



UNIVERSITI TEKNOLOGI MARA  
FACULTY OF INFORMATION MANAGEMENT

INDUSTRIAL TRAINING REPORT:

SULISA BEAUTY,  
NO 471 JALAN JAMBATAN SULTAN YAHYA PETRA, KG SIREH, 15050  
KOTA BHARU, KELANTAN

SPECIAL PROJECT:

D.A.S.T SYSTEM

BY

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2015144471

IM245 – BACHELOR OF SCIENCE (HONS)  
INFORMATION SYSTEM MANAGEMENT  
FACULTY OF INFORMATION MANAGEMENT  
UNIVERSITI TEKNOLOGI MARA KELANTAN

01 FEBRUARY 2018 – 30 JUNE 2018

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

**01 FEBUARY 2018 – 30 JUNE 2018**

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Mohamad Syauqi bin Mohamad Arifin

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Date of submission: 11 July 2018

## ABSTRACT

Industrial training an important phase of a student life. This report writing is based on industrial training which had been completed by trainee from 1 February 2018 until 30 June 2018. The trainee has undergoes 5 month of industrial training at Sulisa Beauty in IT and Graphic Design Department. Sulisa Beauty is a healthcare and beauty company which producing and develops beauty products. The trainee has faced multiple types of challenges and experience during the internship period where the trainee has been given a various kind of task. The trainee was given responsibilities in Graphic Design department where the trainee requires doing multimedia task and the need editing skills of various kind of form and format includes image and video while develop a functional system to give an aid to the management of Sulisa Beauty. The trainee has learn a lot during the internship period, which result in better improvement in lot of aspect such as discipline, skills and knowledge.

***Keywords:*** *Graphic design, Multimedia, system*

## **Acknowledgement**

Praise to Allah, The Almighty for giving His blessings, guidance and permission to complete this industrial training and report in fulfillment of the requirements for System Management degree programme. The time I spent in Sulisa Beauty as an intern from 1st February 2018 until 30th June 2018 at IT and Graphic Design Department.

First and foremost, I am also thankful to and fortunate enough to get constant encouragement, support and guidance from my industry supervisor, Mr Amirul Mukminin bin Kamal Bahren who helped me to successfully complete my internship.

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## CHAPTER 1: INTRODUCTION



*Figure 1.0: Sulisa Beauty Logo*

### **1.1 Background of the Organization**

Sulisa Beauty Sdn Bhd is a healthcare and beauty organization based in Kota Bharu, Kelantan. The organization first established in 2017 and located at No 471 Jalan Jambatan Sultan Yahya Petra, Kg Sireh, 15050 Kota Bharu, Kelantan.

In 2014, Sulisa beauty was well known with their clothing line which focus on women clothes such as shoes, skirts, and formal dresses. The founder, Sulisa Sulong eventually try something new by developing Sulisa Beauty which focus on healthcare and beauty which producing and develops beauty products such as Sulisa Booster Slimming, Sulisa Healthy milk and Sulisa Dolly Soap.

The vision of Sulisa Beauty is to provide quality and effective products to ensure customer satisfaction. Their mission consists of to become customer's number one choice especially in healthcare, to introduce Sulisa Beauty as brand that effective without side effects, and to promote Sulisa Beauty's product as safe to use and halal. With their tagline '*inspirasi kecantikan mu*', Sulisa Beauty highlights the importance of healthcare without overlook the needs of beauty of their consumers.

## 1.2 Products of Sulisa Beauty



*Figure 1.1: Sulisa Booster Slimming*

Sulisa Booster Slimming are the main product of Sulisa Beauty which is to help its consumer to lose weight and beautify skin at the same time. Its ingredients includes Vitamin C, Red fish scales collagen, Pearl extract, Glutathione, Rosehip extract, Strawberry extract, Grape stem cell, Pomegranate extract and Puerica Mirifica. Sulisa Booster Slimming is priced at RM 89.90



*Figure 1.2: Sulisa Healthy Milk*

Sulisa Healthy Milk are the second product of Sulisa Beauty which is to help its consumer to beautify and glowing skins at the same time helps to maintain good health. Its ingredients includes Pearl extract, Pomegranate extract, Tomato extract, Honey extract, Apricot seeds, Dates extract, Ficus carica, Goat milk, Vitamin C, and Swift nest. Sulisa Healty Milk is priced at RM 69.90.



*Figure 1.3: Sulisa Dolly Soap*

Sulisa Healthy Milk are the third product of Sulisa Beauty which is to help its consumer to smoothen and whitening skin body skin's at the same time. Its ingredients includes Honey extract, Gliserin, Vitamin E, Vitamin B3, Olive oil, Coconut's oil, Black seed, Natural mineral, Vitamin C, Habbatus Sauda', collagen, Apple Steam Cell, Strawberry Steam Cell. Sulisa Dolly Soap is priced at RM 39.90.

### 1.3 Organizational Structure



Figure 1.4: Organization Chart of Sulisa Beauty

Up until 28 June 2018, there are 8 staffs of Sulisa Beauty within three department which is Administration, Marketing and Sales, and Information Technology department. Each department have their own respective roles and responsibilities, and work together with the goals to increase the sales of Sulisa Beauty.

#### 1.4 Sulisa Beauty Vision and Mission

<b>Vision</b>	provide quality and effective products to ensure customer satisfaction
<b>Mission</b>	to become customer's number one choice especially in healthcare, to introduce Sulisa Beauty as brand that effective without side effects, and to promote Sulisa Beauty's product as safe to use and halal

*Table 1.0: Sulisa Beauty Vision and Mission*

#### 1.5 Company Details

<b>Name of organization</b>	Sulisa Beauty Sdn Bhd
<b>Address</b>	No 471 Jalan Jambatan Sultan Yahya Petra, Kg Sireh, 15050 Kota Bharu, Kelantan.
<b>Phone Number</b>	+6 09-7406795
<b>Website</b>	<a href="http://www.sulisabeauty.my">http://www.sulisabeauty.my</a>
<b>Business Type</b>	Beauty and Healthcare

*Table 1.1: Sulisa Beauty Details*

## CHAPTER 2: ORGANIZATION INFORMATION

Sulisa Beauty currently has three department which is Administration, Marketing and Sales, and Information Technology department. Each department have their own respective roles and responsibilities, and work together with the goals to increase the sales of Sulisa Beauty.

### 2.1 Administration Department



*Figure 2.0: picture of admin staff*



*Figure 2.1: picture of admin staff*



The Administration Department provides administrative and technical support in the areas of human resources (HR), budgetary and strategic planning, legal affair, accountancy, facilities and security. Admin department of Sulisa Beauty main responsible is human resources activities such as appointment of new staff, staff's leaves, and staff's salary while ensure financial management functions properly and complies with all applicable rules and regulations.

## 2.2 Marketing and Sales Department



*Figure 2.2: picture of Marketing staff*



*Figure 2.3: picture of Sales staff*



*Figure 2.4: picture of Sales staff*



*Figure 2.5: picture of Sales staff*

Marketing and sales department main objectives is to improve and increase sales of Sulisa Beauty by planning, developing, implementing, and evaluating advertising, merchandising, and trade promotion programs. Marketing staff responsible to develop new idea to promote and introduce products of Sulisa Beauty customers while manage social media platforms such as Facebook and Instagram. Sales staffs are responsible to reply customer's messages and call, in order to produce sales for Sulisa Beauty. Both Marketing and Sales work together towards to increase the monthly sales of Sulisa Beauty.

### 2.3 IT/Graphic Design Department



*Figure 2.6: picture of IT/Graphic staff*

The IT/Graphic Department is design graphics to use in media products such as magazines, labels, advertising and signage. Typical activities include developing concepts, graphics and layouts for product illustrations, company logos, and websites. This includes design or content that required by Marketing and Sales needed in order to post or publish in social media such as poster and flyer. Other activities include design of signboard, billboard, brochures and anything related in order to promote Sulisa Beauty including videos. Graphic Designer of Sulisa Beauty use Adobe software which is Photoshop, Illustrator, InDesign and Aftereffect.

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**CHAPTER 3:****INDUSTRIAL TRAINING ACTIVITIES****3.1 Training Activities**

Industrial training activities have taken place at Sulisa Beauty which located in Kota Bharu, Kelantan. The industrial training has been conducted at IT/Graphic Design Department about five months which start from February until end of June. The trainee managed to make major improvement and progression in term of knowledge, skills, and experience.

The industrial training has exposed trainee into a real life working environment. It provides trainee's the opportunity to apply the knowledge and skills learned. The trainee will assist company in handling any related jobs and identify the current needs hence improving any weakness spotted. Other than the trainee, there is another trainee of marketing field from UiTM Kota Bharu which work on Marketing and Sales department of Sulisa Beauty.

The trainee was given a task or project that requires trainee to promote the organization to the public. The trainee was given responsibility to design and publish a website that promotes the organization and products. The company fully funded all the cost required in order to publish the website.

The trainee spends the first month with developing website. During that time, the trainee was guided by administration staff in order to collect data on how the website should be. The trainee was given order to create tracking system in order to help Marketing and Sales staff in term of retrieving information about the dropship, agent, and stockist of Sulisa Beauty. By that time, the trainee combines the system with the interface of the website.

Other than that, the trainee also given task related to graphic design which is to design content that promotes Sulisa Beauty. The design includes poster, banner, billboard, business card, product's packaging and others.

### 3.1.1 Electronic Publishing/ Design

In doing electronic publishing, the trainee basically using Adobe software like Photoshop, Illustrator, Premiere and Aftereffect for making each design looks realistic and receivable to the community. All of this software has their own roles and specialities that provide capabilities to design and develop creative content.

Photoshop It is a graphic editor that are being developed and also being publish by Adobe System for all user. It is also a basically a Raster (rectangular pattern of scanning lines by electron beam on computer monitor) application that enable their user to edit images, pictures, create textures, play with colours and so on. This application lets user to manipulate images and it becomes popular in the web design arena. The trainee mostly use photoshop CS6 to design multiple content such as poster, flyers and design mostly for Facebook and Instagram.

