

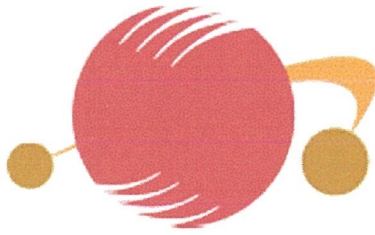


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UNIVERSITI TEKNOLOGI MARA  
CAWANGAN MELAKA  
KAMPUS BANDARAYA MELAKA

INTERNSHIP

MGT666



**SAN MIGUEL  
YAMAMURA**  
Woven Products

**INDUSTRIAL TRAINING REPORT AT SAN MIGUEL YAMAMURA WOVEN  
PRODUCTS SDN BHD**

**DURATION: 6 MARCH 2023 – 15 AUGUST 2023**

PREPARED BY:

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SUBMISSION DATE:

3<sup>rd</sup> AUGUST 2023

## **EXECUTIVE SUMMARY**

Internship is the final course for the undergraduates in the Business and Management Faculty, per the course schedule. The internship or known as on-the-job training in fields are mandatory for all the students. The purpose of the internship is to act as a preparation for the students to experience a real working situation, to enhance their workplace skills alongside applying what they have learn before during classes. Furthermore, the internship period of a student will develop a new knowledge, abilities and attitudes for them and not to forget allowing the students to bring new ideas and contribute positively in their assigned workplace.

The six months internship period I experienced at San Miguel Yamamura Woven Products Sdn Bhd, was nothing like I expected and this report will be the detailed summary of my eye-opening internship at San Miguel Yamamura Woven Products Sdn Bhd. In addition, this report will explain the inputs and outcomes that I have gained from taking part in the industrial training provided by the company.

Furthermore, I provided a comprehensive detail about the company's profile, which include the company's establishment history, organizational structure, objective, vision, mission as well as the products and services they offered to their clients. Moreover, the report will also include my training reflections, which includes the details of my daily tasks and responsibilities as well as the benefits I gained during my internship. The most vital part of this report is the SWOT Analysis, which mainly use to increase awareness of the factors that will go into making a business decision or establishing the company's business strategy. Also included, some recommendations and ideas for improvements based on the company's SWOT analysis.

## ACKNOWLEDGMENT

First and foremost, I want to express my utmost gratitude to my creator, Allah SWT for His blessings throughout finishing my internship period. Not to mention, this report would have not been possible without the support of my family and friends.

I also want to thank my advisor lecturer, Madam Khalilah, for her assistance in the process of finishing this internship period and this report. To add, I express my thanks to Dr. Ainaa Idayu for making her time to give me inputs to improve my points during the presentation. To Madam Khalilah and Dr. Ainaa, your commitments, advices will not be forgotten and I will cherish it forever.

Next, I would like to extend my sincere gratitude to San Miguel Yamamura Woven Products Sdn Bhd for welcoming me into their company to complete my six months internship period. What an experience and I want to thank Puan Hafizah Mohtar, the Human Resource Manager, for the knowledge she had shared with me. I also want to express my gratitude to my supervisor, Puan Wang Pei Ling, my colleagues, Ms. Roszin, Encik Syafiq and Puan Noorhajrah for their never ending support and guidance throughout my internship period. I will forever in your debt.

Finally, I want to thank me, for believing in me, for doing all this hard work, for having no days off and for never quitting.

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## 1.0 STUDENT'S PROFILE

- Resume



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### EDUCATION

<b>Universiti Teknologi MARA (UiTM) Kampus Bandaraya Melaka</b> Bachelor of Business Administration (Hons) International Business CGPA: 3.67/4.00	2021-2024
<b>Universiti Teknologi MARA (UiTM) Kampus Alor Gajah</b> Diploma in Business Studies ( <i>Graduated</i> ) CGPA: 3.45/4.00	2018-2021

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### LEADERSHIP EXPERIENCES

- Vice Project Leader** January, 2023  
*Class educational trip to Hatyai, Thailand*
- Assisted the project leader with matters related to the project such as budgets, travel agency and sponsorships.
  - Organized and lead meetings with project committees regarding progress of project.
  - Actively participate in meetings and brainstorming sessions.
  - Addressed problems related to the project and seek effective solutions, together with the committees.
  - Assign tasks to project committees to ensure the success of project.
- Vice Leader, Activity Bureau** November, 2022  
*Communication program with Sekolah Kebangsaan Batu Berendam*
- Represented the lecturer in meetings with the school's principal to discuss the flow of the programme.
  - Presented ideas and opinions to other members of the bureau on how to make the activities more engaging for standard six students.
  - Created the 'explore and race activity' pathways for the smoothness of the activity.

