the disposal of records. This is can define the function of Prism Integrated Sdn Bhd as the record keeping centre. Record keeping centre is the building that help store and manage record for certain time before disposal. At Prism, most of the document is government sector document. The disposal of document is done by guideline from the National Archive. The disposal is done after get the approval by the owner of the document and National Archive based on the time of records.

To make sure the document still available although the document is in the poor condition, the preservation for each of the document can be done. Digital preservation is the best way to preserve the document.

According to Sunday O. Popoola (2009), Records management is the scientific study of controlling records creation, maintenance and use, retention, protection, and disposition

of all types of records for the purpose of reducing cost, increasing efficiency and serving management through records handling operations. Record has the life cycle that from beginning of record started from creation until disposal. The handling of the record must be in the right way such as the location of the file room, temperature, humidity, and many more. The open shelf project has the handling way that is effective by establish the open shelf. The open shelf area is the systematic way to find the file or document way. The arrangement of file must right in the way to retrieve it.

Ernest and Young (2010) stated that the traditionally the focus was on maintaining physical records; companies now need to find ways to manage a rising tide of both paper-based and electronic information. Nowadays paper based and electronic are needed. The paper based can be as the backup if the electronic based cannot function. At open shelf area, the document is not in electronic form because the storage still in paper based document. Only the process of storage to retrieval of document is in the electronic. The process of finding the location of the file need to use the system but to find the document in the open shelf area still use the manual way.

At Prism, the records management must have the systematic finding aids to control the usage or retrieval of file. Based on the Trudy Wright (2013), records management provides systematic control over records to document business processes, decision-making and transactions. The transaction or retrieval of file must be systematic to make sure the customer satisfaction is important to the organization. The services provided must in systematic way to short time of find the records or file requested. Because of that, Prism has leaded and conduct the open shelf project for the easier retrieval of file based on customer request. This is also one of the benefits of open shelf project that can give a lot of contribution to the organization.

According to Wang Ping Hu In (2014), Digital preservation is the long-term preservation of all kinds of digital documents and the active management of digital information over time to ensure its accessibility. At Prism, there is also offer the digital preservation like scanning. Digital information can ensure the continuous availability of records and document. According to Qiping Shen et al (2001), knowledge based system have three common components. One of the common components is a dynamic store holding temporary data which can explain the reasoning process and rules used. This is the components that apply in the knowledge based system but this statement can see through the concept of records centre. The dynamic store holding temporary data is like the existing of open shelf as the temporary data storage for the document at Prism. The document is classified as temporary because the document did not store in the open shelf and storage of Prism forever. This is because the document has the life cycle of file from creation until the disposal. The inactive records are disposing if no longer use or requested.

The records like file and document must have the control from the creation until disposal of records. According to the Records Management Standard ISO 15489-1 (2001, Clause 3.16) has suggested the definition of records management as the field of management responsible for the efficient and systematic control of the creation, receipt, maintenance, use and disposition of records, including the processes for capturing and maintaining evidence of and information about business activities and transactions in the form of records. The open shelf project also done to make sure that the maintenance of the records is in the right way. Maintain the document is the hard thing to do because some of the document are in poor condition because the movement of file.

Steve Bailey (2011) stated that the impact of a change initiative can be experienced by the organization in a number of ways for example reduced staff costs, reduced consumables costs, or reduced storage costs. This is the cause for this open shelf was established and manages systematically. The file are removed from the box to make sure the space can be reduces. The exceeding box in the storage was because this project was implementing. The storage can be safe the space for another customer purchasing.

According to David Bearman (1993), records may be consulted for documentation of those transactions or because they contain information that is useful for some completely separate purpose, but record-keeping systems do not just contain data to be reused they maintain evidence over time. The document and file have the value for the document because every document has the speciality and the classification. Record-keeping systems support the corporate memory of organizations by supporting the business functions of the organization. Record must be kept in the save storage before any action taken either disposal or retention. Although the condition of the record is poor but the content is valuable.

Besides the good advantages of open shelf and electronic records, there is a disadvantage of electronic record. For example, Brendan E. Asogwa, (2012) state the problem in the execution of electronic records is administratively induced problems of weak legislative and organizational infrastructures. At the certain country, the records manager is can simply dispose any document. This is can happen if the weak legislative at the Prism. The inactive records are simply disposing. But to maintain the records availability, open shelf project is establish to make sure the availability of the document still can find.

For this special project of documentation of file or box movement to open shelf, the document did not do the scanning process of a document but only the location of the document or file was systemize. This open shelf process gives more easy way to find the location of a file rather than the location of box in the warehouse. The location of the file can easily find in the open shelf area.

3.2.6 File or box movement documentation

3.2.6.1 The cover page of the documentation

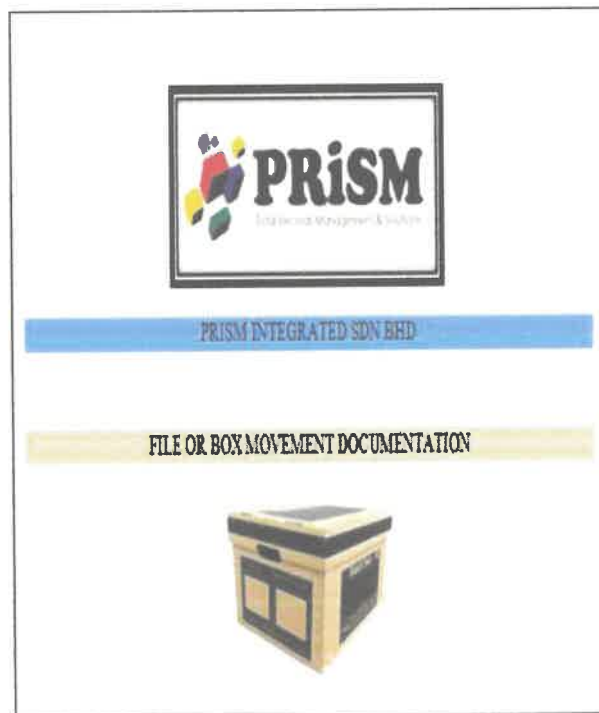


Figure 3.35 : Cover page documentation

3.2.6.2 Workflow of File/Box Movement and Sticker Labelling Activity

This open shelf project was involved only file from Jabatan Perkhidmatan Awam (JPA) was involved and have fixed movement from certain location in warehouse. In this project, there is no movement by customer request that required currier team to make

delivery. The movement of file or box is only from warehouse to operation department for almost every day since earlier February 2017. Every day about fifty boxes to a hundred boxes will be move to the operation department. This movement was for the sticker labelling activity.

The movement process from a location in warehouse was having a few steps that need to follow to make sure that the location update in the system. Firstly, the warehouse staff must find the location of JPA box in racking. Then the box was move from the location to loading bay in the warehouse. The movement of file or box was indicating by using a scanner. Then, scanning process was done manually by warehouse staff. Scanning process was done to every box to make sure the location can be detected. The scanner must be set up first to make sure the process for movement was valid. For movement of file or box from warehouse to data entry area at operation department, the scanner was set up as process, movement and data entry area. After complete set up the scanner, scanning box barcode was done. This scanning process was done to make sure the total of box that want to move have tally amount with the box that have been scan. Figure 3.36 shows the scanner that use for scanning process and figure 3.37 shows the scanner reader that use to upload the data from scanner into system.



Figure 3.36 : Picture of scanner



Figure 3.37 : Scanner reader

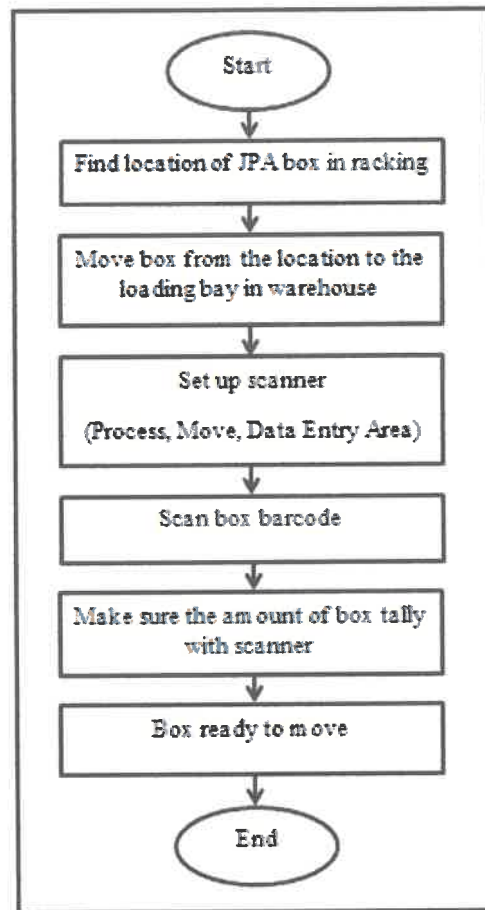


Figure 3.38 : Workflow of movement of box from location in racking

After scanning process complete, the scanner must hand over to authorize person. The authorize person must upload the data about scanning process earlier using the scanner reader. The scanning data was uploading in system and the system was update to the latest information. Then, box was ready to move from warehouse to data entry area in operation department. The movement of box was usually using trolley to ease the move process. The movement of box was done step by step until the amount of box enough either 50 boxes or 100 boxes. The boxes were stacking each other in five boxes row by row. The arrangement of boxes is the box barcode was facing front and must be shown to ease written down of box barcode to print the barcode.

After enough amount of box requested enters the data entry area in operation department, the number of box barcode must write correctly to make sure the barcode printed contain right number of file. The barcode box number that have been write must hand over to authorized person that can use EDC RC (Electronic Document Content Record Center) to key in the barcode number and the list of file contain in a box was appear. Then the authorize person printed the list according to barcode number. The list of file was printed at sticker paper. After all of barcode number was printed, the sticker paper that contain list of file in a box was separate according to box number.

After barcode sticker was complete print, staff was finding the box that was arranged earlier based on the box number in the sticker. After find the box, one by one of file was stamped with sticker according to the file number. Sticker labelling activity was done at data entry area in operation department. The barcode at the sticker is very important because the barcode was scans to get the location at the open shelf. The barcode and the number of the file is the tool to search the file when the file is requested by the customer. Because of that situation, the file number and the name in the file was very important item. If one of these criteria did not printed in the sticker, staff needs to request reprint the barcode sticker. Besides that, the barcode in every sticker was also important item. The missed print can happen like the barcode scratch during printing when not dry yet, the ink of printer runs out or the less ink during printing and also the change of sticker paper during printing. Staff needs to make sure the barcode in good condition before paste at the front of file. After done checking the condition of sticker, the sticker can be paste at the space in cover of file. The sticker that was paste must not cover any word at the cover of file because every word or numbers are important information the requestor.

After complete sticker labelling for every box, the entire box was move to the open shelf at the first floor or the second floor or third floor. The movement of the box was done manually by the operation staff through the stairs with help from the warehouse staff. The movement of box from ground floor to the open shelf area was done carefully to make sure the injury was avoided. After complete move the box to the open shelf area, every box was located at a place near the shelf or at the small partition at the shelf in every row. After complete move the box in to the open shelf area, the scanning process was done. Figure 3.39 shows the workflow from sticker labelling activity until movement of box to open shelf area.

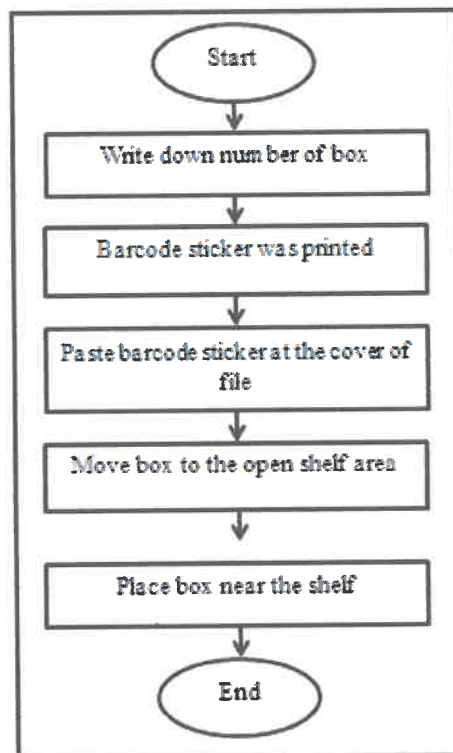


Figure 3.39 : Workflow of sticker labelling activity until movement of box to open shelf area

Before scanning process was done, every each of the file in a box was move out from the box to ease the scanning process. Besides that, check the file either the file was JPA file or another customer file before scanning each of the file. Every partition in every

row has the location and the location barcode. The barcode location also must check to make sure the barcode still clear to scan. If the barcode location was damage, staff needs to write down the location and request reprint the barcode location. Then paste the new printed location at the exact location. Then the scanning process was done after all of the checking.

Scanning process involve a few step before complete the scanning. First, the scanner must set up to the right process by choose process, move then choose open shelf. After that, open the location by scan the barcode location. Then scan each of the file and arrange in the open shelf. If files from a box done but still have the space remain, staff can get file from other box then fill the remaining space. File from the other box still using the same location from previous box. There is limited file can fill the partition in every row. Last, scan again the same barcode location to close the location. The limit of file is 30 files of every partition. The scanned file that is over the limit cannot be detected. Staff needs to make sure always alert the total of file scanned that was showing at the scanner. Same step was done for next partition.

The scanner needs to hand over to authorize person to upload after scanning process. Scanning process cannot be done in longer time because the data can be overload. The process need to done in some time and the data need to load using reader. Then the empty box needs to collect in one place. After that, the boxes need to fold and stack based on different type. Then the stack box was tied or wrap into small size to be dispose. Figure 3.40 shows the workflow of scanning process.

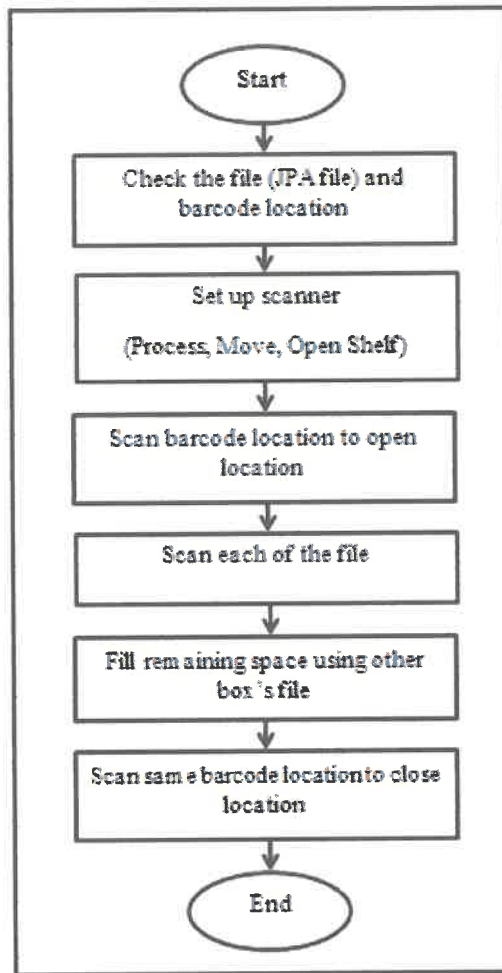


Figure 3.40: Workflow of scanning process

3.2.6.3 Layout of Open Shelf

Open shelf areas are available in level 1, 2 and 3 of Prism's building. The size each of the area has almost the same size. The installation of shelving was done about one week for every level of open shelf. The installation was done by register vendor. The availability of open shelf only can be use after few week of installation complete. This is because the monitoring of shelving installation and the installation of barcode location at every partition was done. The arrangement of open shelf is both sides have shelf. Figure 3.41 shows the layout of the open shelf.