Adobe Illustrator commonly being used for designing logo or vector graphic creation and it is the best software for creating such as logotype, text and type manipulation. The most popular uses of this Adobe Illustrator include for designing the logo, monogram, insignia design, vector illustration and non-photographic website elements. The trainee mostly uses Illustrator to design content with big size such as billboards and signboard since illustrator embed the image which will minimize the size of picture without affect the quality of image.

Adobe Premiere is software that helps in designing and editing video. premiere is the proper tools required in order to produce a high quality video with beautiful effects. The trainee mostly uses premiere to edit and assemble few videos with the help of Adobe Premiere and Aftereffect.

Aftereffect is one of the Adobe System that developed the visual effects, motion graphics and compositing application. It is also being used in film making and production of television. Besides, it is also can be used for tracking, keying, compositing and animation. The trainee use Aftereffect to create introduction animation of Sulisa Beauty. The animation will be put in most of video produce by Sulisa Beauty.

### 3.1.1.1 Designing Poster

Posters are one of the advertising includes visual design, images, and colours. It intended to promote brand awareness or as call attention to a company event. Based on that, the trainee have been ask to design several poster that rate to the promotional activities based on the special month such as Ramadhan Promotion and Raya Promotion. However, the trainee requires designing testimony as a routine if there is no other task given. The posters need to be design by using some colours code or theme of company. The trainee need to be alert in designing a poster and each poster should be finalize by staff or boss herself.



Figure 3.0: picture of Testimony

### 3.1.1.2 Designing Banner

It is nowadays become one of the easiest ways and effective methods to send the messages about the new products and publicity. The banner basically can be hung and set up in almost places because it comes with various size and shapes. It also can be kept and reused for many times and do not must to be permanently installed because it can be transfer from one place to another easily. The trainee has been given task to design banner for “Majlis buka Puasa” with orphan and also banner to celebrate and welcoming “Hari Raya Aidilfitri”.



Figure 3.1: Banner of “Majlis buka Puasa”



Figure 3.2: Banner of welcoming Hari Raya



### 3.1.1.3 Designing Billboard

Billboard is the right solution for advertising because it is an unavoidable part of driving and can be seen by many people. People may have a choice to turn to another channel or click on an Internet to avoid from commercial but they cannot avoid looking at the billboards as they going through the day. The billboard needs to be large and eye-catching display. Although the billboard is not very good at getting the feedback such as having customers visit but it is incredibly powerful at building the brand or products awareness. Based on that, the trainee makes collaboration with the enforcement of the area in designing the billboard. The billboard that have been designed must follow the term and condition. The trainee went to MPKB twice in order to get approval of the design. The trainee required to produce two design since Sulisa Beauty have rent two slot of billboard panel, which located in front of KB Mall and Tesco Kota Bharu.



Figure 3.3: Picture of Billboard 1



Figure 3.4: Picture of Billboard 2



### 3.1.1.4 Designing Flyers

Flyers are one of the tools used for commercial and advertising that bring more impact on consumer behaviour towards the products that being promoted. The flyers are inexpensive because many copies can be generated by photocopy machine. The trainee needs to design the straightforward and effortlessly read of the flyers to draw the reader's attention. Besides, the trainee also should give the best details of the products and try to brief as possible on the flyers. Here, the trainee needs to be creative and alert on the designing and giving the best information. The trainee required to design multiple flyers design, which will be used during events.



Figure 3.5: Picture of flyer

### 3.1.1.5 Designing Sampul Raya (Money Case)

As the internship have going through the fasting and eid months, the trainee have been ask to design money case as the money case will be given to the customers or buyers for each purchase as a sign of appreciation and welcoming Ramadhan. The money case need to be design based on the theme of the company and products. The trainee use Adobe to design the money case in order to produce high quality of design.



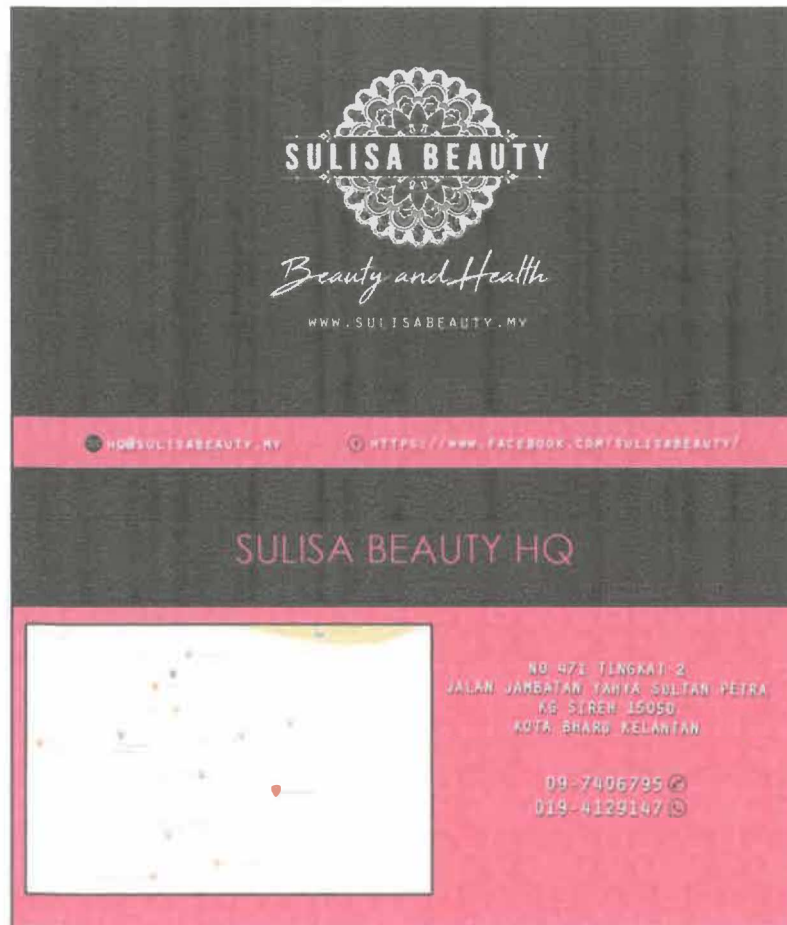
Figure 3.6: Picture of sampul raya

### 3.1.1.6 Designing Business Card

It is the tiny form of advertising because it represents the business in both words and design. The trainee needs to design a business cards based on the trustworthiness, honestly and reliability that a company could attach their name and number on a physical cards. The trainee also need to design based on professionalism looks and provide the details about the business such as website, address and phone number. The trainee required to design two business card, one for the company which is Sulisa Beauty, and another one is for the owner, Sulisa Sulong.



Figure 3.7: Picture of Business card 1



*Figure 3.8: Picture of Business card 2*

#### 3.1.1.7 Designing Organization Chart

The purpose of designing this company organization chart is to illustrate the relative ranks of job positions within the organization and the relationship. Through the organization chart, people can view and gain quick understanding of how the organization is designed, number of levels and where each employee fits into the organization.

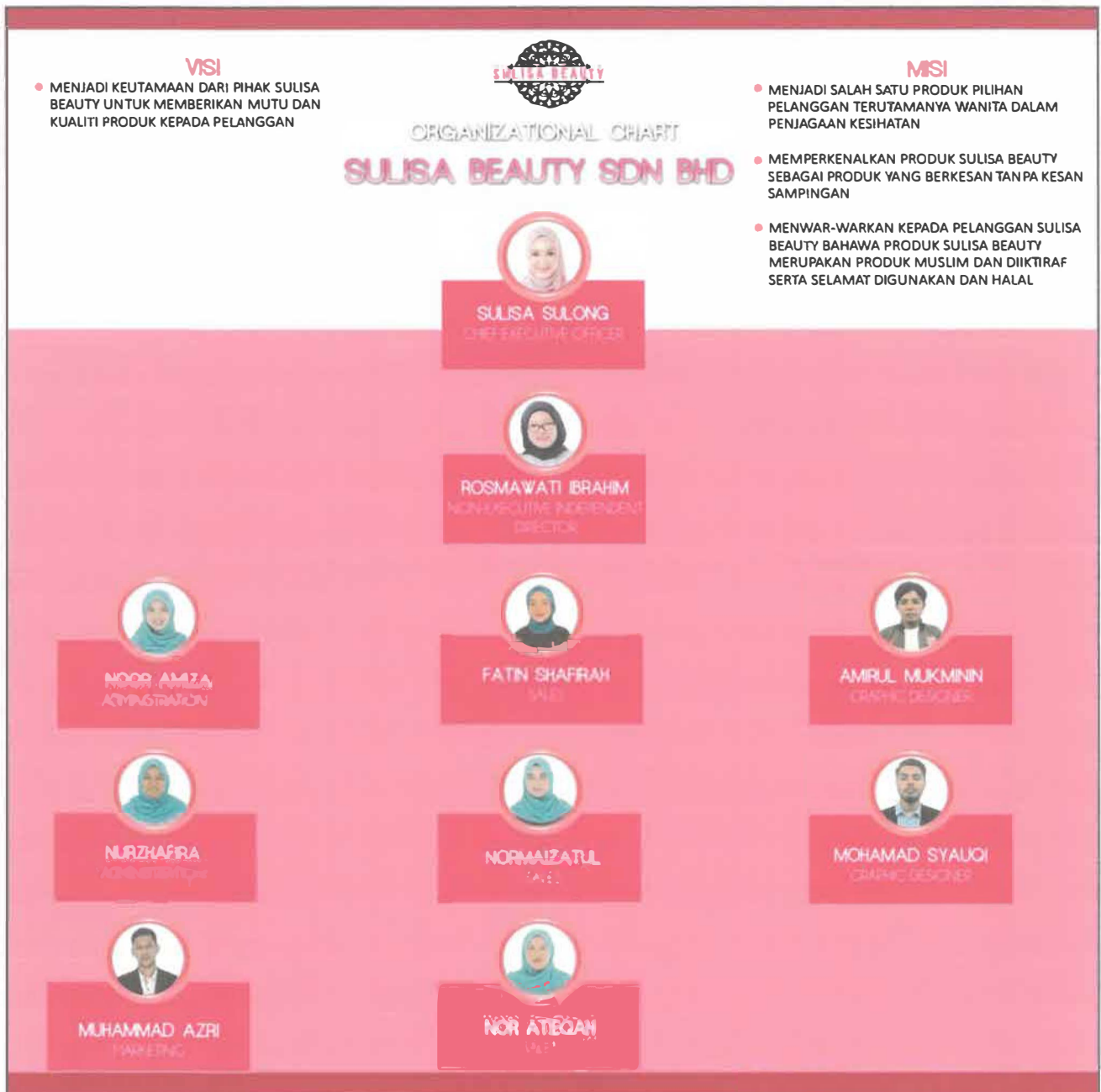


Figure 3.9: Picture of Organizational chart

### 3.1.1.8 Designing Signboard

The trainee designs the signboard in order to give the awareness about the company and increasing the brand exposure. The design of the signboard are actually to communicate, to convey the information and to assist the receiver with the decision making based on the information that being provided. The signboard has been installed at the company in order to indicate the company as professional, other than to identify the company's location.