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### ACHIEVEMENT AND PARTICIPATION

- Dean's List for three semesters (Degree)
- Exchange culture programme with University of Prince Songkhla, Thailand

### PROFESSIONAL SKILLS

- Microsoft Word (*Expert*)
- Microsoft Excel (*Intermediate*)
- Microsoft PowerPoint (*Intermediate*)
- Premiere Pro (*Intermediate*)

### LANGUAGES

- Malay (*Native*)
- English (*Fluent*)

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### REFERENCE

Dr. Mohd Halim Mahpoth  
Assistant Rector  
Universiti Teknologi MARA Cawangan Melaka

## 2.0 COMPANY'S PROFILE

### 2.1 COMPANY'S HISTORY



Figure 1 is San Miguel Corporation's official logo

San Miguel Corporation, also known as SMC, is a Philippines multinational conglomerate headquartered in Metro Manila. Being one of the largest and most diversified corporation in the land of Philippines, the corporation was originally founded in 1890 as brewery. Later on, the conglomerate has ventured beyond its major business, involving various sectors such as food and drink, finance, infrastructure, manufacturing, oil and energy, transportation and real estate.

- San Miguel Packaging Corporation



Figure 2 is San Miguel Yamamura Packaging Corporation's logo

San Miguel Yamamura Packaging Corporation (SMYPC) is a joint venture that combines the skills of two well-known Asian brands: Nihon Yamamura Glass Company, Ltd. of Japan and San Miguel Corporation, one of Southeast Asia's largest corporations.

In addition to offering glass packaging goods, SMYPC has expanded its operations to serve the needs of a wide range of industries, including the food, beverage, pharmaceutical, industrial, personal care, and household care sectors. Wine closures, stiff plastic containers, woven products, Enviro-Tuff (radiant barrier), retail and online packaging, and wine are among the things that SMYPC provides.

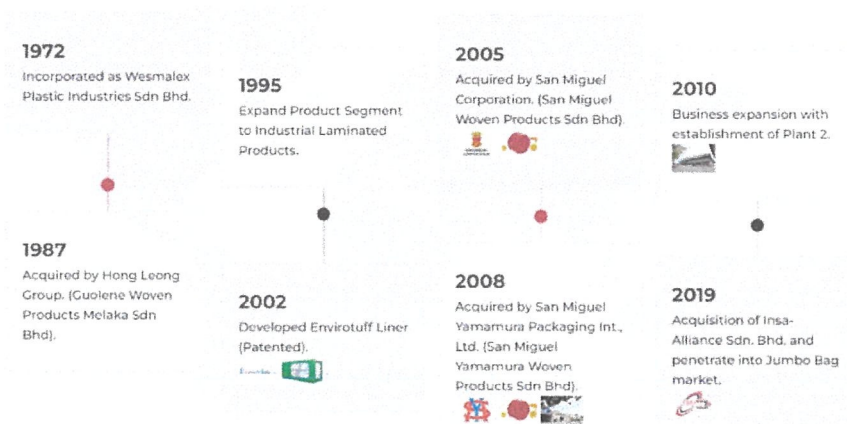
As SMYPC's clients and line of goods grew, so did its market reach, which now includes Southeast Asia, Australia, the Middle East, Africa, the United States, and Europe. A world-class, strategically accessible, and dynamic supply base is offered by the company's factories and facilities, giving it an ongoing competitive edge. For higher-value and high-tech businesses including electronics, health care, and logistics companies, SMYPC runs three facilities in Malaysia that create flexible packaging, plastic films, woven goods, and radiant barriers.

- San Miguel Yamamura Woven Products Sdn. Bhd.