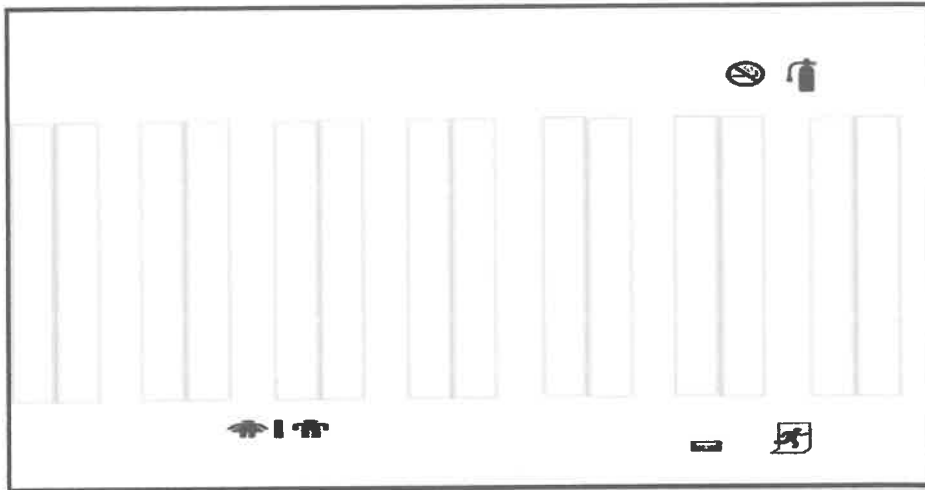


Figure 3.41 : Open shelf layout

In this open shelf area, there are three (3) doors, which are main door with shutter and another two (2) emergency doors. Every door have emergency sign out, fire extinguisher, and the door is locked from inside. So the staff only can enter using the main door. In the area of open shelf, toilet has provided at level 1 open shelf but not on level 2 and 3. The open shelf is arranged back and front of each other. It means, every both side of open shelf can be use.

3.2.6.4 Layout of Column and Row of Open Shelf

This layout will show the view of the open shelf from the front view. This open shelf has eight columns and seven rows. Each row has two small partitions. Every partition has different location. The partition divided by iron separator. Figure 3.42 shows the front view of open shelf.

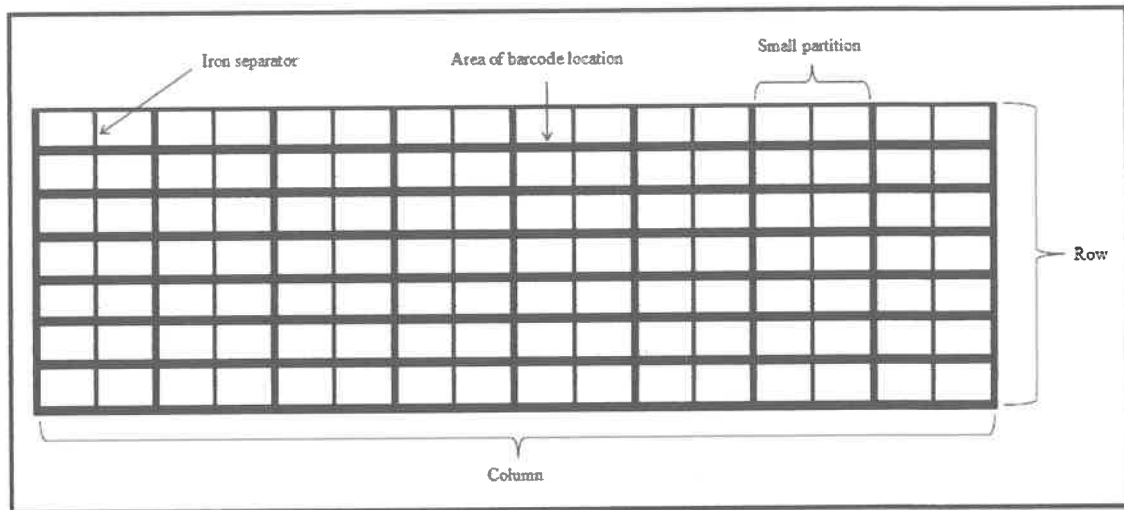


Figure 3.42 : Front view of open shelf

3.2.6.4 Function of Barcode Sticker

Barcode sticker is barcode that need to stamp at cover file during sticker labelling management. Barcode sticker needs to be in good condition before paste at file. Damage barcode was counted as invalid and cannot scan by scanner. Figure 3.43 shows the example of barcode sticker.

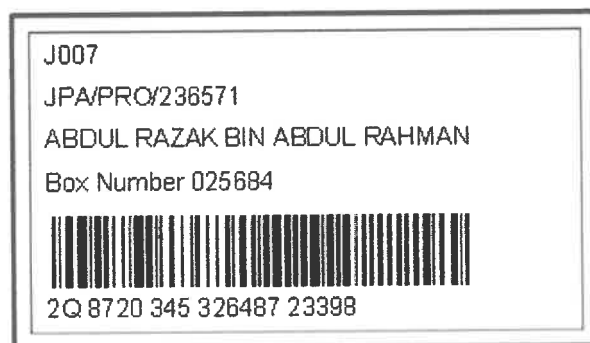


Figure 3.43 : Example of barcode sticker

There are six types of information that are stated in the barcode which is give impact if one of them was damage. Firstly, J007 is the customer key of Jabatan Perkhidmatan Awam (JPA). Every file from JPA has the same customer key. Customer key was

generated automatically by system when customer information was key in during first transaction with Prism Integrated Sdn Bhd. The customer key generate refer to the first letter of customer name. Secondly, JPA/PRO/236571 is a file number. This file number was fixed by JPA. Then the name of file belongs to. Name must be key in according to the name written at the cover file. The box number is based on the box insert during packing process. Then the barcode was stated based on the unique numbering of each file. Each file has different barcode and unique number. Unique number in this barcode is 2Q872034532648723398.

3.2.6.5 Arrangement of File in a Small Partition of Open Shelf

The arrangement of file was arrange in horizontal way. This arrangement was to ease the process of finding urgent file by warehouse staff. Warehouse staff can easily look at the file while searching. This way also easier the actions push and pull the file when finding process. Figure 3.44 shows the arrangement of file in open shelf from the side view.

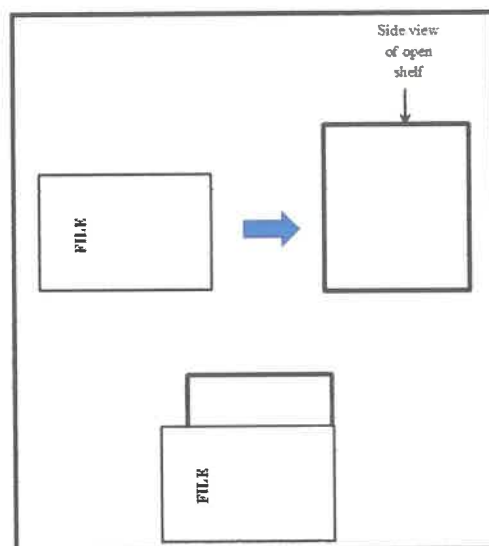


Figure 3.44 : Arrangement of file in open shelf from side view

3.2.6.5 Function of Barcode Location

The barcode location is paste at the open shelf in every small partition of open shelf. Every number and letter in barcode location have own function. This is the example of barcode location, **A-OS-L2R4-14S2**. **A** is the running letter of alphabet from A to Z. This is means that the next barcode location is started with B. **OS** means open shelf. **L2R4** means Level 2 Row 4. Level 2 means the open shelf area at level 2. Row 4 means the row in the open shelf. Not the small row but the whole open shelf. **14S2** means the running number too. Next barcode is 14S3. The barcode location is stick at the open shelf in zig zag direction from up to bottom. Then start again from bottom to up again.

Chapter 4

Conclusion

This chapter was divided into five divisions. First, trainee need to describe the event or activity that was involved during attachment. Second is identifying the knowledge gained during internship. Third is trainee's thought and opinion. Fourth is the lesson learnt during attachment and lastly is the limitation and recommendation to the company.

4.1 Application of Knowledge, Skills and Experience

Table 4.1 : Application of knowledge, skill and experience

No	Tasks	Knowledge	Skills	Experience	Related course
1	File management skill i. File labelling task ii. File retrieval iii. File scanning and arrangement	Know how the importance of file management, process of file movement and process of file arrangement.	<ul style="list-style-type: none">- File labelling skills- File retrieval skill- File scanning and arrangement skills	Have experience involve in scanning process, file labelling activity	IMR504

2	<p>Training participation</p> <p>i. Fire Drill and Evacuation Path training</p> <p>ii. Zero Harm training</p>	<p>Know how to handle situation in emergency situation and how to take care of own and other staff safety</p>	<ul style="list-style-type: none"> - Communication skill - Problem solving skill 	<p>Have experience manage situation during emergency case</p>	None
3	<p>Meeting or Discussion</p> <p>i. Meeting about exhibition with General Manager</p> <p>ii. Weekly briefing</p> <p>iii. OSS meeting at Iron Mountain</p>	<p>Know how to prepare for formal meeting and informal meeting</p>	<ul style="list-style-type: none"> - Communication skill - Problem solving skill - Professionalism 	<p>Have experience attend formal meeting and discuss about outcome to company</p>	BEL482
4	<p>Handling a situation</p> <p>i. Agreement renewal process</p>	<p>Know how to satisfy user need and know how to using new system</p>	<ul style="list-style-type: none"> - Management skill - Self-confident skill - Problem solving skill 	<p>Have experience to answer question from a customer and try to satisfy customer need and confident to use</p>	None

	ii. Handling new system			new system	
5	Maintenance i. Repair and maintenance services ii. Security guard clocking maintenance iii. Attendance monitoring iv. Building monthly checklist	Know how to do maintenance by learning do fire extinguisher maintenance, fire alarm maintenance, first aid kit checking	<ul style="list-style-type: none"> - Maintenance skill - Time management skill 	Have experience in do the maintenance own self by check the fire extinguisher temperature, expired date, the condition of pipe and the pin is still in right place.	None
6	Clerical task i. Quotation request ii. Document filing iii. Stamping letter	Know how to do the simple work like stamping and photocopy but the important of the work is give high impact to management	<ul style="list-style-type: none"> - Management skill - Filing skill - Improve confident level 	Have experience call vendor to get the quotation, arrangement of file and improve confident level to communicate with unknown.	None

4.2 Personal Thought and Opinion

Trainee personal thought is that the expectation of work is different with what have been happen during internship. But the experience give best experience and memories during the attachment.

i. Before, during and after the internship attachment

Trainee was assuming that working at Prism is likely to preservation like at National archive of Malaysia. But after receive at the main gate of Prism, trainee can see that the rules and regulation at Prism very straight. Trainee need to fill the logbook before enter the area of Prism. This happen for a few week before trainee get the identification name tag. After that, another evidence that the rules and regulation is very straight at Prism, the electronic devices and gadget did not allow to enter the operation department area for security of information. All of the gadget need to place in the locker available at the lobby.

ii. Importance practical training

During attachment at Prism Integrated, there are two training was held. Internship student have experience involved in two training. The training was giving trainee good information about the importance of handle situation especially during emergency situation. Besides that, training also has giving information about the safety and security at work place. The injury must be avoided during the working time.

iii. Learnt different thing about theory and practical

During attachment, trainee can get and differentiate the different between theory and practical lesson. Theory just the lesson can get from book but the practical is the

lesson get from the activity that have been done. Practical training can be give trainee the actual feel during do the job. Trainee was get the real experience about a work that have been assign.

iv. Establish company

Prism Integrated Sdn Bhd was already establishes company that has been developing by the founder bout 14 years ago. The founder establish by using only one product which is known as Prism Smart File. The uniqueness of this smart file is the files contain four holes. The puncher also custom design with four holes and can be suitable A3, A4 and A5 paper size. This company also has been known especially by government sector and also private sector. Recently, total company's customer exceeds a hundred customers that have been achieved by the staff. The achievement is quite impressive. The entire customer is the source this company can going well and well known by the customer. The storages at Prism were also almost full because the additional of customer from time to time. But Prism was finding any way to overcome this problem. For example, Jabatan Perkhidmatan Awam has most of the storage at Prism in 2012.

v. Work management

Work management at Prism Integrated Sdn Bhd was easy to follow and understand. Every department holds the different responsibilities to make sure the continuous of work. The staff also very detail in every task given to make sure no mistake when complete the task given. Management also has clear flow to follow by staff and customer. Customer can make any business with Prism using online through the interface provided. Staff can get notify by check the system. Prism also has managed the customer request based on customer need. For example, the delivery of

file or box requested by customer was done if customer wants urgent two hours or four hours. Then, carrier team will supply the requested file or box on time.

vi. Top management staff and subordinate

Top management staff always appreciates the staff by using many ways. The top management also appreciates help from internship student by appreciation of certificate and some event. The staff also did not differentiate among permanent or contract staff with internship student. The staff gives same attention to internship student like internship student was also as staff at Prism. The staff at Prism very friendly and always ready to share any knowledge regarding the work. A problem that trainee can observe is that the lack of staff in HR, Admin and purchasing department, sales and marketing department, finance department and FSHEQ department. This problem happen when every department only have one or two staff only. For the department that has one staff, problem can happen when the staff absent or have health problem. Waiting or pending work will happen that can affect the management. So, Prism was advice to consider hire a staff for every department.

vii. Outdoor environment

The environment outside of the Prism's building not really systematic for a location of record center. This is because the location of Prism is near the main road but still in industrial area. Right and left of Prism's building also have another building near to each other. Prism also locates at near the airport that was the way of airplane come and back.

viii. Security and safety

Security and safety at Prism was best and advanced system install. Safety and security is most of the aspect that get big attention by head quarter. This is because

the best safety and security will make sure the safety of the records. The rules and regulation must be following by every staff to make sure the work flow in best condition and any accident happen can be tracked. For example, closed circuit television (cctv) was install in every crook of building and VESDA was install in warehouse to make sure accident such as fire can be notify to staff.