*Figure 3.10: Picture of Signboard*

### 3.1.1.9 Designing wrong doing chart

The trainee been given the task to design wrong doing chart. Wrong doing chart explain in details all the rules that all staff of Sulisa Beauty have to follow. The list of rules is made by administration staff with the approval from the owner of the company, Sulisa Sulong. The trainee designs the wrongdoing chart with the use of Photoshop CS6.



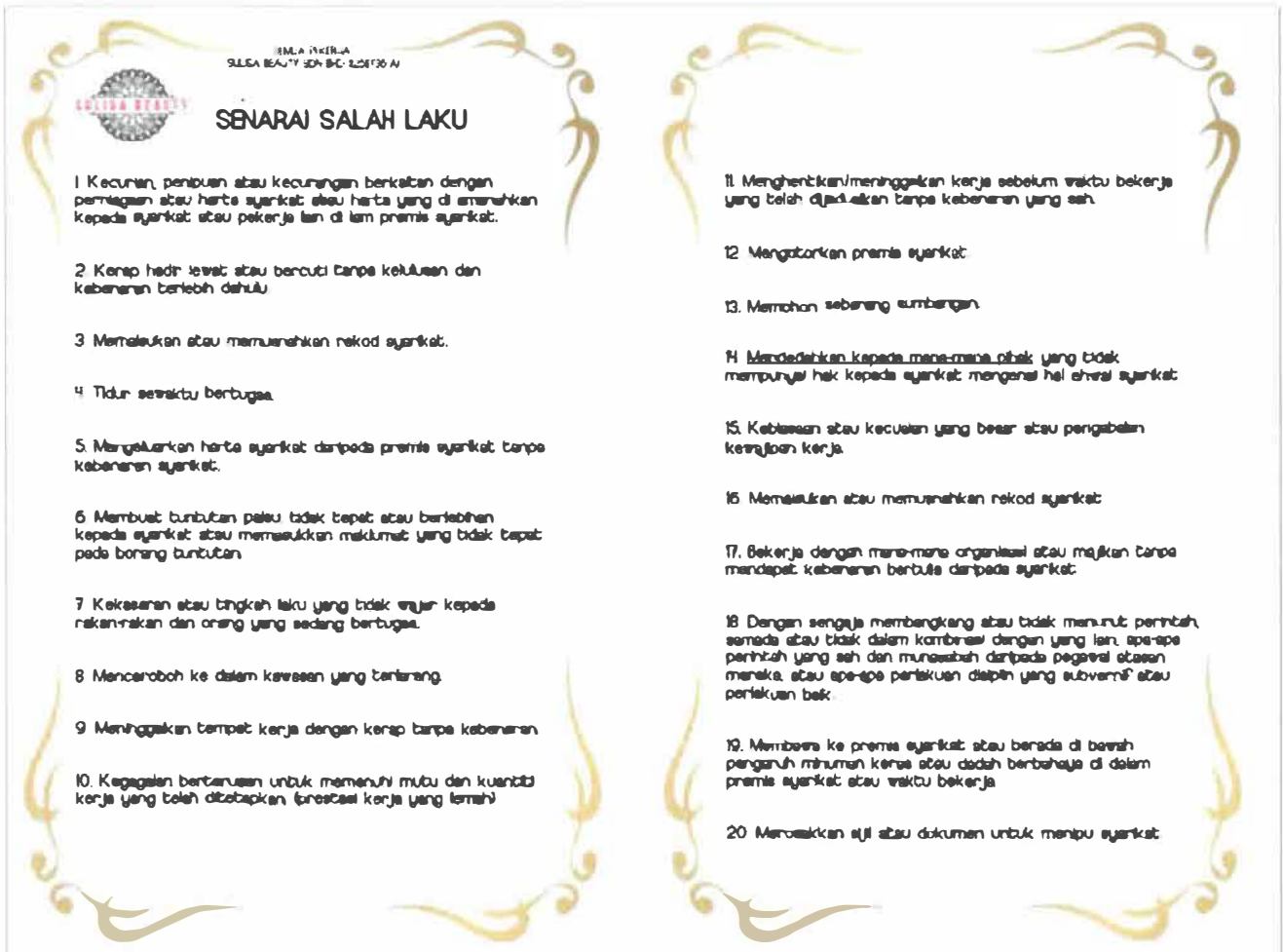


Figure 3.11: Picture of wrongdoing chart

### 3.1.1.10 Designing shirt

The trainee been given the task to design T-shirt for the use of Sulisa Beauty staff and also for agent of Sulisa Beauty. The trainee been told to make design as simple as possible yet attractive. For the design, the trainee use Photoshop CS6 in order to produce multiple design of T-Shirt.



*Figure 3.12: Picture of T-shirt*

### 3.1.2 Format PC

The company also asked the trainee for format computer. Basically, formatting a computer is actually formatting a hard drive because each and every file that is seen on the computer is actually present in that drive. Newly purchased computer systems from retailers contain preformatted hard drives. Any information that is added by the retailer or the user fills up the hard drive. Simply explained, formatting is the procedure of preparing the hard drive to be used and removing all the content that was already in it.. However, the computers used by marketing and sales department at Sulisa Beauty are not suitable enough for nowadays technology. In other words, the specifications are outdated. The computers sometimes stuck which require the trainee to fix the error by format the computer and downgrade the windows to windows 7.



### 3.1.3 Fix printer error

As the trainee at IT Department, the trainee needs to do the entire simple task regarding to the IT based. For example, the trainee needs to install the printer in the PC. The installation may take only a few minutes and the trainee manage to install it on each computer in the company. The installations of printer are important because every staff going to use the printer in their daily activities in the company. Sometimes, the printer at the company have few error such not detect to the computer, the trainee task is to reset the setting of the printer in order to fix the problems.

### 3.1.4 Joining event

This company held some event at the mall to introduce the company and the products. Since it was the new company, the trainee also needs to participate in every event. The trainee has been asked to distribute the flyers to the people that passer-by in the mall. The trainee went to KB Mall for a week to help sales team in promoting Sulisa Beauty brand. Besides, the trainee also needs to answer several questions that being asked by the people that curious about this company and products.



*Figure 3.13: event at KB Mall*

### 3.1.5 Meeting

At the beginning, the trainee joins the meeting for discuss about the special project with the industry supervisor and has short discussion. Other than that, the trainee join meeting for discuss about tagline. For businesses, taglines are of importance as they help business convey what they want to do and their goals to the customers. The meeting mostly conducted suddenly, which means the staff were informed that they have to attend the meeting 1 hour before the meeting started.

### 3.1.6 Edit Video

The trainee is also being asked to edit the video. Video editing is the manipulation and arrangement of video shots. Video editing is used to structure and present all video information. The trainee was given task to help staff of IT department in editing videos. Sulisa Beauty marketing strategy focus on short film which require high skill of video editing to produce short film with the use of adobe premiere. Other than that, the trainee also produces introduction animation of Sulisa Beauty with the use of Adobe Aftereffects. The animation will be put in most of video produce by Sulisa Beauty.

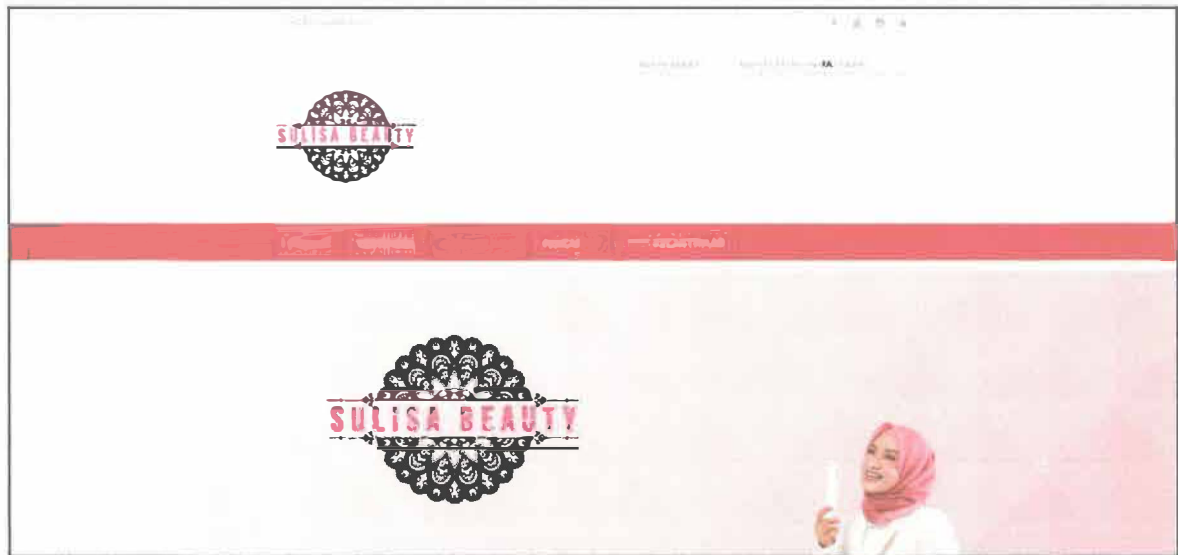
### 3.1.7 Photoshoot

The trainee undergoes photoshoot session with the rest of staff in order to promote Sulisa Beauty. The purpose of photoshoot is to welcome Hari Raya at the same time to promote Sulisa Beauty brand to the public.