Figure 3 is the official logo of San Miguel Yamamura Woven Products Sdn Bhd

San Miguel Yamamura Woven Products Sdn Bhd is one of the companies under San Miguel Yamamura Packaging Corporation. Began humbly in 1972 as Wesmalex Plastic Industries Sdn Bhd, SMYWP was acquired by Hong Leong Group and changed its name to Guolene Woven Products Melaka Sdn Bhd in 1987. Goulene Woven Products expanded its product segment to Industrial Laminated Products and continue to develop new products in 2002 with Envirotuff Liner (patented) being one of them. In 2005, San Miguel Corporation intended to expand their business in the manufacturing sector and later establish San Miguel Yamamura Packaging Corporation (SMYPC). Later in 2008, SMYPC acquired Guolene Woven Products and renamed it as San Miguel Yamamura Woven Products Sdn Bhd, which stands until this day.



## 2.2 LOCATION



Figure 4 is San Miguel Yamamura Woven Products Sdn Bhd (Plant 1)

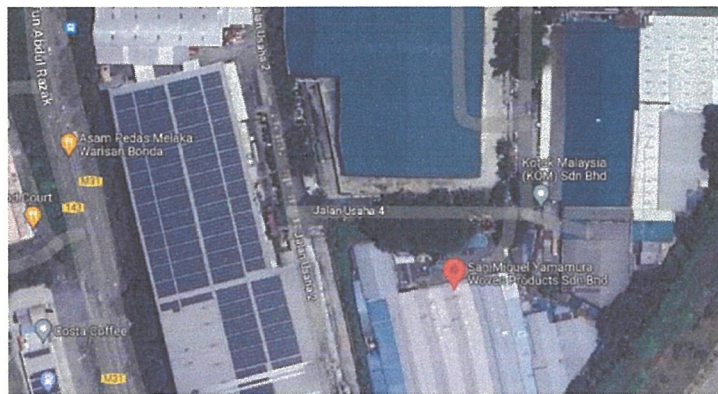


Figure 5 is the location of SMYWP Sdn Bhd

San Miguel Yamamura Woven Products Sdn Bhd's main office and Plant 1 is located at Lot 9 & 10, Jalan Usaha 4, Kawasan Perindustrian Ayer Keroh. SMYWP's neighbouring factories are Mamee Sdn Bhd and Kotak Malaysia (KOM) Sdn Bhd.

## 2.3 VISION

San Miguel Yamamura Woven Products Sdn Bhd's vision is to be the leader in innovation and a total solution provider.

## 2.4 MISSION

San Miguel Yamamura Woven Products Sdn Bhd's mission is to continue the learning culture and competency at every level of organization as catalyst for innovation and growth.



## 2.5 ORGANIZATIONAL STRUCTURE

Figure below is the latest organizational structure of San Miguel Yamamura Woven Products Sdn Bhd, from its top management and head of departments.