4.3 Lesson Learnt

Lesson learnt was something that trainee can get through internship and applied in work situation during the attachment at Prism Integrated Sdn Bhd.

i. **Respect each other**

Lesson learnt during attachment was respect to each of the staff either top management or subordinate. In the concept of work or other concept such as religious, the staffs respect each other. In work, age did not consider to receive high respect from other but old and young need to respect each other in equal. Staff also needs to consider seniority in work such as the senior staff have more experience in work and need respect. For example, many of staff at Prism was Indian. Some of staff was vegetarian so the food that is prepared according to their diet.

ii. **Professional attitude**

Professional attitude must be applied at work environment to make sure the environment of work was there. Work environment was lost if the staff did not apply this attitude when working. This professional attitude was very important to avoid any pending work because of some not right attitude by staff. This problem was lead to pending work and the transaction of work was delayed. Although the staff have problem at home, when come at work staff need to separate the problem and work in

professional way. This is also can happen when among staff have conflict that leads to miscommunication. This attitude certainly needs to avoid by every staff.

iii. Time management

Every staff also needs to have great time management. Time management was very important to make sure the work flow in best flow during complete the task. Every project that is assign was given time or dateline. So staff need to make sure achieved that dateline or before that dateline. Time management among the work time and break time also need to consider. For example, for every data entry and checking activity there are dateline that is fixed by the team leader. Team leader did not state it to make sure the activity done in correct time and zero error. The stated dateline by team leader was done when there is bog scale of data entry and checking activity such as thousand box need to complete.

iv. Deal with staff and customer need

This lesson was learnt at office management work such as human resources and sales department. For human resources department more to satisfy staff need such as shirt, pants, safety shoes, leave and many others. For sales and marketing department was more to deal with customer need. Some of customer have simple request and some of customer have more complicated request. Both of them are complicated because both of requests must complete to get staff and customer satisfaction. For example, some customers are requested to have old agreement although customers have that copy at customer place. Customer still request Prism to send the old agreement. So staff needs to send the agreement to satisfy customer need.

v. Follow rules and regulations

Every company has rules and regulation that need to follow. The rules and regulation must follow by every staff either top management or subordinate. Besides that, staff has right to advice if another staff not follow the rules that have been fixed by company. Rules and regulation was done to make sure the company staff in good attitude and any accident can avoid. For example, every male staff needs to tie in shirt. Although the general manager did not follow the rules, another staff can advise general manager to do so. Besides that, another example is no electronic device in the operation department area. This is to avoid leak of customer and company information that is not supposed to known by public or other customer.

vi. Listen to the instruction

The work flow at Prism by done by the instruction that have been assigning by the team leader. Team leader is thinking the best way to make all of the staff and trainee do the work without wasting time. Every work have the dateline that need to be done before or on the date. The instruction that have been delivered must be listen carefully to make sure there is no mistake when execute the task. A mistake can affect the entire process in a department. For example, the rotation schedule of trainee must be fulfill to make sure trainee can get different experience and challenge in the real working environment.

4.4 Limitations and Recommendations

4.4.1 Limitation

Limitation also known as disadvantage can trainee can observe during the attachment at Prism Integrated Sdn Bhd.

i. Movement of box

The movement of box from level ground floor to level one, two and three was done by manual way. This situation was cause damaged to stair and the handler. Trainee can see

the limitation here because the movement was done in the stair. This limitation can be overcome if company can provide a machine that can be used to move the box to open shelf. This activity also can cause injury and back pain among staff. Although staff was provide with glove and face mask, which still can affect the health of staff.

ii. Staff recruitment

The limitation according to staff recruitment is short amount of staff in management in certain department. Short amount of staff can cause pending work from certain department. Pending work was affecting the related work in related department. The backup staff that hire can get the work done in basic way only. Company can hire experienced staff in every department to fill the other staff absent for certain reason. This is also can avoid the pending work in a department and the work flow was clear.

iii. Usage of unsuitable equipment

This is can see at the warehouse and the handler at the stairs. The usage of heavy duty lamp in the warehouse can lead to the fire. Although the detection to the fire can be alert quickly but the equipment used that can lead to the situation must be avoid. This is because the staff aware that the usage of heavy duty lamp can lead to fire but the staff still use it during working area. Another situation is the usage of wooden handler. The wooden handler easily to broke during the file movement from the ground floor to the open shelf.

4.4.2 Recommendation

Recommendation is the suggestion from trainee that can observe along the attachment at Prism Integrated Sdn Bhd.

i. Plastic protector

This recommendation was issue when doing the task of sticker labelling. The observation was done when the condition of file that is too old and poor condition of file. This suggestion was done to cover old and poor condition of file. Plastic protector can cover the file but the plastic must be in see through plastic to ease looking at the barcode and name. Vacuum plastic was also suitable for this recommendation. The plastic protector are water proof that avoid the file form damage and torn.

ii. Arrangement of file

The arrangement of file in the box is in vertical arrangement but after full arrangement of file in a box, the box was damaged and file also was fold and torn. The vertical arrangement can lead to file fall into one side of box and will rip the box. Otherwise, when the file arrange in horizontal way, the file more stable and avoid the damage to the box. When file arrange in horizontal arrangement, the balance among the file is stable and easy to stack the box after do the sticker labelling.

iii. Scanner availability

This device was not enough if the usage exceed the limit. That is specified to completion the open shelf project. Currier team also needs the scanner for staging and picking. For complete the open shelf project in the date line given, the availability of scanner also important. If all of the scanners are used by currier team, project open shelf was pending. Scanning file cannot be done. The addition of scanner is necessary for better workflow of work.

iv. Recruitment of new employee

The recruitment of staff is need because the staff not enough. This can observe the department such as HR, Administration and Purchasing, Finance and FSSHEQ department only have one staff. This situation can be worse if the person in charge have meeting or discussion outside of Prism can lead to worse situation. There is no back up to the person in charge. There is also no second person that is known about the certain situation regarding the situation in a department.

v. Provide right temperature in the file room

Right temperature and humidity is very important in records managing system. Records can be damage if the temperature and humidity not in right and suitable way. The temperature in the file room at Prism is totally not suitable for the file record keeping. The temperature is too hot with the availability of light all the time. The dehumidifier is not available in the file room. The air in the file room is too dry that can cause the damage to the file.

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INDUSTRIAL TRAINING STUDENT'S CHECKLIST

Student's Name : Siti Zuleha Binti Zakaria
Student's Id : 2013934493
Unit / Department : OPERATION, HR, ADMIN, PURCHASING, SALES AND MARKETING / FSSHEQ
Organization : PRISM INTEGRATED SDN BHD
Semester : Mac - July 2017

DESCRIPTION	APPENDICES IN REPORT	TICK (✓)	DATE
Receive, read and understand the documents;			28/12/16
1. Industrial Training Handbook		✓	
2. IMC690 Assessment		✓	10-14/7/2017
3. Definition of Special Project (IM225/245 Only)		✓	
4. Insurance Letter (UiTM)		✓	
5. Industrial Training Report Overall Contents		✓	
6. Cover & Title Page Guideline		✓	
7. Declaration Guideline		✓	
8. Abstract Guideline		✓	
Receive, read and understand the rubrics;			
1. Rubric – Industrial Evaluation		✓	
2. Rubric - Individual Presentation		✓	
3. Rubric - Industrial Training Report (Overall)		✓	
4. Rubric - Industrial Training Report (Reflection Assessment)		✓	
Receive, read and understand all the forms		✓	
Report duty to organization and submit report duty form to the Industrial Training Coordinator ('Borang Report Duty') within the first week of internship Email : nurul1217@kelantan.uitm.edu.my OR Fax : 09-9762156 – HEA (please put a note : "U.P : Puan Nurulannisa Binti Abdullah")		✓	1-10/2/2017
Understand that students are NOT ALLOWED to take any leave during internship, unless for emergency leave / MC / special case (not more than 6 days in 5 months); or else the internship status is automatically FAIL . Get the permission from Organizational Supervisor before taking any leave. **Any extra leave provided by organization is not counted under this clause. Organization may provide extra leave / benefits to students, if necessary**	YES (MC / Letter)	✓	
Understand that NO semester break during internship.		✓	

	Understand that public holidays/special leaves/weekend are different between states; follow current state during internship / organization's policy. (put remark in the logbook)		✓	
	Record every attendance in the form ('Borang Kedatangan Latihan Industri') or use any method provided by organization (thumbprint or punch card).	YES (Copy of attendance)	✓	
	Record every task given in the logbook every day. Ask the Organizational Supervisor to sign/verify on daily OR weekly OR monthly basis.	YES (Copy of logbook entries)	✓	
1.	Fill up Organizational Supervisor's details ('Template Maklumat Penyelia') and submit to the Industrial Training Coordinator once the supervisor has been assigned. (**You may include the topic for Special Project, if you already have it**) Email : nurul1217@kelantan.uitm.edu.my		✓	28/2/2017
1.	Discuss with Organizational Supervisor regarding Special Project (must be ISM OR IM related tasks).		✓	
2.	Plan and strategize all the tasks given during internship (discuss with the Organizational Supervisor regarding duration for the tasks, especially Special Project). You may use the planner ('Jadual Perancangan Latihan Industri') OR make your own custom planner using MS Office / MS Project OR use the planner provided by the organization (if any).	YES	✓	
3.	Consult with your Faculty Supervisor regarding the tasks (especially Special Project) at least 3 TIMES , via face-to-face OR email OR phone calls OR any types of communication medium, which necessary.		✓	
4.	Hand over the industrial evaluation form (Rubric – Industrial Evaluation) to the Organizational Supervisor (softcopy or hardcopy, any way preferable by the supervisor). The Organizational Supervisor will make an evaluation on the student's performance.		✓	
5.	PAY your fees (semester Mac – July 2017) Refer Academic Calendar for the date.		✓	BEFORE 26/3/2017
6.	REGISTER for IMC690 (Industrial Training) course– Refer Academic Calendar for the date.		✓	27/2– 12/3/2017
7.	VALIDATE for IMC690 (Industrial Training) course.– Refer Academic Calendar for the date.		✓	13–26/3/2017 GUGUR TARAF 30/3/ 2017
8.	Update your MUET status to the HEA (to those who not yet submitted the result/status).		✓	
9.	Have a visit from the Visiting Supervisor (from nearest campus / faculty) during internship. Prepare the evaluation form ('Borang Penilaian		✓	

Visiting Supervisor'). Students may discuss or seek for opinions from the Visiting Supervisor. But approval for the tasks (especially Special Project) may only be done by the Organizational Supervisor & Faculty Supervisor.			
Submit the evaluation form (Rubric – Industrial Evaluation) to Industrial Training Coordinator OR Faculty Supervisor within the last week of internship		✓	BEFORE / ON 30/6/2017
Attend the presentation (viva) at the faculty *subject to change. Bring along the evaluation form ('Borang Penilaian Pelajar') during the presentation.		✓	10-14/7/2017
Submit the Industrial Training Report (hard cover bind, dark blue)		✓	10-14/7/2017
Provide a softcopy of Industrial Training Report in a CD, sealed in an envelope nicely, and attached at the back of the report.	YES	✓	
Attach this checklist in Appendices section.	YES	✓	
Attach any other necessary documents which related to your tasks in Appendices section (i.e. : user manual, photos of activities, forms, sketches of storyboard, sample of interface, etc.).	YES	✓	

NOTES :

1. Organizational Supervisor – supervisor assigned by the industry / organization.
2. Faculty Supervisor – supervisor (lecturer) assigned by the faculty / campus, of which students come from. (i.e.: A faculty supervisor from Kelantan campus will be assigned for students from Kelantan campus).
3. Visiting Supervisor – supervisor (lecturer / staff) assigned by the faculty / campus, from the nearest campus/state to the organization. (i.e.: A visiting supervisor from Shah Alam will be assigned for students who undergo the internship in Selangor / Kuala Lumpur).

Certificate of Completion

This is to certify that

**Siti Zuleha Binti Zakaria
(930715-08-6284)**

Has successfully completed

The Internship Program

for 5 months at

Prism Integrated Sdn Bhd

from 1st February 2017 until 30th June 2017



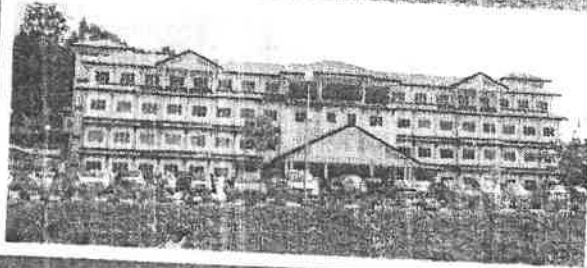
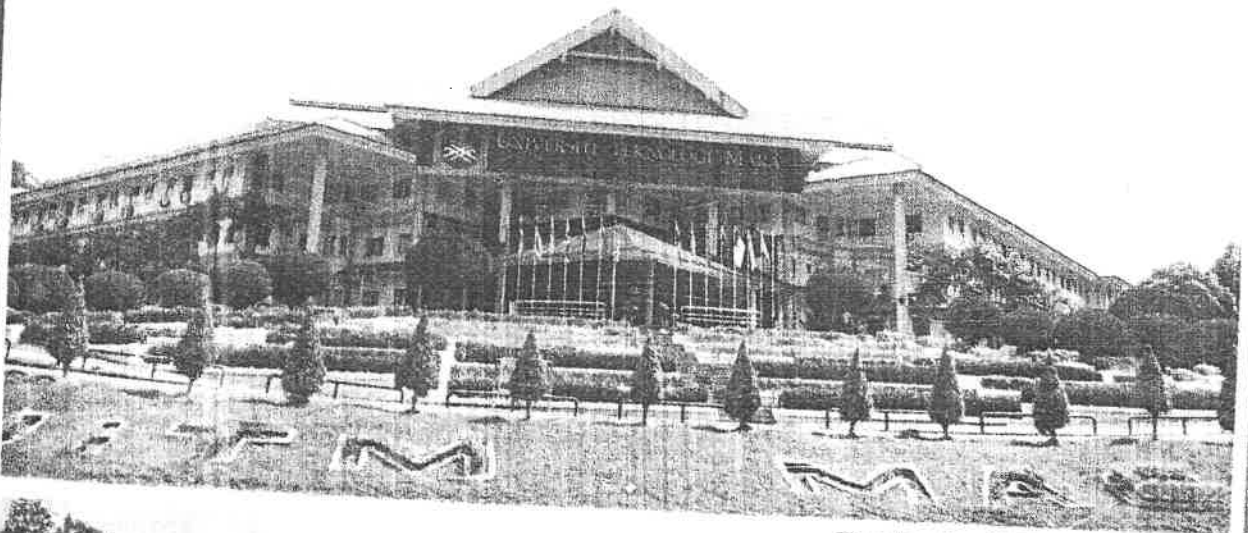
General Manager
Prism Integrated Sdn Bhd