*Figure 3.14: photoshoot*

### 3.2 Special project



*Figure 3.15: main interface of website and system*

#### 3.2.1 Introduction to D.A.S.T system

Dropship Agent Stokies Tracking (D.A.S.T) system is a combination of website and tracking system that is developed by the trainee for the use of Sulisa Beauty. D.A.S.T system ensures the data of Sulisa Beauty's agent, dropship, and stokies could be preserved for evidential and reference purposes, accurate and efficient updating and timely availability with the main purpose is to help the customer to know where to find or located the agent, dropship, and stokies of Sulisa Beauty accurately. The system also provide sales details for each month where it provide graph that can only be seen by the admin of the system.

D.A.S.T system uses the interface of website of Sulisa Beauty, which could be found at [www.sulisabeauty.my](http://www.sulisabeauty.my). The interface consist brief details and information about Sulisa Beauty includes the details of their products, the ingredient uses in the product, their contact information such as address and phone numbers, beauty tips and also link to their other account such as Facebook, Youtube, and Instagram.

### 3.2.2 Problem Statement

- Customer hard to find genuine agent, stokies, and dropship of Sulisa Beauty.
- Hard to track the agent, stokies, and dropship details of Sulisa Beauty.
- Customer lack of information of Sulisa Beauty.

### 3.2.3 Objectives

- To help customer of Sulisa Beauty find the genuine agent, stokies and dropship of Sulisa Beauty.
- To promote the genuine agent, stokies and dropship of Sulisa Beauty to the public.
- To track details of agent, stokies, and dropship of Sulisa Beauty.
- To Promote the brand of Sulisa Beauty to the public with the use of website

### 3.2.4 Scope of the project

D.A.S.T system is created for the use of sales team of Sulisa Beauty because they are responsible to find agent, stokies and dropship for Sulisa Beauty. The actual purpose of this system to help customer locate and find genuine agent, stokies, and dropship of Sulisa Beauty with the goals of promoting Sulisa Beauty brand to the public, which is why the system is combined with the website of Sulisa Beauty.

### 3.2.5 Target user

The sales team will become the admin of the system, because they are responsible to find agent, stokies and dropship for Sulisa Beauty. Sales staff will update the details of agent, stokies, and dropship every time there are updates on those clients. Customer only have access to view the stokies, dropship and agent when they browsing the website of Sulisa Beauty.

3.2.6 Project timeline



Figure 3.16: Gantt chart

### 3.2.7 Budget

The company already provide the trainee with adequate equipment for the trainee to conduct the special project. This includes the preparation of hardware and software. The cost of web hosting and domain also covered by the company.

#### 3.2.7.1 Hardware

NO	HARDWARE	PRICE PER UNIT (RM)	QUANTITY (UNIT)	TOTAL COST (RM)
1	<b>Computer</b> Dell Inspiron 25 5000 All-in-One <ul style="list-style-type: none"> <li>• Intel® Core™ i5-6400T-2.8GHz</li> <li>• 8GB DDR3 RAM,</li> <li>• 1TB 5400rpm HDD</li> <li>• NVIDIA GeForce 930M</li> <li>• Dell 23.8" FHD Touch IPS</li> </ul>	Free	1	Free
<b>TOTAL COST</b>				Free

Table 3.0: Cost of hardware

#### 3.2.7.2 Software

NO.	SOFTWARE	PRICE PER UNIT (RM)	QUANTITY (UNIT)	TOTAL COST (RM)
1	Microsoft Windows 10 Professional	Free	1	Free
2	Microsoft Windows Server 2016	Free	1	Free
3	MySQL Enterprise Edition	Free	1	-
4	Wampserver	Free	-	-
<b>TOTAL COST (RM)</b>				Free

Table 3.1: Cost of software



## 3.2.7.3 Total cost

NO	OTHERS	COST (RM)
1	Hardware	Free
2	Software	Free
4	Domain and Web Hosting (3 years)	200x3= 600.00
<b>TOTAL COST (RM)</b>		<b>RM 600.00</b>