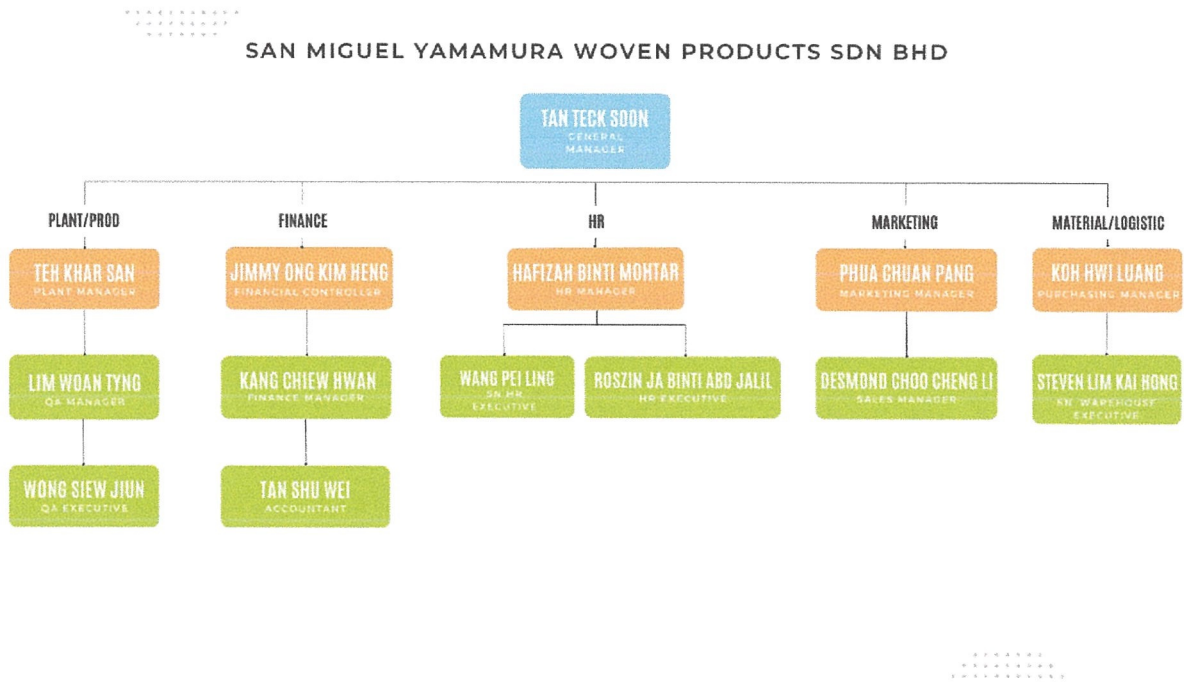


Figure 6: Organizational structure of SMYWP Sdn Bhd

## 2.6 PRODUCTS AND SERVICES

As one of the major woven packaging company in Malaysia, San Miguel Yamamura Woven Products proffers a wide array of goods in industrial packaging, industrial laminated and cargo care.

- Industrial Packaging



Figure 7 is SMYWP's Polypropylene Laminated Woven Paper Bag (left) and Polyethylene / Moisture Barrier Laminated Woven Paper Bag (right)

In their industrial packaging portfolio, San Miguel Yamamura Woven Products offers their client with Polypropylene Laminated Woven Paper Bag and Polyethylene/Moisture Barrier Laminated Woven Paper Bag. The Polypropylene Laminated Woven Paper Bag comes in a brown or white kraft paper and laminated with polypropylene woven fabric. The bag can also come with the gusset feature which can also be understand as a material that is inserted into a flexible pouch, thus allowing it to expand its interior and strengthen its outer shell. Usually, it is added to the bottom or the sides of a bag. The gusset feature also facilitates the stacking and storage of the products after bagging. Alternatively, an anti-slip can be put to the surface of the bag thus preventing it from slipping off when it is heaped after being bagged. To provide further protection against leaks and to safeguard objects that are sensitive to moisture, a liner made of HDPE or LDPE is placed within the bag. Meanwhile, the Polyethylene/Moisture Barrier Laminated Woven Paper Bag comes in white and brown kraft paper. Both of the paper bags are laminated with polyethylene woven fabric.

The bag, which also comes with gusset feature, has almost the same feature with the Polypropene Laminated Woven Paper Bag but what make it more special is it has a better tensile strength, clarity, flexibility and superior moisture barrier that comes with a lower water vapor transmission rate or WVTR. According to Y Chen in 2008, WVTR can be defined as a measure of how quickly water vapor penetrates solid objects over a set amount of time.

- Industrial Laminated

For industrial laminated, SMYWP manufactured radiant barrier made from woven foil and paper foil under their patented banner, Envirotuff™. Envirotuff™ is a superior foil that is specially designed to meet client's global standards. Some of Envirotuff™'s unique feature is its high reflective properties and various rigorous tests are conducted constantly in order to ensure its durability and reliability. Proven for its effectiveness, Envirotuff™ is client's ideal choice for providing an optimum insulations against heat and moisture vapour. All in all, Envirotuff™ is light in weight yet very strong and durable. Envirotuff™ is suitable for housing projects, warehouse projects, factory projects and hotel resort projects.