UNIVERSITI
TEKNOLOGI
MARA

UNIVERSITI TEKNOLOGI MARA (KELANTAN)



PRACTICAL TRAINING LOG BOOK

1. Student's Name : SITI ZULEHA BINTI ZAKARIA
2. UiTM Matrics : 2013934493
3. Programme : IM245
4. Semester : 1 (MAY - JULY 2017)
5. Home Address : NO 154 BLOK 7 PERINGKAT 2,
PELDA SELANGOR 3, 26700 MUADZAM SHAH
PAHANG, DARUL MAKMUR
6. Tel No (H) : 013-6462122
7. Place of Training : PRISM INTEGRATED SDN BHD
8. Name of Supervisor In-Charge : Cik MASARAH BINTI N. RAIZAN (OPERATION)
Puan SHAHNUM BINTI SHAMSUDIN
9. Duration of Training From : 1 FEB 2017 To: 30 JUNE 2017



FOR OFFICE ONLY

Remarks:(Dean/Course Coordinator)

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
1/2/2017	8.30 am - 9.00 am	
Raby	- Report duty	
	- Registration at security	
	- Introduction to the staff by Miss Athirah	
	- Briefing about the safety, work hours, rules and regulation	
	- introduce ourself	
	9.00 - 9.30 am	
	- Briefing by Puan Shahnum	
	- Fill out the form, letter of consent	
	9.30 am - 10 am	
	- visit to the operating department	
	- Go to the scanning place, quality control room,	
	10.00 am - 11.00 am	
	- Go to the IC (information centre) or warehouse	
	- Go until the level 5 of storage in the warehouse.	
	- Learn the location of the box in every level	
	11.00 am - 12.00 pm	
	- Tour to the level one until level three	
	- Go to the open shelf storage	
	- Go to the server room	
	- Go to the office (financial, facilities, human resource)	
	- 2.00 pm - 1.00 pm (Lunch)	

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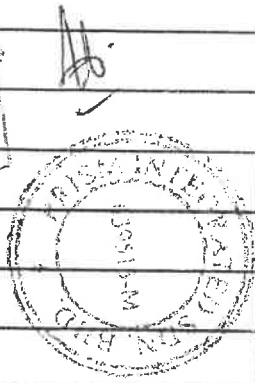


DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
	1.00 pm - 5.30 pm	} 
	- Match the number of the file with the	
	file using sticker (150 boxes)	
	- Find the box number and place the	
	file in the box	
	5.30 pm (Go home)	
2/2/17	8.30 am - Assemble at lobby	} 
Khamis	8.35 am - 12.00 pm	
	- Load the box at the operation area	
	- Paste the barcode sticker to the	
	file based on the box number	
	- About 200 boxes for today	
	12.00 pm - 1.00 pm (Lunch)	
	1.00 pm - 5.30 pm	
	- Doing sticker labelling	
	- Zuhur prayer	
	5.30 pm (Going home)	

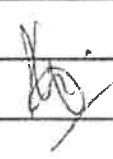
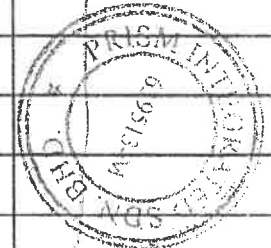


DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
3/2/17	8.30 (Assemble at Lobby)	
Jumaat	8.30 a.m - 12.30 pm	
	- in the operation department	
	- doing the same activities	
	- today is 200 boxes have been	
	complete.	
	- paste the barcode sticker to the	
	client's file	
	12.30 pm - 1.30 pm (Lunch)	
	1.30 pm - 5.30 pm	
	- Paste the barcode sticker	
	5.30 pm (Going home)	



DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
6/2/17	8.30 am	
18min	- Arrived at the lobby	
	8.30 am	
	- Enter the operation department	
	8.30 am - 12.00 pm	
	- Doing the same activities	
	- About 200 boxes	
	- Paste barcode sticker to the client's file	
	12.00 pm - 1.00 pm (Lunch)	
	1.00 pm - 5.30 pm	
	- Doing another 100 boxes	
	- validate the thumbprint at the Biometric devices	
	5.30 pm (Going home)	

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
7/2/17	8.30 am	
Selasa	- waiting at lobby	
	8.30 am - 12.00 pm	
	- waiting box arrive at operation	
	department from the warehouse	
	- 100 boxes arrive	
	- Paste the barcode sticker at the	
	files from every box	
	12.00 pm - 1.00 pm (Lunch)	
	1.00 pm - 4.00 pm	
	- box arrive at the operation	
	department (100 boxes)	
	4.00 - 4.30 pm	
	- check the box number to print the	
	barcode sticker	
	4.30 pm - 5.30 pm	
	- Paste the barcode sticker at the	
	file	
	5.30 pm (Going home)	

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
8/2/17	8.15 (Arrived at the main gate)	
Rabu	8.30 am	
	- Enter the operation department	
	- Continue paste the barcode sticker	
	(90 boxes)	
	12.00 pm - 1.00 pm (Lunch)	
	1.00 pm - 5.30 pm	
	- waiting for another 100 boxes from	
	warehouse to operation department	
	- continue paste the barcode sticker	
	at the file (100 boxes)	
	- Another 100 boxes enter the operation	
	department	
	- only can complete 10 boxes	
	5.30 pm (Going home)	



At.

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
9/12/17	Holiday (Thaipusam)	
Thursday		
10/12/17	8.30 am - 12.00 pm	
Friday	- Paste the barcode sticker at the file	
	- About 90 boxes	
	- continue from the the last Wednesday	
	12.00 pm - 1.00 pm	
	- Lunch	
	1.00 pm - 3.00 pm	
	- Prayer	
	- waiting for another 100 boxes from the warehouse	
	3.00 pm - 5.30 pm	
	- Boxes arrived to operation department	
	- make or key in the data from the file into the data entry software	
	- Using ECD data capture	
	- Fill the file number, perkara, close date of the file	
	- box number and the username which is my name also include	
	- After complete, paste the white sticker at the box	
	- file from PKNS. put white sticker if done enter the data	



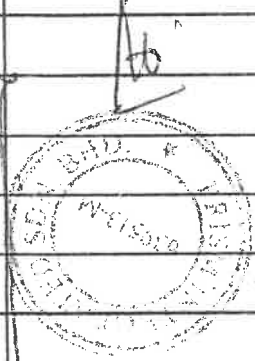
DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
13/2/17	8:30 am - 12:00 pm	
Monday	- Enter the operation room	
	- checking the file through the Vopen system	
	- checking the data that have been insert last week	
	- check every single word to make sure there is no mistake that can lead to the failure to retrieve	
	- after complete, put the green sticker	
	- system down for awhile	
	- data checking need to be stop	
	12 - 1:00 pm (Lunch)	
	1:00 pm - 5:30 pm	
	- waiting box from the warehouse	
	- paste the barcode sticker at the file	
	- 100 boxes complete	
	* Welcome the new staff - Fauzi	

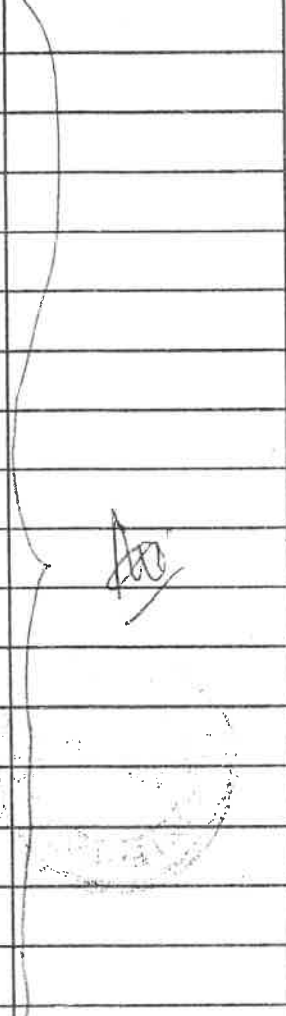


DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
14/2/17	8.30 - 11.30 am	
Tues	- Doing check of PKNS boxes / files	
	through manual way because of	
	the system down	
	- Staff will print the info. about the	
	file that have been enter	
	- Then check one by one the file	
	if there is any mistake that need	
	the correction	
	11.30 a.m - 12.20 p.m	
	- Box from Amanah Raya Berhad	
	Temenoh branch enter from the	
	warehouse	
	- Doing the data entry about 9 boxes	
	12.20 pm - 1.20 pm (Lunch)	
	1.20 pm - 2.30 pm	
	- checking the Amanah Raya Berhad's	
	file through manual way	
	2.30 pm - 5.30 pm	
	- Another 100 boxes enter from warehouse	
	- Paste the barcode sticker to the file	
	5.30 pm (Going home)	

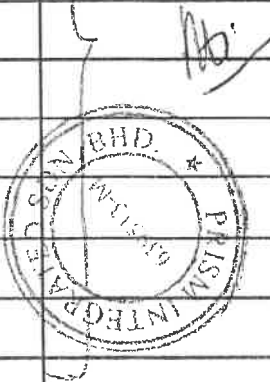
AD



DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS	
15/2/17	8:30 a.m - 12:00pm		
Wed	- Help the operation to find the file that have been misplace		
	12:00 pm - 1:00 pm (Lunch)		
	1:00 pm - 5:30 pm		
	- Waiting box from the warehouse		
	- box that contain JPA file		
	- 100 boxes		
	- paste the barcode sticker to the file before be transfer to open		
	shelf		

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
16/2/17	8.30 am - 12.00 pm	
Thurs	- waiting for another 100 boxes from	
	warehouse	
	- Paste the barcode sticker at the file	
	(JPA file)	
	12.00 pm - 1.00 pm (Lunch)	
	1.00 pm - 5.30 pm	
	- Continue the boxes from the	
	morning session	
	- waiting for another 100 boxes	
	- Paste the barcode sticker	
	- only less than half can be	
	complete	
	- The rest will be continued	
	tomorrow	
	5.30 pm (Lunch)	

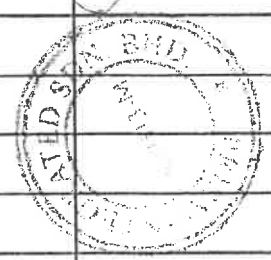
DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
17/2/17	8.30 am - 12.00 pm	
Friday	- continue paste the barcode sticker	
	at file from every box	
	12.15 pm - 1.15 pm (Lunch)	
	1.15 pm - 5.30 pm	
	- waiting another 100 boxes from the	
	warehouse	
	- Paste the barcode sticker	
	- complete all the 100 boxes	
	5.30 pm - Going home	

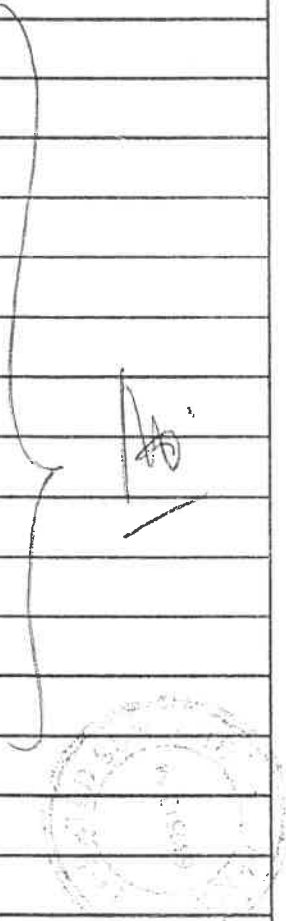
DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
20/2/17	8.30 am - 12.00 pm	
Monday	- waiting for box from warehouse	
	- 200 boxes enter the operation	
	department	
	12.00 - 1.00 pm - Lunch	
	1.00 pm - 5.30 pm	
	- Doing paste the barcode sticker	
	- Not complete all of 200 boxes	
	- Another about 15 boxes will be	
	continue tomorrow	
	5.30 pm - Home	

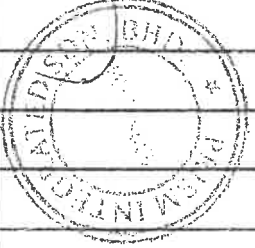
DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
2/2/17	8.30 am - 10.30 am	
Tuesday	- continue paste the barcode sticker	
	from yesterday	
	- waiting for data entry from JPA	
	file	
	- Boxes enter the operation department	
	(150 boxes)	
	11.00 am - 12.20 pm	
	- Doing the data entry for JPA file	
	- Paste the white sticker the data	
	complete insert in the system	
	12.20 - 1.20 pm (Lunch)	
	1.20 - 5.30 pm	
	- continue key in the data	
	- The rest will be continue tomorrow	
	5.30 pm (Home)	



DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
22/2/17	8.30 am - 12.10 pm	
Wednesday	- Do the data entry for JPA file	
	- continue the rest of the boxes	
	12.10pm - 1.10 pm (Lunch)	
	1.10 - 4.00 pm	
	- Continue do the data entry for JPA	
	- sticker if complete each box	
	white	
	4.00 pm - 5.30 pm	
	- Checking all the data that have been	
	enter one by one of file	
	- Green sticker if complete the checking.	
	5.30 pm - Home	

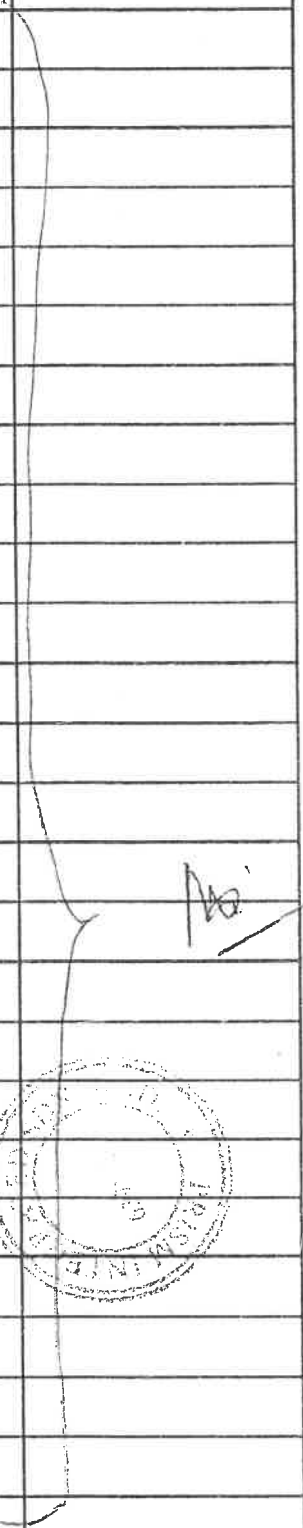



DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
23/2/17	8.30 am - 12.00 pm	
Thurs	- Doing the checking for the JPA files	
	- Green sticker if complete check	
	- Use the volen software	
	- Correct the mistake from the data	
	entry	
	12.00 pm - 1.00 pm (Lunch)	
	1.00 pm - 5.30 pm	
	- Doing the checking for JPA files	
	5.30 pm (Home)	

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
24/2/17	8.30 am - 12.30 pm	
Friday	- Checking the rest of the box	
	- Green sticker after done	
	- Another 100 boxes from JPA enter	
	from warehouse for data entry	
	12.30 pm - 1.30 pm (Lunch)	
	1.30 pm - 5.30 pm	
	- Data entry for JPA file	
	- white sticker if done key in the	
	needed information	No
	5.30 pm - Home	
	* first allowance	

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
27/2/17	8.30 am - 12.00pm	
Isnin	- Doing data entry for JPA file	}
	- White sticker for data entry	
	12.00 pm - 1.00pm (Lunch)	
	1.00 pm - 5.30 pm	} AA
	- checking for JPA file that have been complete enter the data	
	- Doing the correction for any mistake	
	- Green Sticker for done checking.	