Table 3.2: Total of costing

## 3.2.8 Context Diagram

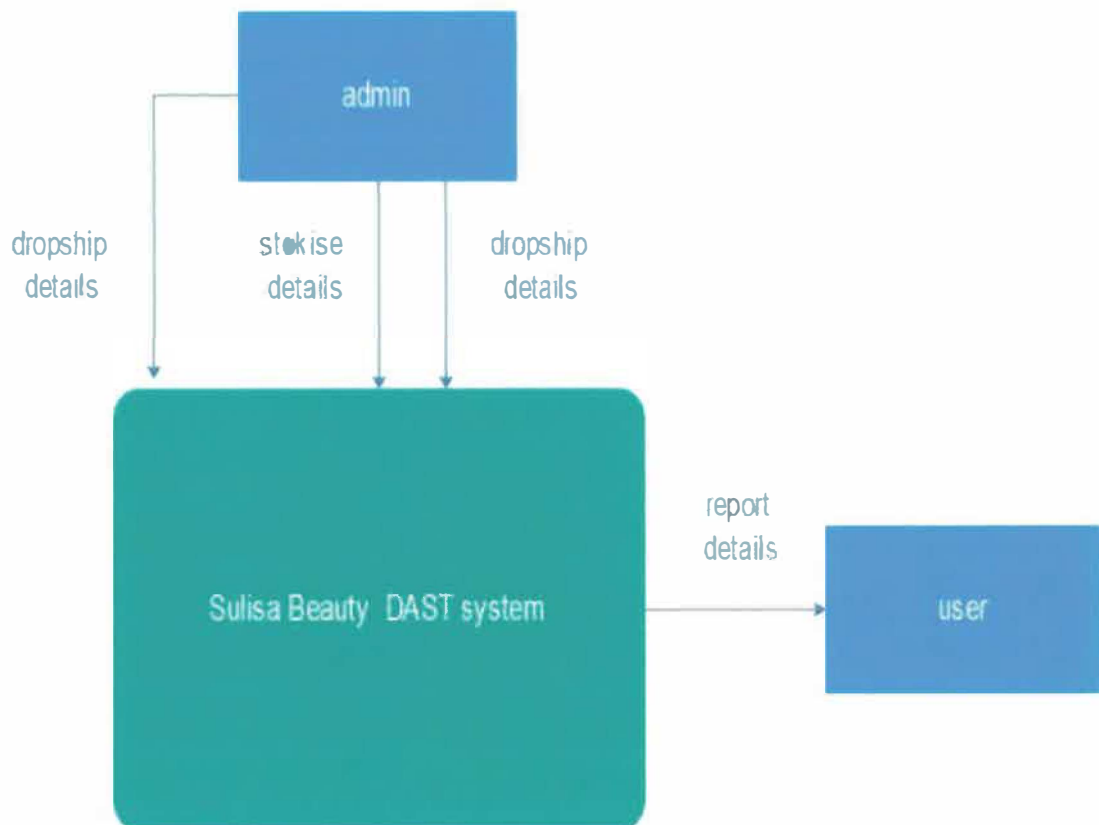


Figure 3.17: Context diagram



### 3.2.9 Data Flow Diagram

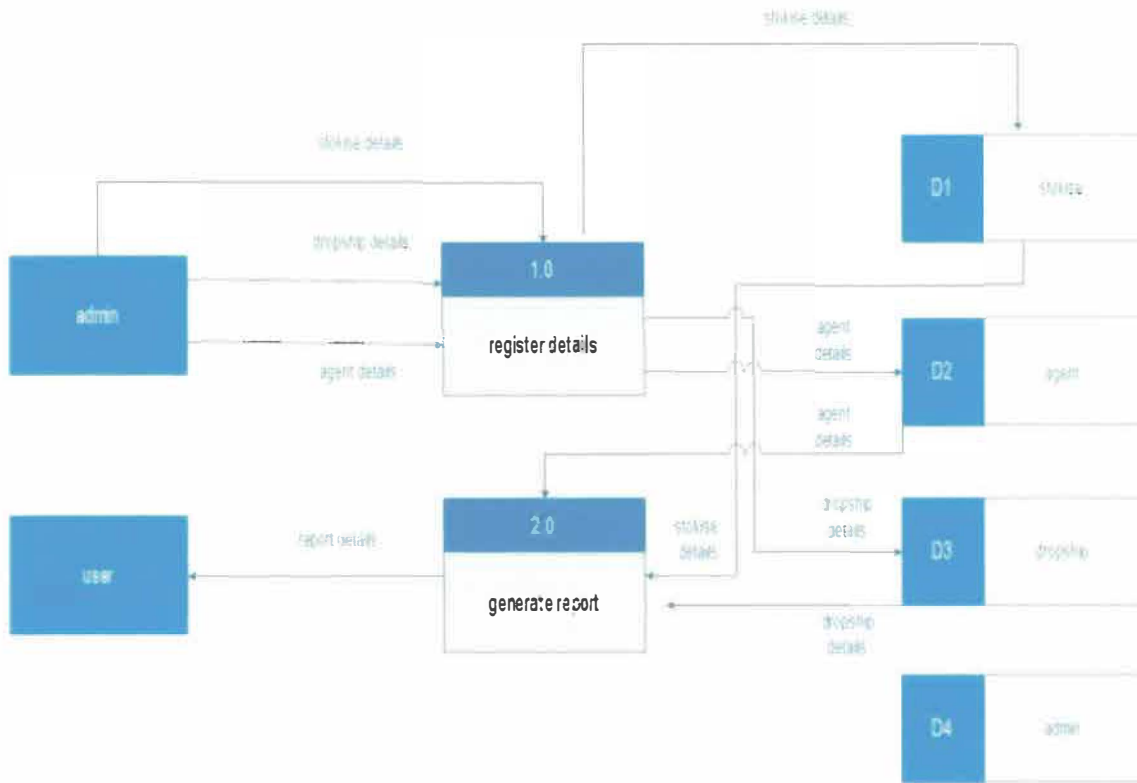


Figure 3.18: Data flow diagram

### 3.2.10 Entity Relationship Diagram

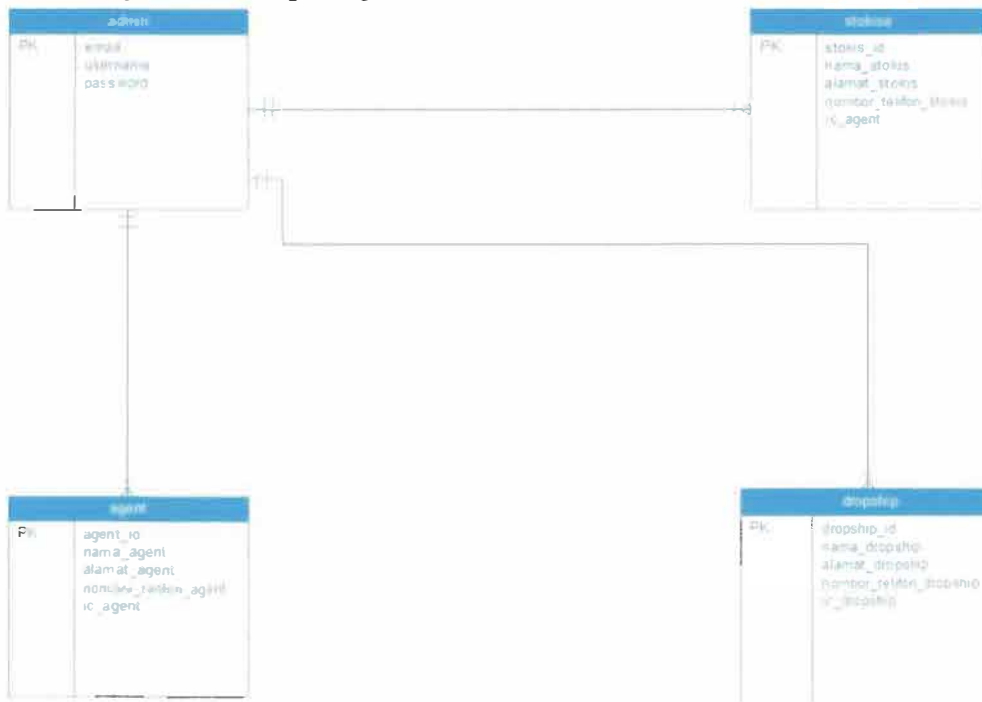


Figure 3.19: Entity relationship diagram

**CHAPTER 4:**  
**CONCLUSION**

**4.0 Industrial Training Reflection**

The organizational leadership and management play important roles in making the organization working smoothly and efficiently in both private and organization sectors. After this period of industrial training, student was able to identify the pros and cons in Sulisa Beauty Sdn Bhd.

**SWOT Analysis of Sulisa Beauty Sdn Bhd**

To perform a SWOT analysis towards this company, some observation and information was gathered. The results of this study were merged and the items of SWOT analysis are such as following:

**Strengths**

- Strategic geographic of company.
- Establishment of a few departments to maintain the management.

**Weaknesses**

- Management of staff problems since there is insufficient staff to handle all the management.
- Practice the manual system in dealing in everyday transaction.
- Unstable of marketing strategies

**Opportunities**

- Creating advance plans for better organization and management.
- Create an extended building to keep the stock.
- Collaboration with other organizations for better services.
- Create a computing system to cater the traditional paper based records bulk.

**Threats**

- Budget deficits / funding constraints.
- Mismanagement of time due to increasing total of orders and adding burden to staff management.
- Competition with the other health and beauty company.
- Rapid changing of technology and IT advancement.

**4.1 Applications of knowledge, skills and experiences in undertaking the task**

While undergoing 5 months of industrial training in Sulisa Beauty Sdn Bhd, there are a lot of new knowledge that trainee has learnt, regardless of the knowledge which related to our respective course or the knowledge for Human Resource Management. With the implementation of industrial training, students get to experience the real nature of working environment.

#### **4.1.1 Improve communication skills**

One of the goals is to reduce the trainee anxiety when talking to strangers. During the placement, trainee was given an opportunity to deliver the ideas and spoken out the creativity in making the system and website. It is truly believe that this experience has helped the trainee a lot to develop the communication skills since the trainee able to face the and discuss together among the staff and the head of company without fear and able to speak clearly, thoughtfully and without feeling nervous as what our field practice us to do during our presentation.

#### **4.1.2 Critical thinking**

Critical thinking is one of the skill and ability that trainee able to think clearly and rationally about what to do or take action. Trainee able to engage in independent thinking and understand on how to make a problem solving effectively during completing the system needs. Trainee understand and able to adapt the logical connections between ideas as to produce a better system and user-friendly website. The skills that trainee learnt are varied and include evaluation, observation and decision making.

#### **4.1.3 Digital Media skill**

Trainee was exposed to system used in Sulisa Beauty Sdn Bhd. Dealing with digital media skills like editing the video, designing billboard, flyers, business card and signboard help trainee to gain knowledge through the use of media and technology. These skills help trainee create knowledge and develop more through writing and developing the skills in using computer.

#### **4.1.4 Records management skill in electronic ways**

The most valuable thing is the trainee be able to the practically on how to manage the order and sale through the Niagawan system correctly. Hence, the theoretical that trainee have learned during the class has helped the trainee to understand better regarding to their management needs.

### **4.2 Personal thoughts and Opinion**

#### **4.2.1 Less possibility of human error**

The organization should decide to implement a better system and website in their facility. The decision to use a system instead of paper records are actually can result in a positive return in the management. This is because it can reduce the possibility of misplaced, mishandling and loss of details regarding to the staff, stock and management that can be happen at any organization. Thus, it will also upgrade the recording and reporting of billing services, and decreased billing errors. The system applications can also boost the quality and safety of transaction care. With the use of proper system, the staff can directly link to all the records related. This is important to avoid any mistake in giving services to the customers. With such detailed information available at the fingertips, the staff can more easily access and collected the information precisely.

#### **4.2.2 Improving Customer Service**

The system and website were specifically designed to help customers and staff to become involved and easily interact with each other. The objective of the system existence is to make the staff be able to update and key in the data directly in a proper way. By using the systems, the management either staff or customers can quickly and easily receive information or latest news from the company. Hence, it is clear that the use of system is very helpful and productive in improving the customer service.

### **4.3 Lesson learnt**

#### **4.3.1 Customer service awareness**

In handling customer application it is not always be going smooth. From time to time, trainee has learned and improves the understanding towards the task given. In this case, priority is given to the customers by helping out them and dealing with the procedures and delivered them with the right information at the right time.

#### **4.3.2 Explore the system used**

Trainee was exposed to the type of system used which is Niagawan in Sulisa Beauty Sdn. Bhd. Trainee was able to identify the problems and work with the team to ensure that every aspect that need to be computerized to the system run smoothly. Trainee had the huge responsibility of making sure the data inserted in the system is correct.

#### **4.3.3 Multi-tasking**

Trainee had to be very critical and precise with what trainee was doing in daily routine during the placement. Trainee was allowed to participate in a few projects and help coordinate tasks for various jobs specification. Hence, the opportunities to learn the procedures and responsibilities also have expanded the life-long knowledge.

### **4.4 Limitation and Recommendation**

Challenges and problems are common in management. However, knowing the challenges and problems at the early stage may avoid some consequences as to prepare for the unexpected situations. With some careful planning, these challenges are able to be overcome. Since Sulisa Beauty Sdn. Bhd. is not yet relies on stable position where they still need more training and more recommendations in their company.

#### **4.4.1 Strategy plan for better service**

In dealing and managing the stock and marketing, the company also needs trap some strategy approach that need to be taken as the earlier awareness for a company to be used in current and the future. The awareness must be on-going process from time to time so that the staffs were alert and be more creative and competed in handling and carrying their responsibilities in handling the products so that the better service will be served. By developing this website, it will encourage the staff to be more actively using the facilities and IT for a better performance. This may be the best solution however it cannot be denied that this strategy is not easy as to deal with the environment is toughly hard and sometimes the conflict becomes the barrier to the company to achieve their mission.

#### **4.4.2 Management of staff awareness**

The majority of this problem is that fail in handling the committee roles because of lack of awareness. This is because the management usually not really exposed to the consequences in breaches the marketing strategy nowadays are depending on the use of system. Good staffs also need to have knowledge and skills in encountering the problems in managing the system and management which is the system down maybe occur. Since that, the preparation must be acknowledge by the staff to avoid any mistakes.

#### **4.4.3 Staff training**

The knowledge and skills that they need are analytical thinkers, expert in IT and flexible. By take part in training and education program that has been organized specialized to the staff, they might be turn into a professional who has a good skills with the ability to understand complex issues and being able work both independently and in a team. Since that, for a better management, the staff must be given opportunity to have a training program for more than one session in a conducive ways. This is how to encourage them to be more knowledgeable with a variety of skills that can be implementing in their roles. By following training staff also able to have a chance and opportunities to learn more in simplest ways in order to perform with a better management by fully applying the system.



## 5.0 CONCLUSION

With all the means, importance, discussion and issues that have been stated regarding to the system management specifically, the individual or organization should be aware and plays the important role by applying appropriate approach embraces accurate techniques, planning and selecting the best way to overcome the problems and issues. It is clearly an effective method to ensure their authenticity, reliability, and long-term accessibility for the future generation.

Industrial training like this is actually can strengthens the skills and knowledge of students in the field of System Management. Application of the theories in classes with co-workers, team work, decision making, practice a problem-solving and delivery of accurate information were among meaningful experience gained. Other than that, the requirement for a student to complete a special project task and preparing a technical report enhances critical and analytical thinking of the students which is essential in fulfilling industry expectation.

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What is Adobe Illustrator? (2017, April 26). Retrieved from <https://www.computerhope.com/jargon/a/adobe-illustrator.htm>

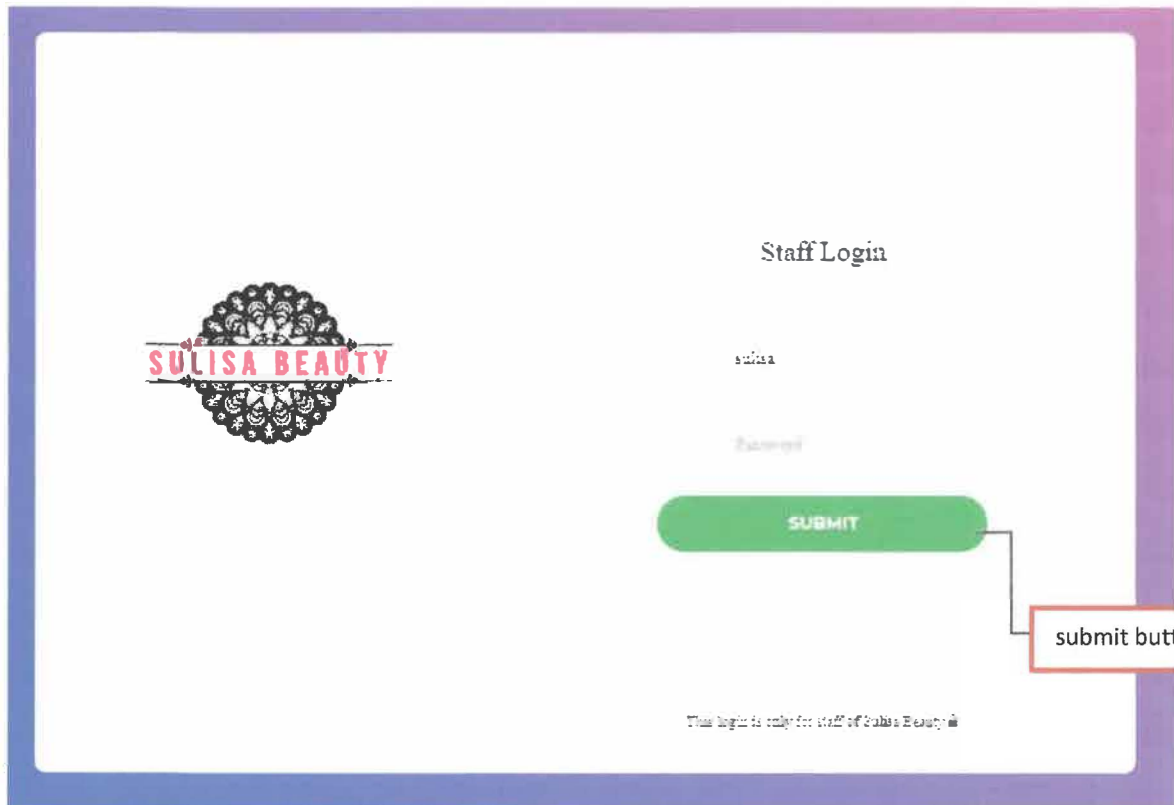
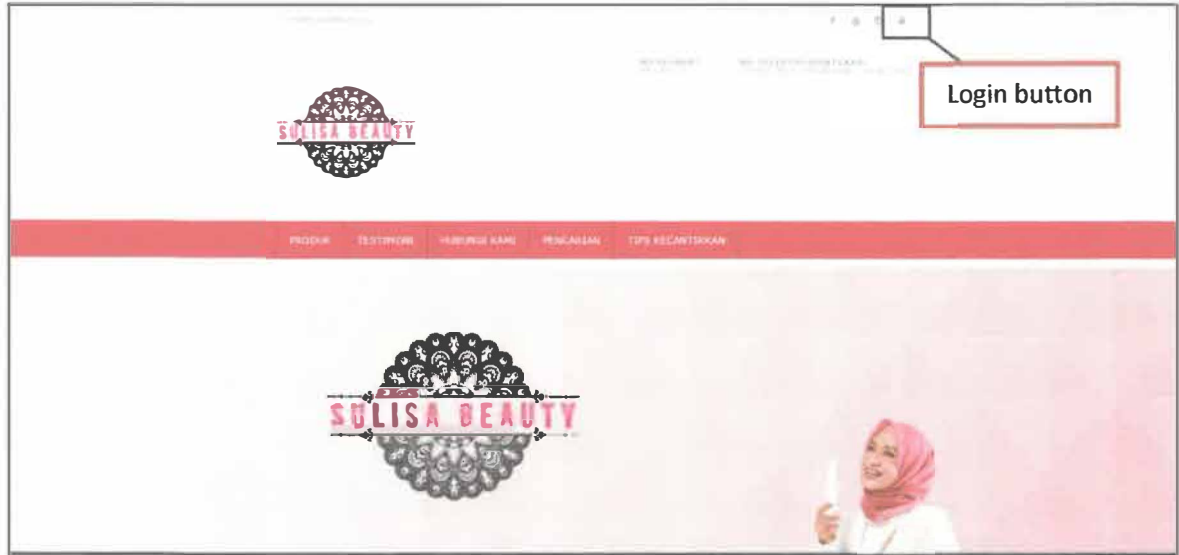
What is Adobe After Effects? Learn the basics. (n.d.). Retrieved from <https://helpx.adobe.com/after-effects/how-to/what-is-after-effects-cc.html>

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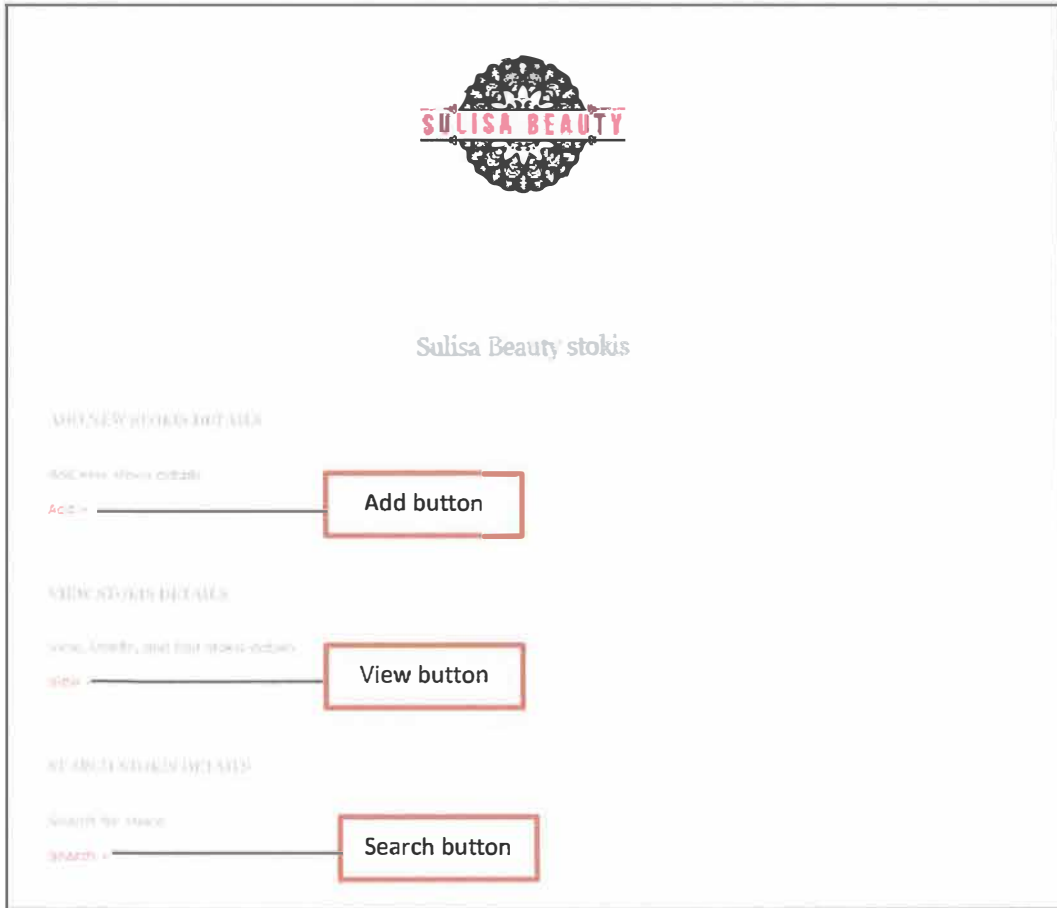
Photoshop Elements Visual Dictionary. (n.d.). Retrieved from <https://helpx.adobe.com/photoshop-elements/key-concepts.html>

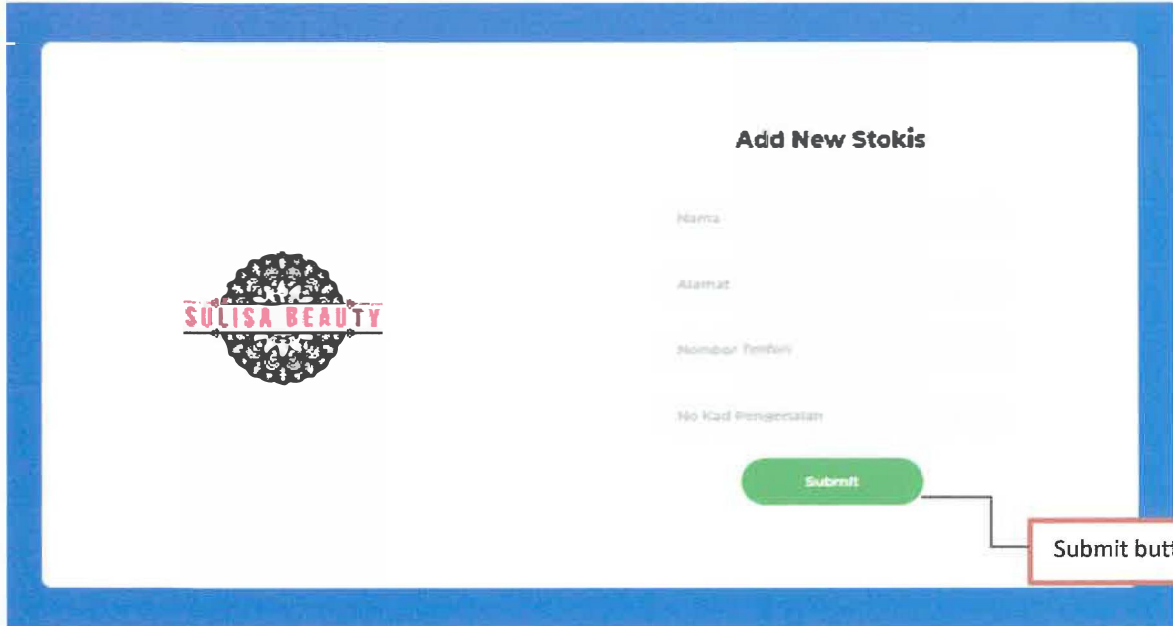
# Appendixes

**Appendix A:**  
**D.A.S.T System**  
**User Manual**









The image shows a screenshot of a web form titled "Add New Stokis". On the left side of the form is a circular logo with a floral pattern and the text "SULISA BEAUTY" in red. The form contains four input fields: "Nama", "Alamat", "Nomor Telepon", and "No Kad Pengesatan". Below these fields is a green "Submit" button. A red-bordered box with the text "Submit button" is connected to the green button by a black line, indicating the button's function.