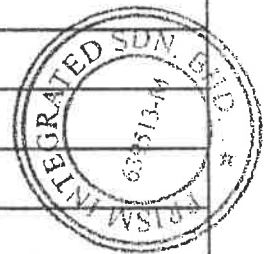
DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
28/2/17	8.30 am - 12.00 pm	
Tuesday	- Checking the files from JPA	
	- make correction for any mistake	
	- Green sticker for done checking	
	1.00 pm - 2.30 pm	
	- continue checking for JPA's files	
	2.30 pm - 5.30 pm	
	- Prepare the box for locate the file from new customer	
	- Put the file from the box to the PRISM's box	
	- calculate the number of the file in a box	
	- paste the barcode sticker at the box	
	- All box consists the file or any records	
	- Total 104 boxes	
1/3/17		
	8.30 - 12.00 pm	
Wednes- day	- Help move the box to the suitable place	
	1.30 pm - 5.30 pm	
	- Data Entry for Bio Life file	
	- white sticker for complete	

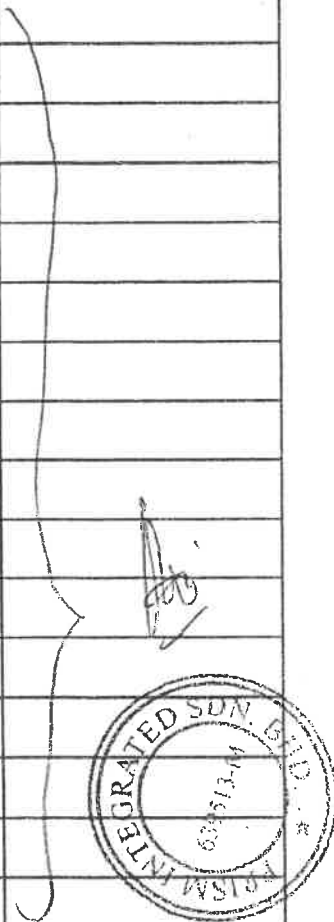



DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
2/3/17	8:30 am - 12:00 pm	
Thursday	- Data entry for BioLife File	}
	- Index consist of detail, Period, name and department, barcode, batchname, custke and username	
	- then checking the data (green sticker)	
	1:00 pm - 3:00 pm	
	- checking the BioLife file	
		A
	3:00 pm - 5:30 pm	}
	- Paste barcode sticker at JPA file (100 boxes)	
3/3/17	8:30 am - 5:30 pm	}
Friday	- Paste barcode sticker at JPA file	
	- Another 200 boxes	
6/3/17	8:30 am - 5:30 pm	}
Monday	- Paste barcode sticker at JPA file	
	- Another 200 boxes	
	- Box number, name, number file, and barcode that can be scan.	
		A
		}
7/3/17	8:30 am - 5:30 pm	
Tuesday	- Paste barcode sticker	
	- Another 200 boxes	

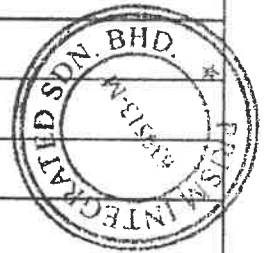


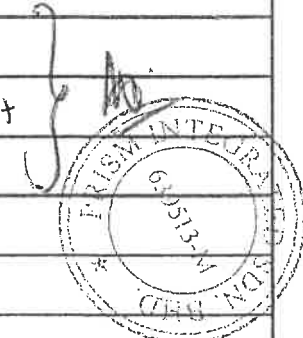
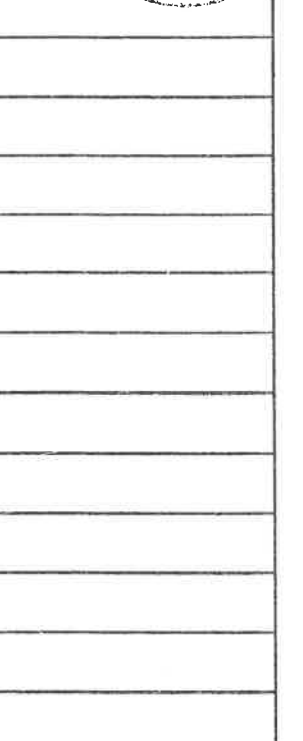
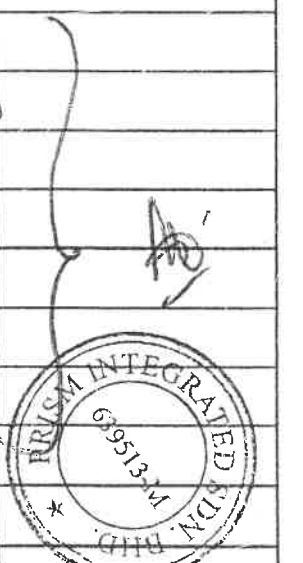

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
8/3/17	8.30 am - 12.00pm	
Wednesday	- Paste barcode sticker for JPA file	
	1.00 pm - 5.30 pm	
	- Data entry for Julia Tun dan Hari's file	
	Liew,	
	- checking for the file	
	- 37 boxes complete	
9/3/17	8.30 am - 10.30 am	
Thursday	- (Checking) for Liew, Julia Tun dan Hari's file	
	10.30 am - 4.00 pm	
	- Paste barcode sticker at JPA's file (100 boxes)	
	4.00 pm - 5.30 pm	
	- Divide the into the box (Bio Life file)	
	file	
	- 10 boxes contains files	
10/3/17	8.30 am - 5.30 pm	
Friday	- Paste barcode sticker for 100 boxes (JPA)	
13/3/17	8.30 am - 4.00 pm	
Monday	- Emptying the operation department	
	- move boxes to the open shelf	
	4.00 pm - 5.30 pm	
	- Paste barcode sticker for 100 boxes	
14/3/17	8.30 am - 5.30 pm	
Tuesday	- Paste barcode sticker for JPA file (100 boxes)	



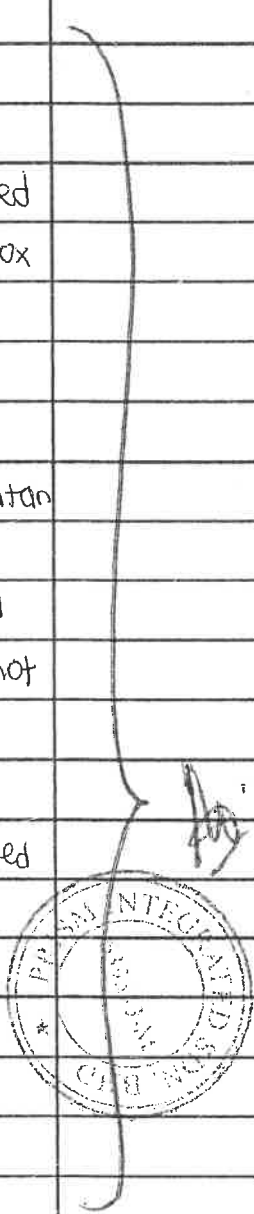
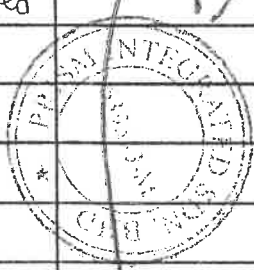
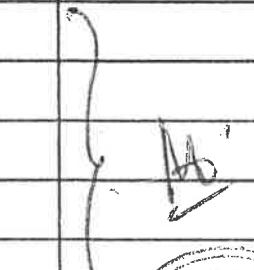
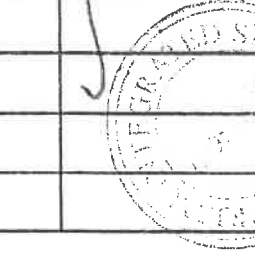
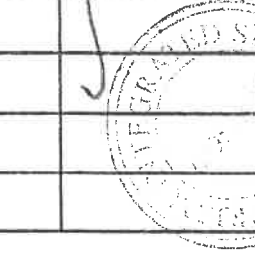
DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
8/3/17	8.30 am - 12.00 pm	
Wednesday	- Paste barcode sticker for JPA file	
	1.00 pm - 5.30 pm	
	- Data entry for Julia Tun dan Hari's file Liew,	
	- checking for the file	
	- 37 boxes complete.	
9/3/17	8.30 am - 10.30 am	
Thursday	- Checking for Liew, Julia Tun dan Hari's file	
	10.30 am - 4.00 pm	
	- Paste barcode sticker at JPA's file (100 boxes)	
	4.00 pm - 5.30 pm	
	- Divide the file into the box (Bio Life file)	
	- 10 boxes contains files	
10/3/17	8.30 am - 5.30 pm	
Friday	- Paste barcode sticker for 100 boxes (JPA)	
13/3/17	8.30 am - 4.00 pm	
Monday	- Emptying the operation department	
	- move boxes to the open shelf	
	4.00 pm - 5.30 pm	
	- Paste barcode sticker for 100 boxes	
14/3/17	8.30 am - 5.30 pm	
Tuesday	- Paste barcode sticker for JPA file (100 boxes)	

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
15/3/17	8.30 am - 5.30 pm	
Wednesday	- Paste barcode sticker (100 boxes)	
16/3/17	8.30 am - 5.30 pm	
Thursday	- Paste barcode sticker for JPA file (100 boxes)	
17/3/17	8.30 am - 5.30 pm	
Friday	- Paste barcode sticker (100 boxes)	
20/3/17	8.30 am - 5.30 pm	
Monday	- Paste barcode sticker	
21/3/17	8.30 am - 5.30 pm	
Tuesday	- Discussion about special project - Help move the SPP (skim Perkhidmatan pendidikan) Suruhanjaya - Help placed the missing file to SPP boxes	
22/3/17	8.30 am - 5.30 pm	
Wednesday	- Paste barcode sticker for 50 boxes - Little briefing for the fire drill training with fireman this Saturday (25/3/17)	
23/3/17	2.00 pm - 5.30 pm	
Thursday	- Help put the files to the open shelf - Tie the box after all the file have been remove to the open shelf	

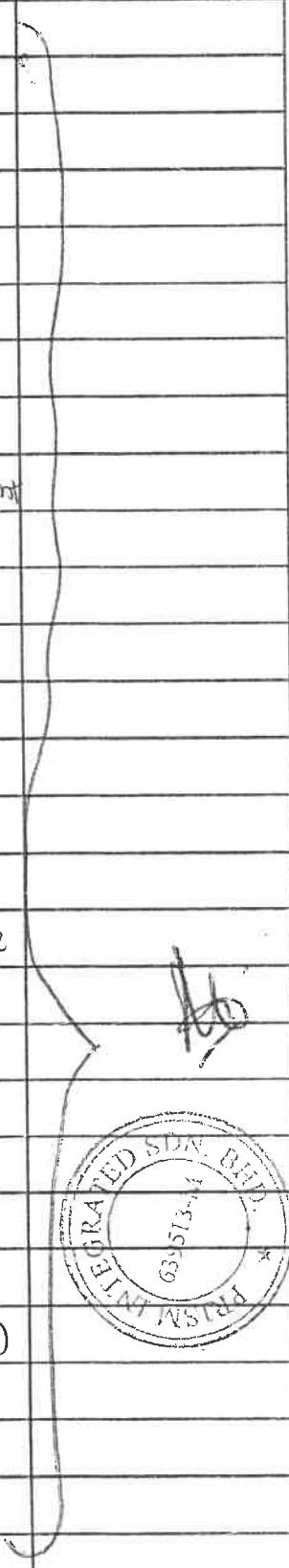


DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
24/3/17	8.30 am - 5.30 pm	
Friday	- Help move the boxes from operation department to the open shelf at first floor	
25/3/17	9.00 am - 5.15 pm	
Saturday	- PRISM have training that is involve from the PTPTN and Iron mountalk also Recall employee.	
	- Training about the fire drill and also about evacuation path during emergency	
	- Learn about the type, usage of fire extinguisher, how to control and extinguish the fire	
	- Site visit to the PRISM building, know the exit area and emergency exit include in the warehouse	
	- Learn about the theory and also practical	
	- Practice for the fire drill training	
27/3/17	8.30 am - 11.30 am	
Monday	- Paste barcode sticker for JPA boxes (100 boxes)	
	11.30 am - 12.00 pm Navozyme - Data entry for customer ()	
	1.00 pm - 5.30 pm	
	- Continue paste barcode sticker	



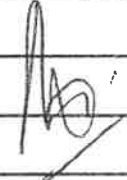
DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
28/3/17	8.30 am - 4.00 pm	
Tuesday	- Arrange file from the boxes to the open shelf at the second floor.	
	- Help find the file that have been requested	
	- The open shelf have been divided by one box one partition	
	4.00 pm - 5.30 pm	
	- Find file from SPPC (Suruhanjaya Perkhidmatan Pendidikan) boxes	
	- Mark the file either have been removed or not and either have in the boxes or not	
29/3/17	8.30 am - 5.30 pm	
Wednesday	- Help find the SPP file that have been requested by the client.	
	- Find by refer to the list of file given	
30/3/17	8.30 am - 5.30 pm	
Thursday	- Find SPP file that have been requested	
31/3/17	8.30 am - 5.30 pm	
Friday	- Find SPP file that have been requested	
3/4/17	8.30 am - 5.30 pm	
Monday	- meeting exhibition at Nilai	
	- Paste barcode sticker for JPA file	




DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
4/4/2017	8.30 am - 5.30 pm	
Tuesday	- Paste barcode sticker (JPA file)	
5/4/2017	8.30 am - 5.30 pm	
wednesday	- Paste barcode sticker (JPA file)	
6/4/2017	8.20 am (Arrived at PTPIN)	
Thursday	8.20 ^{am} - 4.00 pm	
	- Fold box of PRISM to fill with bundle of agreement	
	- Start packing the agreement	
	- Complete 4 batch of agreement	
	- Read the number of bundle at the first page of agreement	
	- Scan the barcode of the box then the number of the box will be automatically ket in the excel spreadsheet	
	- About 6 to 7 bundles each boxes (not more than 16 kg)	
	4.00 pm (Leave PTPIN)	
	5.20 pm (Arrived at PRISM)	
7/4/2017	8.30 am - 5.30 pm	
Friday	- Paste barcode sticker for JPA file (100 boxes)	
10/4/2017	8.30 am - 11.00 am	
Monday	- continue paste barcode sticker	

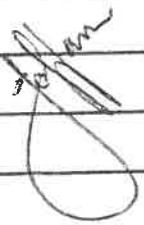
DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
	11.00 am - 5.30 pm	
	- Scan the file and put at the openself shelf at second floor.	
11/4/2017	8.30 am - 10.30 am	
Tuesday	- Help move 100 boxes from ground floor to the second floor	
	11.00 am - 5.30 pm	
	- move the file from each box to the openshelf second floor	
	- Fold the box and then tie them together	
12/4/2017	8.30 am - 5.30 pm	
Wednesday	- Paste barcode to JPA file	
	- Learn how to scan process of return file	
13/4/2017	8.30 am - 5.30 pm	
Thursday	- Paste barcode sticker for JPA file	
14/4/2017	8.30 am - 5.30 pm	
Friday	- Paste barcode sticker for JPA file	
17/4/2017	8.30 am - 5.30 pm	
Monday	- Paste barcode sticker for JPA file	

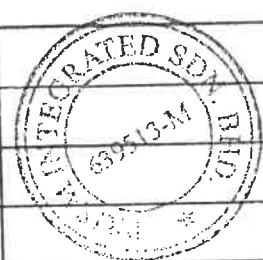


DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
18/4/2017	8.30 am - 2.00 pm	
Tuesday	- Paste barcode sticker for JPA file	
	2.00 pm - 5.30 pm	
	- Document preparation for Indah Water konsortium	
	file	
	- Fill the form, time start, time finish, file	
	number, how much paper in size A4, A3, A2, A1	
	and A0.	
	- Separate the paper by remove the stapler,	
	paper clip or any tool	
	- Count the sum of Printed paper	
	- Front and back printed will count as	
	2 paper	
	- After complete, put the file	
	in the box	
19/4/2017	8.30 am - 11.30 am	
Wednesday	- Training about Zeroharm Standard	
	11.30 am - 5.30 pm	
	- continue do doc-prep for	
	Indah Water konsortium	
	- Remove stapler, paper clip, binder, cello tape	
	- count the amount of paper either A4, A3,	
	A2, A1 or A0.	

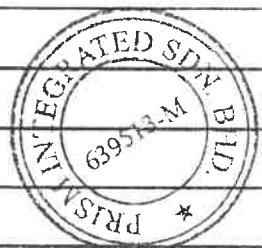


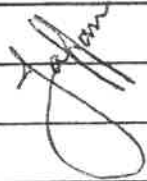
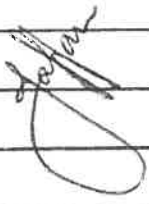

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
20/4/2016	8.30 am - 5.30 pm	
Thursday	- Paste barcode sticker for JPA file.	
21/4/2016	8.30 am - 2.30 pm	
Friday	- Paste barcode sticker JPA file	
	3.00 pm - 5.30 pm	
	- data entry for cheow Wee and mai	
24/4/2016	Holiday	
Monday	Coronation Day	
25/4/2016	On leave	
Tuesday		

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
26/4/2017	First day rotate department	
Wednesday	(Sales and marketing Department) Sir Preveen	
	- Briefing about Job need to be done by Azron	
	- He give detail explanation about the task	
	- 4 draft agreement need to be edit and	
	email to the customer	
	- Before that, the confirmation about company	
	address and the email address by call them	
	one by one.	
	- I am provided customer database as the	
	checklist of work	
	- All of the action must be recorded at the	
	database.	
	- I am also assigned to give the agreement	
	to En Shukri to deliver it to the customer	
	- After done email the draft agreement, I	
	need to follow up with the customer	
	- Remind the customer to print the	
	agreement 2 copies.	
	- Explanation must be provided if the	
	customer ask the reason	


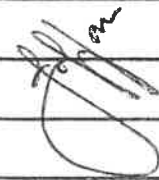


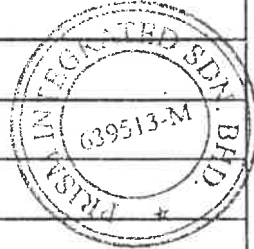
DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
27/4/2017	- Call customer to reconfirm the email address	
Thursday	and the postal address of the company	
	- Email the complete edited draft agreement to the customer	
	- Remind customer about the email that have been sent and the agreement must be Print in two copy.	
	- The draft agreement must be refer to the quotation when editing.	
28/4/2017	- Call customer to get the confirmation address and email address to email the draft agreement	
Friday	- Edit agreement and double check the agreement before email it to the customer	
	- Help sir labelling the envelope for deliver the tender.	
	- Email sir the labelling to be paste at the envelope	
2/5/2017	- Help sir burn the tender to CD	
Tuesday	- Burn according to volume 1 and Volume 2	
	- call En. Shukri to inform collect the agreement to stamping and return back the agreement to customer and Prism	
	- Edit the agreement and send the email to customer	

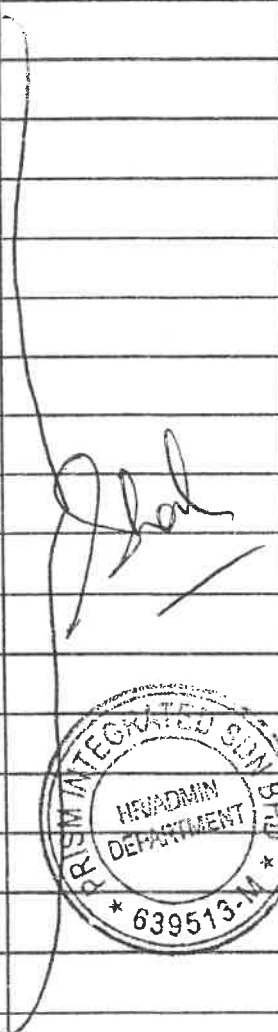


DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
3/5/2017	- Edit agreement to email customer	
Wednesday	- Help print the company Profile (English and Malay version)	
	- 20 for Malay version, 10 for English version	
	- company profile is to give to customer when having appointment.	
	- call customer and get update about the draft agreement that have been email	
4/5/2017	- Getting confirmation about start date and end date of customer to be written in the draft agreement	
Thursday	- Resend email to customer after complete edit the draft agreement	
	- continue print company profile and bind it	
	- weekly briefing → Fill the weekly form	
5/5/2017	- Help binding the document after scan it	
Friday	- Call Miss Maisarah to get the confirmation about packing activities at customer place	
	- Get information about new address of customer to be update : on draft agreement.	
	- confirm it with customer by call them	
	- follow up the draft agreement that have been sent	
	- Get email from customer and edit address of company	
	- scan document and make in three folder	

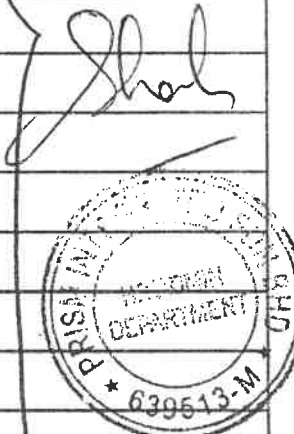



DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
	- Get email from admin. Prism to reconfirm the	
8/5/2017	location of customer's company	
Monday	- Email the new edit draft agreement	
	to customer	
	- Get call from customer to be contact later	
	- Get message from customer	
	- Call customer to remind about agreement	
	that have been email	
	- Find new customer to get the quotation and	
	send the draft agreement	
9/5/2017	- Answer call and get the contact number and	
Tuesday	contact person information to call back	
	- Edit another agreement to email to customer	
	- Call customer to get the confirmation date	
	to collect the draft agreement	





DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
11/5/2017	Rotare department (HR and purchasing - Puan Shahnum)	
Thursday	- Call united logistic to inform the delivery of cargo can be proceed	
	- Help scan document (medical certification) of PRISM staff	
	- Weekly briefing	
	→ highlight any raising issue among the staff relate to the staff or maintenance	
	- First aid kit briefing → about the content and usages of medical tools	
	- Do purchase order of box and smart file to client	
	- Write the consignment note of nationwide to post product that have been requested	
	- Fill the name, call number, address with postcode	
	- Hand the consignment note to operation department	
	- Help fill the form for the new staff for KWSP	





DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
12/5/17	- Find purchase order from file	
Friday	- Photocopy the purchase order and hand	
	over to Operation department	
	- Send delivery order to operation	
	department	
	- Learn about the delivery of product to	
	customer	
	- If delivery through third party, must	
	hand the delivery order to Miss Catherine	
	to proceed	
	- If delivery direct by Prisma's carrier,	
	must hand over the tax invoice that	
	did not be sign yet	
	- The approval will be done if the delivery	
	is complete	
	- call supplier to get the quotation and	
	update the status of good's order	
	- Fill the vehicle maintenance service and	
	requisition form and get signed by En-Czap	

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
15/15/2017	- Scan the document	
Monday	- Hand over the tax invoice of delivery to Miss Catherine at Operation department	
	- Get consultation by faculty supervisor using WhatsApp video call	
	- Call supplier to get the quotation	
	- Prepare envelope for Staff that have involve in accident last few week (Borang tuntutan kemalangan)	
	- Request quotation for fan wall fan, A4 paper 70 gm (Fuji Xerox), cello tape, battery, liquid paper, sticky note and give from supplier.	
16/5/2017	- Get letter from lobby, Pass to FSSHEQ	
Tuesday	department to be stamp and scan	
	- Get email on behalf of Puan Shahnum about the quotation of A4 paper (70 gsm) by fuji xerox	
	- Print the quotation then pass to Puan Shahnum	
	- Call supplier to remind email the quotation of goods that have been requested	
	- Fill request form and pass to En. Zulf for approval	
	- Do filing, insert any medical certification (mc) into the provided file.	
	- Call dispatch from Iron maintain, En. Shukri to collect letter that need to be deliver	
	- Call supplier of safety vest to confirm the delivery of safety vest.	

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
17/5/2017	-calling maintenance Supplier to provide quotation	
Wednesday	for service VESDA system	
	- Help type and Print the label to put at the envelope and CD for tender	
	-confirm start date and end date of agreement of supplier and maintenance	
	- Write consignment note to Nationwide for delivery of Prism smart file (76 con-note)	
	-make sure the address and the attention is correct. Person	
	-Pass the delivery order from Prism to Miss Catherine to proceed the delivery	
	update delivery order and purchase order in the system	
	- using VPN client system	
	-insert the delivery order unit number	
	- for purchase order , insert item description that want to purchase	
	- for example , fan	
	- Put in the right category , right account	
	- for expenses , right unit that want to purchase	
	- then save and submit the Purchase order	



DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
18/5/2017	- Print quotation that have been emailed by	
Thursday	Mr Lim for stationery that have been requested	
	- Pass the quotation to Puan Shahnum	
	update the purchase order (PO status) in Excel	
	- Puan Shahnum email the Microsoft Excel	
	- Get Purchase order file in the office	
	- update the PO number based on the file	
	- Vendor number also state in the file	
	- Write the vendor name, description is about	
	goods or any item that wants to purchase	
	- Also write the status of PO and the receipt	
	number	
	- Different PO number consist of different	
	item that want to purchase	
	update the purchase order through VPN client	
	and DRF at Google	
	- insert password to log in into the system	
	- Manage requisition at the favorite button	
	- There are the step include define requisition.	
	add item and review and submit	
	- Change the business unit to Prism Integrated	
	code	
	- choose special item, then insert the	
	description of item that need to purchase	
	based on quotation received	
	- Edit chartfield 1 and 2 only	
	- Attach quotation then submit	

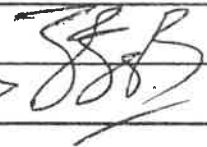
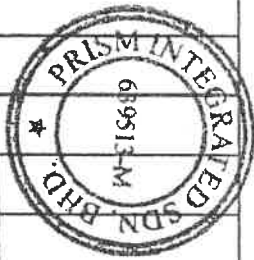
DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
19/5/2019	- Find the fire alarm file at the cabinet	
Friday	- Scan the agreement of a vendor	
	- call supplier to get request quotation for item	
	update receive order	
	- click manage requisition to update receive order	
	- Receive order need to be update when tax invoice have been receive	
	update purchase order	

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
22/5/2017	- call ^{supplier} to get quotation for	
Monday	Stationery requested by operation department	
	- Help fill the form for Sir Preveen	
	- Pass document to Mrs Shabena (operation)	
	and En Czaf for approval	
	- Scan document / letter and pass the real	
	document to Finance department	
	- Pass agreement to Sir Preveen	
	- update purchase order for maintenance	
	vehicle and renewal service agreement	
	- Fill maintainance service requisition form	
	for renewal service agreement from	
	different department	
	- Get stamp and signature as approval for	
	the action	
	- Do filling for medical certificate of staff	
	- Do the consignment note for delivery of	
	smart file and copysafe by Nationwide	
	- Do con-note for 3 different place	

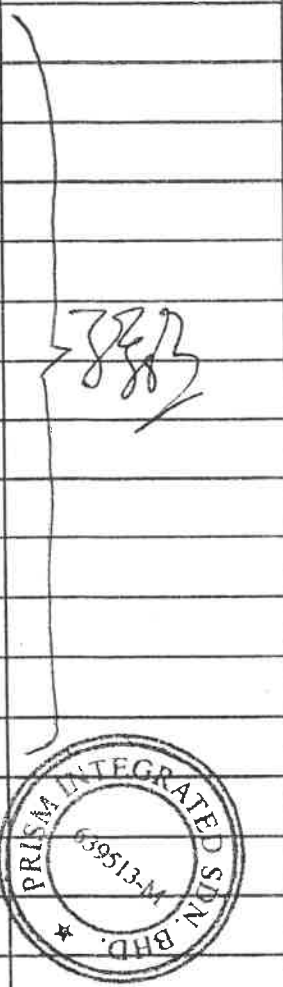
DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
23/5/2017	- Get call while all of the staff have	
Tuesday	management meeting	
	- Pass the Safety Shoes request form from miss Arthira to Ryan Shannym	
	- Get the purchase order from En. Czaf that have been approved	
	- Get approval from En Czaf about the request of Stationery	
	- update PO status	



DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
24/5/17	Rotate department (FSSHEQ) Miss Athira	
Wednesday	- Call Rentokil to change time for	
	appointment tomorrow	
	-Get confirmation either email have been sent	
	to contractor for installation of wall fan.	
	Do monthly checklist indoor and outdoor of	
	building	
	-Tick at the space provided	
	- Facility checklist consist of at building	
	exterior, maintenance and equipment,	
	building interior, fire equipment, first aid	
	kits, safety notice boards, security and	
	environment	
	-Do fire extinguisher maintenance	
	- Note down the condition of fire extinguisher	
	- Check the pressure, pin, expired date	
	- Get approval to delete biometric system	
	from Puan Shahnum (Resign Staff)	
	-	
	- check the condition of CCTV at control	
	room	
	- Check the attendance through	
	Biometric system	

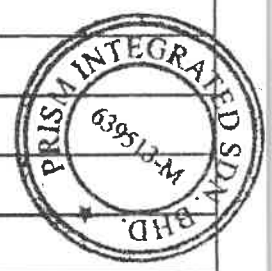
DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
25/5/17	- Scan quotation for fire alarm maintenance	
Thursday	from Nelton Engineering	
	- Call Encik Azli to get the status of	
	CO2 certificate	
	- delete biometric for resign staff after	
	get approval from Recall	
	- Check attendance of staff on required date	
	- Print report of attendance and get approval	
	from En Czap	
	- weekly briefing	
	- discuss about lamp at warehouse did not	
	functioning . resigned staff did not return	
	back Prism's staff , SSHE form and ID tag	
	- open the damage locker that is stuck and	
	cannot be open	
	- Get Prism t-shirt from lobby and	
	confirm the total of t-shirt	



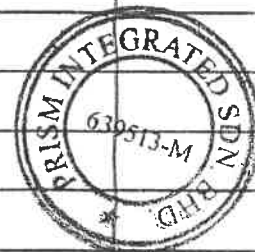
DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
26/5/2017	- Call En. Azli to confirm the certificate	
Friday	application for CO2 fire extinguisher	
	- Do monthly checklist for briefing in	
	Microsoft Excel	
	- Email the checklist to Miss Athira	
	- Fire extinguisher maintenance	
	- check and relocate fire extinguisher	
	to original place either in the office,	
	warehouse and guard house	
	- check the location based on the list that	
	have been prepared in Excel	

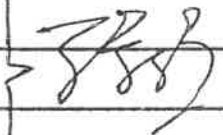
DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
29/5/2017	- Get quotation that have been fax	
	relate to the repairing the fire rated door	
Monday		
	- Help Puan Shahnum find suitable place to	
	do iftar event for all of the staff	
	- monitor the installation of wall fan at	
	yard house and pantry level one	}
	- Get the job sheet	}
	- stamp and write the date	}
	- Give the copy of job sheet to the	}
	supplier	}
	- Photocopy purchasing requisition of first	
	aid kit item	

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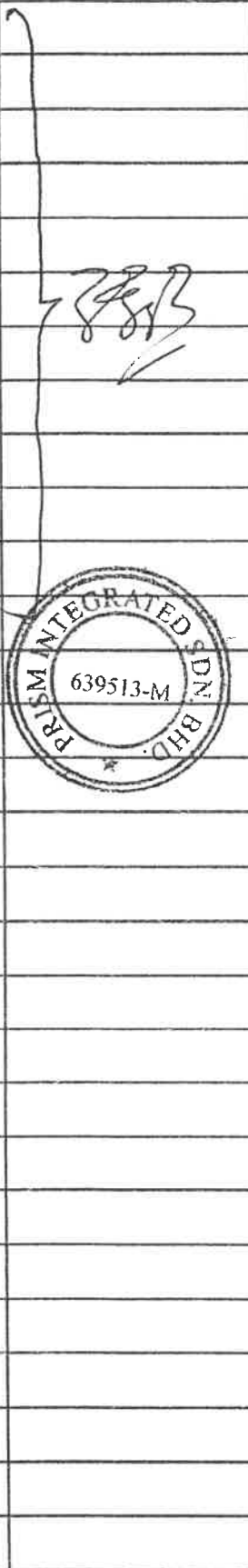


DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
30/5/2017	- check the condition of lamp in the	
Tuesday	Warehouse	
	- Identify the amount of lamp that is	
	damage	
	- Pass the logbook of guard to the	
	representative of security guard	
	- Go to Padang Jawa Information Center (PJIC)	
	- meet with En. Hisyam from FSSHE department	
	at Iron Mountain	
	- Discuss about the condition of lamp at	
	warehouse with En. Hisham and En. Nizam	7883
	- suggestion to change the lamp to usage	
	of spotlight to ease the work in night	
	- Visit the warehouse at PJIC to get the	
	overview of usage spotlight	
	- Go to Shop to buy the lamp for	
	change the lamp at data entry area	
	- Call building contractor to check the	
	status of corridor lamp at every level	
	- first aid kit checking	
	- Replace missing tool and medicine for	
	first aid kit at office level 2, lobby and	
	warehouse.	

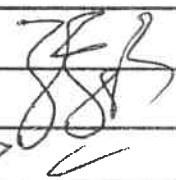



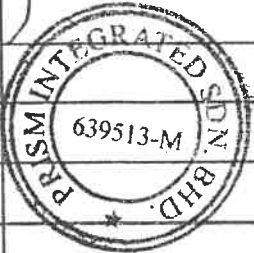
DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
31/5/2017	- Briefing for security guard	
Wednesday	→ Proper gate pass must hand over when	
	any Prism property want to bring out from	
	Prism	
	- security guard must check the pass if	
	tally with the form	
	→ ID tag for visitor must wear and security	
	guard need to advice if visitor did not	
	wear it	
	→ Security guard attire (must wearing hat,	
	vest and security shoes	
	→ visitor logbook, leave cigarattes and lighter	
	at guard post	
	→ reverse parking in the area of Prism	
	- Get docking with unlocking logbook at	
	security guard post	
	- collect data then check with logbook	
	- check VESDA at warehouse	
	- check environment at warehouse area	
	- make notice consist instruction to paste	
	at Guard post as the reference	
	- photocopy accident application form to	
	put in the lobby first aid kit and warehouse	
	first aid kit	

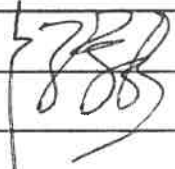


DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
	- make biometric access for Miss Suriani from PTPTN	
	- Get to know the flow based on the system	
	- Staff briefing at lobby	
	→ proper gate pass form and overtime application form	
	- Call Miss Ela relate to the ISO 9001 training for Prism (Request new quotation)	
	→ State the changes in number of participant, location	



DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS	
1/6/2017	- Check different of Price of Old and	 	
	new quotation for ISO9001 training		
Thursday			
	- call Mr. Fu to get the confirmation to		
	visit Prism relate to the corridor lamp		
	- check VESDA at Level 4 of racking		
	- Eception representative check		
	again at guard post		
	- Issues the report of maintenance		
	- Scan the report of maintenance and miss		
	Athira email it to Encik Nizam at Iron		
	mountain		
	- Stamp letter with receive stamp then scan		
	to admin		
	- pass the letter to related department		
	based on the letter		


DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
2/6/2017	- Mr Foo (contractor building) come to take	
Friday	a look the condition of lamp in every level	
	that is not functioning	
	- check every switch and lamp	
		888
	- Go to PJIC to join attend OSS meeting	
	with Miss Arthira	
	- every representative from different	
	site update their status including PRISM	
		


DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
5/6/2017	- Scan document received from SECOM	
Monday	- Put in the SECOM file the original document	
	- Scan another letter receive for PRISM	
	- Pass the letter to related department	
6/6/2017	- update attendance of contract IC	
Tuesday	worker	
	- Get list of of worker from Puan	
	Shahnum and miss Catherine	
	- make photocopy for every agent	
	- make tracking checklist in Excel	
	- Record every attendance of worker	
	for month march , April and may for	
	everyday	
	- Differentiate every agent	
	- Design graph for every month to show	
	the comparison	

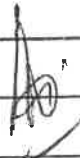



DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
7/6/2017	- Check clocking of security guard	
Wednesday	- Check if have any misclocking	
	- Fire alarm maintenance from Nelton	
	Engineering	
	- Check pump room, the condition of	
	water	
	- Check smoke detector system in every	
	floor	
	- Check break glass in every location	
	is functioning well	
	- another worker will wait to shut the bell	
	when testing the alarm	
	- Inform staff in office level two not	
	to use the main door because the shutter	ZSRB
	door will down	
	- check hose reel and hydrant water,	
	not leaking and functioning well	
	- check fire extinguisher at pump room	
	and guard post	
	- scan document (letter) and pass to	
	related department.	INTEGRATED SDN BHD 619513 M



DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
8/6/17	Operation department	
Thursday		
	- Find requested file by customer at Level 1 open shelf	
	- Scan file and move to open shelf	
9/6/17	- Sticker labelling	
Friday	→ JPM file	
12/6/17	Holiday (Nuzul Al-Quran)	
Monday		
13/6/17	On leave (Replacement Leave)	
Tuesday		
14/6/17	Sticker labeling	
Wednesday	- DPA file	
day		
15/6/17	Open shelf	
Thursday	- Scan and move file to shelf	
16/6/17	Open shelf	
Friday	- Fold empty box	
	Sticker labelling	
	Iftar and farewell for intern student at PJIC	


 Keep up
 the good
 world.

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
19/6/17	Open shelf	
Monday	- Scan and move file to shelf	
20/6/17	• Training EDC PC (Electronic Document Content	
Tuesday	Record Center)	
	- Explanation from Miss Maisarah about module	
	in the system	
	• Sticker labelling	
21/6/17	- Sticker labelling	
Wednesday	- Fold and wrap empty box at open shelf	
day		
22/6/17	Open shelf	
Thursday	- Scan and move file to shelf	
23/6/17	Sticker labelling	
Friday	- Get sign for biometric attendance	
28/6/17	- On leave	
Wednesday		
day		
29/6/17	Sticker labelling	
Thursday		
30/6/17	- Sticker labelling	
Friday		

Thank you for your help & support! Keep up with the good attitude

Date	Weekday	Day Type	Schedule	In	Break	Resume	Out	OT	Done	Work	Overtime	Short	Leave Taken	Remark
06/02/2017	Monday	WORKDAY	0	08:06	12:02	12:35	17:40			3.34	0.10	5.26		
07/02/2017	Tuesday	WORKDAY	0	08:11	14:39		17:31			9.00	0.01			
08/02/2017	Wednesday	WORKDAY	0	07:59		12:14	17:34			9.00	0.04		ABSENT	
09/02/2017	Thursday	WORKDAY	0											
10/02/2017	Friday	WORKDAY	0											
11/02/2017	Saturday	RESTDAY	0											
12/02/2017	Sunday	RESTDAY	0											
13/02/2017	Monday	WORKDAY	0	08:12	12:03	12:44	17:31			9.00	0.01			
14/02/2017	Tuesday	WORKDAY	0	08:09	12:18	12:50	17:32			9.00	0.02			
15/02/2017	Wednesday	WORKDAY	0	08:07	12:03	12:49	17:34			9.00	0.04			
16/02/2017	Thursday	WORKDAY	0	08:08	12:04	12:50	17:31			9.00	0.01			
17/02/2017	Friday	WORKDAY	0	08:04	12:21	13:14	17:32			9.00	0.02			
18/02/2017	Saturday	RESTDAY	0											
19/02/2017	Sunday	RESTDAY	0											
20/02/2017	Monday	WORKDAY	0	08:05	12:07	12:37	17:33			9.00	0.03			
21/02/2017	Tuesday	WORKDAY	0	08:02	12:14		17:33			9.00	0.03			
22/02/2017	Wednesday	WORKDAY	0	08:16		10:19	17:33			9.00	0.03			
23/02/2017	Thursday	WORKDAY	0	08:07	13:05		17:34			9.00	0.04			
24/02/2017	Friday	WORKDAY	0	08:09			17:40			9.00	0.10			
25/02/2017	Saturday	RESTDAY	0											
26/02/2017	Sunday	RESTDAY	0											
27/02/2017	Monday	WORKDAY	0	08:18	13:04		17:31			9.00	0.01			
28/02/2017	Tuesday	WORKDAY	0	08:16	13:08		17:32			9.00	0.02			
Total Days		Present	Absent	Work	Overtime	Short Minutes	Short							
WORKDAY		17	16	1	138.34	5.26	1.000							
HOLIDAY		6												
RESTDAY														
OFFDAY														
OFFDAY		23	16	1	138.34	5.26								

Supervisor /Date: 22/6/2017 Siti Zuleha Binti Zakaria /Date: 24/6/2017

PRISM SUB

ABSENT ANNUAL SICK HOLIDAY VACATION UNPAID LEAVE PTO/PAID TIME

1.000

Date	Weekday	Day Type	Schedule	In	Break	Resume	Out	OT	Done	Work	Overtime	Short	Leave Taken	Remark
01/03/2017	Wednesday	WORKDAY	0	08:11	12:39		17:31			9.00	0.01			
02/03/2017	Thursday	WORKDAY	0	08:15	12:59	13:45	17:33			9.00	0.03			
03/03/2017	Friday	WORKDAY	0	08:01	12:23		17:32			9.00	0.02			
04/03/2017	Saturday	RESTDAY	0											
05/03/2017	Sunday	RESTDAY	0											
06/03/2017	Monday	WORKDAY	0	08:15	12:10		17:31			9.00	0.01			
07/03/2017	Tuesday	WORKDAY	0	08:21			17:31			9.00	0.01			
08/03/2017	Wednesday	WORKDAY	0	08:06		10:50	17:38			9.00	0.08			
09/03/2017	Thursday	WORKDAY	0	08:03	13:03	13:04	17:34			9.00	0.04			
10/03/2017	Friday	WORKDAY	0	08:03			17:31			9.00	0.01			
11/03/2017	Saturday	RESTDAY	0											
12/03/2017	Sunday	RESTDAY	0											
13/03/2017	Monday	WORKDAY	0	08:00	14:51		17:32			9.00	0.02			
14/03/2017	Tuesday	WORKDAY	0	08:06		10:47	17:32			9.00	0.02			
15/03/2017	Wednesday	WORKDAY	0	08:08			17:32			9.00	0.02			
16/03/2017	Thursday	WORKDAY	0	08:05		10:51	17:49			9.00	0.19			
17/03/2017	Friday	WORKDAY	0	08:03			17:30			9.00				
18/03/2017	Saturday	RESTDAY	0											
19/03/2017	Sunday	RESTDAY	0											
20/03/2017	Monday	WORKDAY	0	08:11	12:47		17:33			9.00	0.03			
21/03/2017	Tuesday	WORKDAY	0	08:02		12:34	17:35			9.00	0.05			
22/03/2017	Wednesday	WORKDAY	0	08:09	12:24	12:58	18:39			9.00	1.09			
23/03/2017	Thursday	WORKDAY	0	08:17		10:45	17:31			9.00	0.01			
24/03/2017	Friday	WORKDAY	0	08:13		12:03	17:41			9.00	0.11			
25/03/2017	Saturday	RESTDAY	0					08:44	10:29		1.45			
Day Type		Total Days	Present	Absent	Work	Overtime	Short Minutes			ABSENT ANNUAL				
WORKDAY		18	18	0	182.00	2.15				SICK				
HOLIDAY		7	1	0		1.45				VACATION				
RESTDAY										UNPAID LEAVE				
OFFDAY										PTO/PAID TIME				
		25	19	0	162.00	4.00								0.000