Total of dropship : 15  
General dropship

Nama pelanggan	Alamat pelanggan	Nomor telepon pelanggan	ID pelanggan	
Muhammad bin Rusli Malik	107 D Peringkat 2 Felda Gajah Baru 81760 Muar Johor	0177891105	ID 58 2008	244%
Syarifkan Azman	Lot 201, Kawasan Bebas cukai Pengrahan Kubu Tunggal	019-7602485	180019-03-8870	244%
MUJIBUDDIN BIN MUHAMMAD RUSLI	KAMPUNG PAK BOKAH 10600 MADHANG KELANTAN	0112833385	181214-03-8748	244%
BALAJI ALI HASIMAH BINTI BALAJI BOM	KAMPUNG MENGEREBAJ JALAN SATU LADA 10300 KUALA KRIA KELANTAN	019-2196028	010409-03-8544	244%
DI-RETTA ADRIANUS	MEDI-ERHAD PASA BMD BULIDING LOT 490 BOKHILL EP108	01110701125	ID 58 2001	244%
Dumatu Ain	Tanah Melan	014-8161050	ID 58 2106	244%
Muzli Adillah Bt Basrihuddin	800 Mukim 4 Titi Sarong 11000 Balik Pulau, Penang	010-8011483	ID 58 2007	244%
Almuh Khaleesah Binti Amri	Lot 8 Batawang Bekalan Pulau 16300 Kota Bharu Kelantan	019-9008740	ID 58 2003	244%
Fardah Binti Shafa	Block B1-4 Tanggapan Medan Belantau perastan 2011 Jln Tunjau ka. 4 40000 Wakaf Bharu Kang sarangor	019-8231147	ID 58 2007	244%
Muhammad bin Syarif	Kampung Jalan Anjing Kemubu 10000 Kuala Kiri Kelantan	019-9129313	ID 58 2010	244%
Rualla Amira Binti Mohamed	Kampung Telaga Biji Batu Gajah 10700 Tanah Meran Kelantan		ID 58 2015	244%
Rosa Aidan Binti Abdullah	DIA Endy Lorong 1 no. 233 Taman Lelaendar 80080 Kudat Sabah	019-7381961	ID 58 2017	244%
Man Nor Mula Bt Wan Kartaman	Lot 886A Pengrahan Creta 18100 Kota Bharu Kelantan	010-4852051	ID 58 2018	244%
Zahra Fazilah Abd Razak	Kuantan Kuching Melaka	0176887070	08180003846 ID 58 2021	244%
Muhammad	Madau Mulong, Kota Bharu	010-8284933	0800 3002 8880 ID 58 2022	244%

Delete and edit button



PENCARIAN AGENT  
(Masukkan kata kunci NAMA AGENT atau ALAMAT AGENT atau NO TELIFON AGENT atau IC AGENT)

kelantan Search

Nama	Alamat	Nombor Telefon	ic	
NORSHUHADA SINTI CHE HASIN	KAMPUNG BEMEAN KELAR, 17040 PASIR MAS KELANTAN	010-9711352	971015-035524	DELETE EDIT
MISS PATEEMOH BUEAHENG	KAMPUNG SITI MANIS BADANG 15350 KOTA BHARU KELANTAN	66945952346	2961200022210	DELETE EDIT
SITI HAJAR BINTI ROELI	LOT 694 KAMPUNG BUKIT KECHIK 16400 MELOR KELANTAN	013-6572041	971222-03-6546	DELETE EDIT
SHAFIRA SINTI SHAARI	LOT 55 KAMPUNG JAYA SETIA JALAN PDS 15350 KOTA BHARU KELANTAN	017-9019450	930715-09-6158	DELETE EDIT

Search button

Delete and edit button

# **Appendix B:**

# **Electronic Publishing**



*promosi*

# RAMADHAN

SULISA HEALTHY MILK



**FREE** • SAMPUL RAYA • DOLLY SOAP

~~RM 69.90~~  
**RM 65.00**

FREE POSTAGE

PROMOSI SEPANJANG RAMADHAN !



**TESTIMONI**



**7 HARI TURUN 5 KG !  
ANDA BILA LAGI?**



019 - 8017 920  
019 - 8017 916

# Appendix C: Attendance Sheet



REKOD KEDATANGAN LATHAN INDUSTRI

Nama Pelatih : Moh d Syeuzi &mond Anfa No. Matrik : 202514471  
 No. I/C : 982202-03-6129 No. Telefon : 020-9255446  
 Nama / Alamat Organisasi : MAJALISA BEAUTY / NO 471 JALAN JAMBATAN SULTAN YAHYA PETRA, KOTA SIRIH, 15150, KOTA BHARU KELANTAN  
 Nama Penyelia : Amirul Mukminin B Kamal Bahren  
 Bulan / Tahun : \_\_\_\_\_

Tarikh	Waktu Masuk	Waktu Keluar	Tandatangan Penyelia
20/1/18	8 am	5 pm	[Signature]
21/1/18	8 am	5 pm	[Signature]
22/1/18	8 am	5 pm	[Signature]
23/1/18	8 am	5 pm	[Signature]
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28/2/18	8 am	5 pm	[Signature]
1/3/18	8 am	5 pm	[Signature]
3/3/18	8 am	5 pm	[Signature]

MAJALISA BEAUTY SDN. BHD.  
(1258736-A)  
No. 471, Tingkat 2,  
Jambatan Sultan Yahya Petra,  
Kota Sirih, 15050 Kota Bharu,  
Kelantan.

Dengan ini saya mengesahkan bahawa maklumat di atas adalah benar.

Tandatangan Pelajar : \_\_\_\_\_ Tarikh : \_\_\_\_\_

Tandatangan Penyelia : \_\_\_\_\_ Tarikh : \_\_\_\_\_



**REKOD KEDATANGAN LATIHAN INDUSTRI**

Nama Pelatih : \_\_\_\_\_ No. Matrik : \_\_\_\_\_  
 No. I/C : \_\_\_\_\_ No. Telefon : \_\_\_\_\_  
 Nama / Alamat Organisasi : \_\_\_\_\_  
 Nama Penyelia : \_\_\_\_\_  
 Bulan / Tahun : \_\_\_\_\_

Tarikh	Waktu Masuk	Waktu Keluar	Tandatangan Penyelia
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6/3/18	8 am	5 pm	Jully
7/3/18	8 am	5 pm	Jully
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15/4/18	8 am	5 pm	Jully
16/4/18	8 am	5 pm	Jully
17/4/18	8 am	5 pm	Jully
18/4/18	8 am	5 pm	Jully

BEAUTY SDN. BHD.  
(1258736-A)  
No. 41, Tingkat 2,  
Jalan Sultan Yahya Petra,  
Machang, Kelantan  
50500

Dengan ini saya mengesahkan bahawa maklumat di atas adalah benar.

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Tandatangan Penyelia : \_\_\_\_\_ Tarikh : \_\_\_\_\_





**REKOD KEDATANGAN LATIHAN INDUSTRI**

Nama Pelatih : \_\_\_\_\_ No. Matrik : \_\_\_\_\_  
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 Nama / Alamat Organisasi : \_\_\_\_\_  
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 Bulan /Tahun : \_\_\_\_\_

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3/6/18	8 am	5 pm	[Signature]

SUBANG CAUTY SDN. BHD.  
(258736-A)  
Tingkat 2,  
Jalan Sultan Yahya Petra,  
Kuala Bharu,  
Kelantan.

Dengan ini saya mengesahkan bahawa maklumat di atas adalah benar.

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Tandatangan Penyelia : \_\_\_\_\_ Tarikh : \_\_\_\_\_



REKOD KEDATANGAN LATHAN INDUSTRI

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Bulan /Tahun : \_\_\_\_\_

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**SMILE BEAUTY SBN. BHD.**  
(1258728-A)  
No. 47, Tingkat 2,  
Jambatan Sultan Yahya Petra,  
Sireh, 15050 Kota Bharu,  
Kelantan.

Dengan ini saya mengesahkan bahawa maklumat di atas adalah benar.

Tandatangan Pelajar : \_\_\_\_\_ Tarikh : \_\_\_\_\_

Tandatangan Penyelia : \_\_\_\_\_ Tarikh : \_\_\_\_\_

# Log Book

**INDUSTRIAL TRAINING PLANNING SCHEDULE**  
**BACHELOR OF INFORMATION SCIENCE (HONS.) INFORMATION SYSTEM MANAGEMENT**

STUDENT'S NAME : Mohamad Syauqi bin Mohamad Arifin  
 ORGANIZATION : Sulisa Beauty Sdn Bhd  
 INDUSTRIAL SUPERVISOR: Amirul Mukminin bin Kamarul Bahren

DATE / DAY	UNIT / DEPARTMENT	SUPERVISOR
20/1/2018	Introduce myself to the staffs Meeting with boss to discuss special project	
21/1/2018	Start designing website and system Download template Edit interface of website	
22/1/2018	Edit website Edit interface of website	
23/1/2018	Edit website Edit interface of website	
24/1/2018	Develop system for the website using php and mysql Create database	
25/1/2018	Insert login page for website Design login page for website Link login page with database	
28/1/2018	Create admin page Design admin page	
29/1/2018	Create admin page for agent Design admin page for agent	
30/1/2018	Create admin page for dropship Design admin page for dropship	
31/1/2018	Create admin page for stokis Design admin page for stokis	
1/2/2018	Create admin page for dropship Design admin page for dropship	
4/2/2018	Add function add, edit, delete and search for agent	
5/2/2018	Add function add, edit, delete and search for dropship	
6/2/2018	Add function add, edit, delete and search for stokis	
7/2/2018	Add security function	
8/2/2018	Edit interface for admin page Put log out logo and function Add bootstrap	
11/2/2018	Edit form for agent	
12/2/2018	Edit form for dropship	
13/2/2018	Edit form for stokis	
14/2/2018	edit security function and session	
15/2/2018	Edit interface page of website	

**SULISA BEAUTY SDN. BHD.**  
 (No. 8736-A)  
 Jalan Jambatan Sultan Yahya Petra,  
 Kg. Sirih, 15050 Kota Bharu,  
 Kelantan.

**INDUSTRIAL TRAINING PLANNING SCHEDULE  
BACHELOR OF INFORMATION SCIENCE (HONS.) INFORMATION SYSTEM MANAGEMENT**

	About us page	
19/2/2018	Edit interface page of website Contact us page	
20/2/2018	Edit product picture to put in website using cs6	
21/2/2018	Edit interface page of website product page	
22/2/2018	Edit interface page of website product page	
25/2/2018	Edit interface page of website Search (pencarian) of agent, dropship and stokis page	
26/2/2018	Finalize design of website and system with boss Check domain price on internet	
27/2/2018	Buy domain at ejoe solutions	
28/2/2018	Start publishing website on internet Access on cpanel Upload database and coding	

**SULISA BEAL**  
 (12-11-15 A)  
 SDN. BHD.  
 No. 1, Tingkat 2,  
 Jalan Jambatan Sultan Yahya Petra,  
 Kg. Sireh, 15050 Kota Bharu,  
 Kelantan.

**INDUSTRIAL TRAINING PLANNING SCHEDULE**  
**BACHELOR OF INFORMATION SCIENCE (HONS.) INFORMATION SYSTEM MANAGEMENT**

STUDENT'S NAME : Mohamad Syauqi bin Mohamad Arifin  
 ORGANIZATION : Sulisa Beauty Sdn Bhd  
 INDUSTRIAL SUPERVISOR : Amirul Mukminin bin Kamarul Bahren

DATE / DAY	UNIT / DEPARTMENT	SUPERVISOR
1/3/2018	Add graph of total sales on admin page Meeting with staff and boss- discuss about tagline	
3/3/2018	Monitor website and system on internet Check if any error	
4/3/2018	Design video intro using adobe aftereffect	
5/3/2018	Edit video of testimoni using premiere pro	
6/3/2018	Edit video of testimoni using premiere pro	
7/3/2018	Add testimoni page to the website Update on cpanel	
8/3/2018	Design poster for posting on Facebook and Instagram using cs6	
11/3/2018	Design poster to promote product using cs6	
12/3/2018	Design organizational chart using cs6	
13/3/2018	Design organizational chart using cs6 Finalize design	
14/3/2018	Design "carta salah laku" Finalize design Send to Printing shop	
15/3/2018	Design Business card using cs6	
17/3/2018	Design Business card using cs6	
18/3/2018	Send business card to printing shop	
19/3/2018	Design signboard using cs6 and adobe illustrator	
20/3/2018	Finalize design of design Send design to printing shop	
21/3/2018	Design billboard using cs6 and adobe illustrator	
22/3/2018	Design billboard using cs6 and adobe illustrator	
26/3/2018	Design billboard using cs6 and adobe illustrator Finalize design with boss	
27/3/2018	Went to MPKB to get design approval - twice Edit billboard design according MPKB Sent design to Printing shop	
28/3/2018	Format staff PC Install software/antivirus	
29/3/2018	Fix printer error Accompany boss to photoshoot	
31/3/2018	Design new testimoni template using cs6	
1/4/2018	Design sachet for new product using cs6	

**SULISA BEAUTY SDN BHD.**  
 No. 47, Tingkat 2  
 Jalan Jambatan Sultan Yahya Petra,  
 Kg. Sireh, 7500 Kota Bharu,  
 Kelantan.

**INDUSTRIAL TRAINING PLANNING SCHEDULE**  
**BACHELOR OF INFORMATION SCIENCE (HONS.) INFORMATION SYSTEM MANAGEMENT**

2/4/2018	Design sachet for new product using cs6	
3/4/2018	Design new shirt for staff using cs6	
4/4/2018	Design new shirt for staff using cs6	
5/4/2018	Design new poster to promote product on Fb and IG using CS6	
8/4/2018	Design new poster to promote product on Fb and IG using CS6	

**SULISA BEAUTY SDN. BHD**  
Jalan J. No. (1736-A)  
Kelantan  
Kuala Lumpur  
15050 Kota Bharu,  
Kelantan.

**INDUSTRIAL TRAINING PLANNING SCHEDULE**  
**BACHELOR OF INFORMATION SCIENCE (HONS.) INFORMATION SYSTEM MANAGEMENT**

STUDENT'S NAME : Mohamad Syauqi bin Mohamad Arifin  
 ORGANIZATION : Sulisa Beauty Sdn Bhd  
 INDUSTRIAL SUPERVISOR : Amirul Mukminin bin Kamarul Bahren

DATE / DAY	UNIT / DEPARTMENT	SUPERVISOR
15/4/2018	Went to Sinar Harian to met person in charge of event	
16/4/2018	Design bunting for event using CS6	
17/4/2018	Design flyers for event using CS6	
18/4/2018	Design flyers for event using CS6	
19/4/2018	Help sales team event at KB mall	
22/4/2018	Help sales team event at KB mall	
23/4/2018	Help sales team event at KB mall	
24/4/2018	Help sales team event at KB mall	
25/4/2018	Help sales team event at KB mall	
26/4/2018	Help sales team event at KB mall	
29/4/2018	Contact myIPO to ask about copyright	
30/4/2018	Design new template for testimoni using CS6	
1/5/2018	Meeting with staff and boss to discuss about sales Ideas to increase sales	
2/5/2018	Accompany staff went to bank Design new shirt for agent and dropship using CS6	
3/5/2018	Design new shirt for agent and dropship using CS6	
6/5/2018	Design welcoming for ramadhan poster for FB and IG using CS6	
7/5/2018	Design raya envelope using CS6	
8/5/2018	Design raya envelope using CS6	
9/5/2018	Design raya envelope using CS6	
10/5/2018	Design promotion for ramadhan poster for FB and IG using CS6	
14/5/2018	Design promotion for ramadhan poster for FB and IG using CS6	
15/5/2018	Design promotion for ramadhan poster for FB and IG using CS6	
16/5/2018	Design tips for ramadhan poster for ramadhan for FB and IG using CS6	
17/5/2018	Design tips for ramadhan poster for ramadhan for FB and IG using CS6	
19/5/2018	Design tips for ramadhan poster for ramadhan for FB and IG using CS6	
20/5/2018	Design tips for ramadhan poster for ramadhan for FB and IG using CS6	
21/5/2018	Design tips for ramadhan poster for ramadhan for FB and IG using CS6	
22/5/2018	Design tips for ramadhan poster for ramadhan for FB and IG using CS6	

**SULISA BEAUTY SDN. BHD.**  
 No. (125a736-3)  
 Jalan Jambatan Sultan, Tingkat 2,  
 Kg. Sireh, 08000 Kota Bharu,  
 Kelantan.



**INDUSTRIAL TRAINING PLANNING SCHEDULE**  
**BACHELOR OF INFORMATION SCIENCE (HONS.) INFORMATION SYSTEM MANAGEMENT**

STUDENT'S NAME : Mohamad Syauqi bin Mohamad Arifin  
 ORGANIZATION : Sulisa Beauty Sdn Bhd  
 INDUSTRIAL SUPERVISOR: Amirul Mukminin bin Kamarul Bahren

DATE / DAY	UNIT / DEPARTMENT	SUPERVISOR
24/5/2018	Design tips for ramadhan poster for ramadan for FB and IG using CS6	
27/5/2018	Design tips for ramadhan poster for ramadan for FB and IG using CS6	
28/5/2018	Design tips for ramadhan poster for ramadan for FB and IG using CS6	
29/5/2018	Design tips for ramadhan poster for ramadan for FB and IG using CS6	
30/5/2018	Design tips for ramadhan poster for ramadan for FB and IG using CS6	
31/5/2018	Design tips for ramadhan poster for ramadan for FB and IG using CS6	
3/6/2018	Design tips for ramadhan poster for ramadan for FB and IG using CS6	
4/6/2018	Design tips for ramadhan poster for ramadan for FB and IG using CS6	
5/6/2018	Design tips for ramadhan poster for ramadan for FB and IG using CS6	
6/6/2018	Design new testimoni using CS6	
7/6/2018	Design new poster to promote products using CS6	
8/6/2018	Help staff to edit video (short film) using adobe premiere pro	
9/6/2018	Design banner for "buka Puasa" using CS6	
10/6/2018	Design bunting for "buka Puasa" using CS6	
11/6/2018	Went to photoshoot for raya	
12/6/2018	Decorate office for raya	
13/6/2018	Decorate office for raya	
21/6/2018	Format PC for staff Fix pc error	
22/6/2018	Design happy raya poster using CS6	
23/6/2018	Design banner for raya using CS6	
24/6/2018	Post poster on Facebook and Instagram	
25/6/2018	Design new testimoni using CS6	
26/6/2018	Design new testimoni template using CS6	
27/6/2018	Meeting to help increase sales To discuss about the statistic of sales	
28/6/2018	Farewell party last day as intern	

**SULISA BEAUTY SDN. BHD.**  
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 Jalan Jambhara Sultan Yahya Petra,  
 Kg. Sireh, 15050 Kota Bharu,  
 Kelantan.