Supervisor /Date: 23/03/2017
Siti Zuleha Binli Zakaria /Date: 24/03/2017

PRISM SUE

Date	Weekday	Day Type	Schedul	In	Break	Resume	Out	OT	Done	Work	Overtime	Short	Leave Taken	Remark
26/03/2017	Sunday	RESTDAY	0											
27/03/2017	Monday	WORKDAY	0	08:10		12:53	17:34			9:00	0.04			
28/03/2017	Tuesday	WORKDAY	0	08:09		12:53	17:34			9:00	0.04			
29/03/2017	Wednesday	WORKDAY	0	08:30	12:48		17:31			9:00	0.01			
30/03/2017	Thursday	WORKDAY	0	08:10			17:52			9:00	0.22			
31/03/2017	Friday	WORKDAY	0	08:05			17:47			9:00	0.17			
Day Type	Total Days	Present	Absent	Work	Overtime	Short Minutes	ABSENT ANNUAL SICK HOLIDAY VACATION UNPAID LEAVE PTO/PAID TIME							
WORKDAY	5	5		45:00	0.48									
HOLIDAY	1													
RESTDAY														
OFFDAY														
Supervisor /Date: <i>AB</i> 23/6/2017 <i>Zuleha</i> 24/6/2017 SITI ZULEHA BINTI ZAKARIA /Date: PRISM S08 0.000														

Date	Weekday	Day Type	Schedul	In	Break	Resume	Out	OT	Done	Work	Overtime	Short	Leave Taken	Remark
01/04/2017	Saturday	RESTDAY	0											
02/04/2017	Sunday	RESTDAY	0											
03/04/2017	Monday	WORKDAY	0	08:23		10:48	17:38			9:00	0:08			
04/04/2017	Tuesday	WORKDAY	0	08:04			17:57			9:00	0:27			
05/04/2017	Wednesday	WORKDAY	0	08:17		10:44	17:41			9:00	0:11			
06/04/2017	Thursday	WORKDAY	0				18:25				0:55			
07/04/2017	Friday	WORKDAY	0	08:30		12:21	17:49			9:00	0:19			
08/04/2017	Saturday	RESTDAY	0											
09/04/2017	Sunday	RESTDAY	0											
10/04/2017	Monday	WORKDAY	0	08:07			17:37			9:00	0:07			
11/04/2017	Tuesday	WORKDAY	0			12:04	17:42			8:57	0:12		0:03	
12/04/2017	Wednesday	WORKDAY	0	08:28		10:49	17:37			9:00	0:07			
13/04/2017	Thursday	WORKDAY	0	08:05			18:03			9:00	0:33			
14/04/2017	Friday	WORKDAY	0	08:13		13:28	17:38			9:00	0:08			
15/04/2017	Saturday	RESTDAY	0											
16/04/2017	Sunday	RESTDAY	0											
17/04/2017	Monday	WORKDAY	0	08:18		12:02	18:00			9:00	0:30			
18/04/2017	Tuesday	WORKDAY	0	08:25		10:46	17:36			9:00	0:06			
19/04/2017	Wednesday	WORKDAY	0	08:07		12:02				7:23		1:37		
20/04/2017	Thursday	WORKDAY	0	08:00		10:46	17:51			9:00	0:21			
21/04/2017	Friday	WORKDAY	0	08:05		10:47	17:38			9:00	0:08			
22/04/2017	Saturday	RESTDAY	0											
23/04/2017	Sunday	RESTDAY	0											
24/04/2017	Monday	WORKDAY	0											
25/04/2017	Tuesday	WORKDAY	0											
26/04/2017	Wednesday	WORKDAY	0	08:18		13:01	17:33			9:00	0:03			
27/04/2017	Thursday	WORKDAY	0	08:26		12:13	13:07			9:00	0:05			
28/04/2017	Friday	WORKDAY	0	08:11		13:33	17:38			9:00	0:08			
29/04/2017	Saturday	RESTDAY	0											
30/04/2017	Sunday	RESTDAY	0											
Day Type	Total Days	Present	Absent	Work	Overtime	Short Minutes	ABSENT ANNUAL					2,000		
WORKDAY	20	18	2	151:20	4:28	1:40								
HOLIDAY	10													
RESTDAY														
OFFDAY	30	18	2	151:20	4:28	1:40								

Supervisor /Date: *23/6/2017*

Zuleha 24/6/2017

PRISM S08

ABSENT ANNUAL
HOLIDAY
VACATION
UNPAID LEAVE
PTO/PAID TIME

2,000

Date	Weekday	Day Type	Schedule	In	Break	Resume	Out	OT	Done	Work	Overtime	Short	Leave Taken	Remark
01/05/2017	Monday	WORKDAY	0											
02/05/2017	Tuesday	WORKDAY	0	08:00	14:58		17:38			9:00	0:08		ABSENT	
03/05/2017	Wednesday	WORKDAY	0	08:02	12:09	13:09	17:31			9:00	0:01			
04/05/2017	Thursday	WORKDAY	0	08:11		11:40	17:39			9:00	0:09			
05/05/2017	Friday	WORKDAY	0	08:09	12:09	12:16	17:33			9:00	0:03			
06/05/2017	Saturday	RESTDAY	0											
07/05/2017	Sunday	RESTDAY	0											
08/05/2017	Monday	WORKDAY	0	08:07	12:11		17:38			9:00	0:08			
09/05/2017	Tuesday	WORKDAY	0	08:09	12:48	13:12	17:34			9:00	0:04			
10/05/2017	Wednesday	WORKDAY	0										ABSENT	
11/05/2017	Thursday	WORKDAY	0	08:07		12:09	17:41			9:00	0:11			
12/05/2017	Friday	WORKDAY	0	08:15		10:45	17:41			9:00	0:11			
13/05/2017	Saturday	RESTDAY	0											
14/05/2017	Sunday	RESTDAY	0											
15/05/2017	Monday	WORKDAY	0	08:00		12:02	17:37			9:00	0:07			
16/05/2017	Tuesday	WORKDAY	0	08:10	12:08		17:31			9:00	0:01			
17/05/2017	Wednesday	WORKDAY	0	08:15			17:34			9:00	0:04			
18/05/2017	Thursday	WORKDAY	0	08:04	13:11	13:29	17:32			9:00	0:02			
19/05/2017	Friday	WORKDAY	0	08:00			17:32			9:00	0:02			
20/05/2017	Saturday	RESTDAY	0											
21/05/2017	Sunday	RESTDAY	0											
22/05/2017	Monday	WORKDAY	0	08:17	15:29		17:34			9:00	0:04			
23/05/2017	Tuesday	WORKDAY	0	08:07	12:04	13:02	17:30			9:00				
24/05/2017	Wednesday	WORKDAY	0	08:07		11:55	17:42			9:00	0:12			
25/05/2017	Thursday	WORKDAY	0	08:18		11:17	17:36			9:00	0:06			
26/05/2017	Friday	WORKDAY	0	08:09	12:41	13:35	17:33			9:00	0:03			
27/05/2017	Saturday	RESTDAY	0											
28/05/2017	Sunday	RESTDAY	0											
29/05/2017	Monday	WORKDAY	0	08:15	13:34	13:38				8:30	0:30			
30/05/2017	Tuesday	WORKDAY	0	08:03	13:09					8:32	0:28			
31/05/2017	Wednesday	WORKDAY	0	08:00	14:21					8:33	0:27			
Total Days		Present	21	2		1:36		1:25		2:00				
WORKDAY			23	187:35		1:36		1:25		2:00				
HOLIDAY			8											
RESTDAY			21											
OFFDAY			31	187:35		1:36		1:25		2:00				

Supervisor /Date: 23/6/2017

Siti Zuleha Binti Zakaria /Date: 24/6/2017

PRISM S08

2:00

Date	Weekday	Day Type	Schedule	In	Break	Resume	Out	OT	Done	Work	Overtime	Short	Leave Taken	Remark	
01/06/2017	Thursday	WORKDAY	0	08:01	11:19	11:43	17:03			8.33					
02/06/2017	Friday	WORKDAY	0	08:04	11:23	12:39				2.53					
03/06/2017	Saturday	RESTDAY	0												
04/06/2017	Sunday	RESTDAY	0												
05/06/2017	Monday	WORKDAY	0	08:12	11:18	15:07	17:02			8.32					
06/06/2017	Tuesday	WORKDAY	0	07:54	10:49	14:00	17:00			8.30					
07/06/2017	Wednesday	WORKDAY	0	08:03	13:18	14:00	17:01			8.31					
08/06/2017	Thursday	WORKDAY	0	08:08	12:10	12:14	17:00			8.30					
09/06/2017	Friday	WORKDAY	0	07:48	12:32	12:49	17:03			8.33					
10/06/2017	Saturday	RESTDAY	0												
11/06/2017	Sunday	RESTDAY	0												
12/06/2017	Monday	WORKDAY	0												
13/06/2017	Tuesday	WORKDAY	0												
14/06/2017	Wednesday	WORKDAY	0	08:12	13:38	13:39	17:00			8.30					
15/06/2017	Thursday	WORKDAY	0	08:10	11:56	14:25	17:11			8.41					
16/06/2017	Friday	WORKDAY	0	08:07	12:09	13:43	17:37			9.00	0.07				
17/06/2017	Saturday	RESTDAY	0												
18/06/2017	Sunday	RESTDAY	0												
19/06/2017	Monday	WORKDAY	0	08:08	12:32	14:49	17:06			8.36					
20/06/2017	Tuesday	WORKDAY	0	08:21	13:43	13:44	17:02			8.32					
21/06/2017	Wednesday	WORKDAY	0	08:07	12:55	12:57	17:27			8.57					
22/06/2017	Thursday	WORKDAY	0	08:08	12:50	14:27	16:49			8.19					
23/06/2017	Friday	WORKDAY	0	08:00	12:03	13:02	17:03			8.33					
24/06/2017	Saturday	RESTDAY	0												
25/06/2017	Sunday	RESTDAY	0												
26/06/2017	Monday	WORKDAY	0												
27/06/2017	Tuesday	WORKDAY	0												
28/06/2017	Wednesday	WORKDAY	0												
29/06/2017	Thursday	WORKDAY	0	08:24	14:05	14:13	17:31			9.00	0.01				
30/06/2017	Friday	WORKDAY	0	08:26	10:36	12:09	17:43			9.00	0.13				
Day Type		Total Days	Present	Absent	Work	Overtime	Short Minutes	Short	Minutes	ABSENT ANNUAL	ABSENT SICK	ABSENT HOLIDAY	ABSENT VACATION	ABSENT UNPAID LEAVE	ABSENT PTO/PAID TIME
WORKDAY		22	17	5	141:10	0.21	11:50		11:50						
HOLIDAY		8													
RESTDAY															
OFFDAY															
OFFDAY		30	17	5	141:10	0.21	11:50		11:50						

Supervisor /Date: 6/1/2017

Siti Zuleha Binti Zakaria /Date: 29/6/2017

PRISM SUB

5.000

LEAVE APPLICATION FORM

(Please submit the Leave Application Form to your Supervisor or Team Leader/ Head of Department/ Division/ Operations Director/ Executive Director/ Managing Director at least seven working days prior to the date of the planned leave)

Name	SITI ZULEHA BINTI ZAKARIA
Department	OPERATION
Date Joined	1 FEBRUARY 2017

I would like to apply leave for 1 day(s) from 25 04 2017 to 25 04 2017 :

Annual Leave / Emergency Leave

Medical Clinic / Hospitalization

Compassionate Leave

Marriage / Maternity / Paternity Leave

Examination / Unrecorded Leave

Unpaid Leave

FOR HR/ADMIN USE

(a) Leave/MC Entitlement Yr 2015 --	
(b) Leave/MC B/F Previous Year --	
(c) Total Annual Leave/MC (a)&(b) --	
(d) Leave/MC Taken To date --	
(e) Leave/MC Apply --	
(f) Leave/MC Balance (c) - (d) - (e) --	

***Please provide supporting documents if you are applying for Examination/ Marriage/ Maternity/ Paternity Leave. Please submit Reason Using Emergency Leave Form if you are applying for Emergency Leave.

Applicant's Signature: <u>Zuleha</u>	Date: <u>17/4/2017</u>
Recommended / Not Recommended (Supervisor / Team Leader) <u>/</u>	Approved / Not Approved (Head of Department / Division / Operations Director, Executive Director, Managing Director)
Signature: <u>[Signature]</u>	Signature: <u>[Signature]</u>
Date: <u>17/4/2017</u>	Date: <u>18/4/2017</u>
Comments (if any)	Comments (if any)



LEAVE APPLICATION FORM

(Please submit the Leave Application Form to your Supervisor or Team Leader/ Head of Department/ Division/ Operations Director/ Executive Director/ Managing Director at least seven working days prior to the date of the planned leave)

Name	SITI ZULEHA BINTI ZAKARIA
Department	OPERATION
Date Joined	1/2/2017

I would like to apply leave for 1 day(s) from 28/6/2017 to 28/6/2017 :

FOR HR/ADMIN USE

Annual Leave / Emergency Leave	<input checked="" type="checkbox"/>	(a) Leave/MC Entitlement Yr 2015	--	
Medical Clinic / Hospitalization	<input type="checkbox"/>	(b) Leave/MC B/F Previous Year	--	
Compassionate Leave	<input type="checkbox"/>	(c) Total Annual Leave/MC (a)&(b)	--	
Marriage / Maternity / Paternity Leave	<input type="checkbox"/>	(d) Leave/MC Taken Todate	--	
Examination / Unrecorded Leave	<input type="checkbox"/>	(e) Leave/MC Apply	--	
Unpaid Leave	<input type="checkbox"/>	(f) Leave/MC Balance (c) - (d) - (e)	--	

***Please provide supporting documents if you are applying for Examination/ Marriage/ Maternity/ Paternity Leave. Please submit Reason Using Emergency Leave Form if you are applying for Emergency Leave.

Applicant's Signature: <u>zuleha</u>		Date: <u>14/6/2017</u>	
Recommended / Not Recommended (Supervisor / Team Leader)		Approved / Not Approved (Head of Department / Division / Operations Director, Executive Director, Managing Director)	
Signature:		Signature:	
Date: <u>20/6/2017</u>		Date: <u>20/6/17</u>	
Comments (if any)		Comments (if any)	