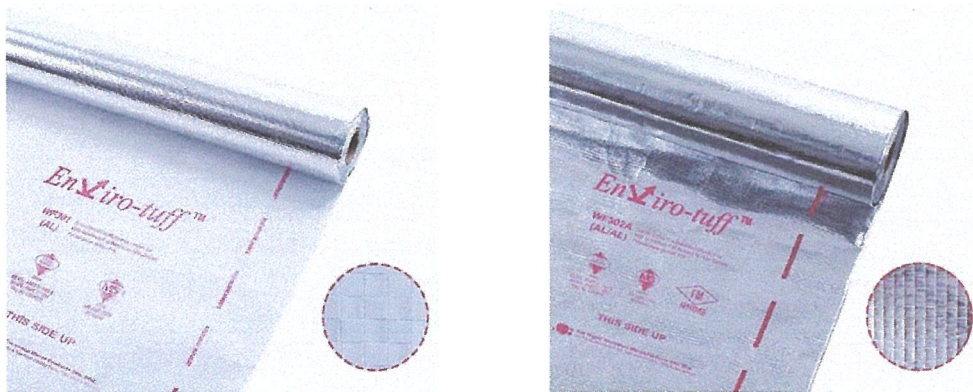


Figure 8 is SMYWP's Envirotuff™ WF301 and WF302A, woven foil radiant barrier

Envirotuff™ WF301 and WF302A as shown above are some of the woven foil radiant barriers that SMYWP manufactured. These woven foil radiant barrier are known for its attributes such as 97% radiant heat reflectivity which improves energy efficiency of a building by effectively reducing up to 97% of radiant heat. Furthermore, one of the unique features of Envirotuff™ woven foil radiant barrier is it has the ability to maintain its original physical size and properties even though it is installed under extreme temperature changes. In addition, The product is an excellent vapour barrier as it is designed to prevent any penetration of water and moist air thus guarding the building against condensation, rot and mildew.



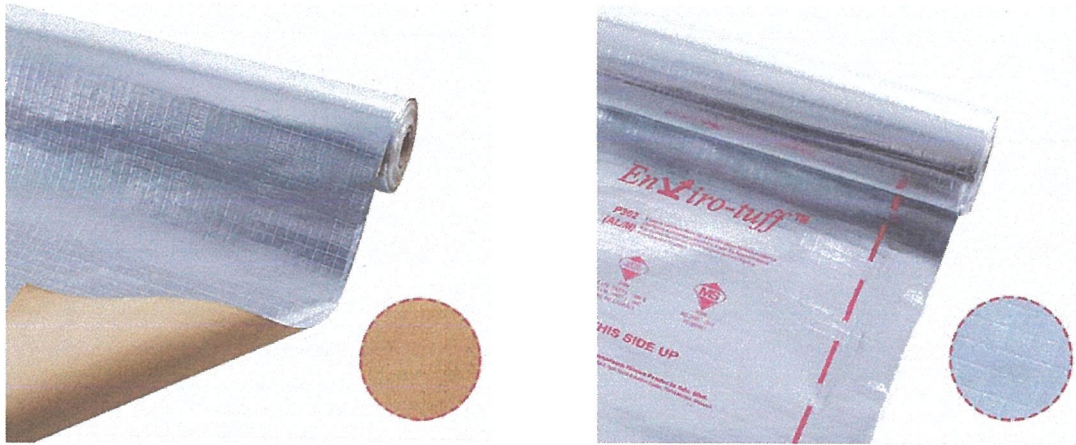


Figure 9 is SMYWP's Enviro-tuff™ P301 and P302, paper foil radiant barrier

Enviro-tuff™ P301 and P302 paper foil radiant barrier on the other hand, shares the most qualities with woven foil radiant barrier but what makes these paper foil radiant barrier special is they are fire retardant. Based on Hamza in 2017, fire retardants are substances that are added to surface finishes, coatings, and manufactured materials to forestall flame or slow the propagation of fire after it has begun to ignite. Enviro-tuff™ P301 and P302 are tested and complied with international standards such as BS 476 part 6 & 7, ASTM E84 and AS 1530. In addition, all Enviro-tuff™ are certified to SIRIM product listing.



Figures 10 and 11 are SMYWP's Enviro-tuff™ accreditations



### **3.0 TRAINING REFLECTIONS**

I started my six months internship period with San Miguel Yamamura Woven Products Sdn Bhd on 6<sup>th</sup> of March until 15<sup>th</sup> of August 2023. Having no working experience whatsoever prior to the internship, the experience was truly significant to my growth as a person. This is because I got to feel the real working experience and it enables me to prepare myself to apply any necessary knowledge that I have learned. I was accepted and assigned to Human Resource Department under the guidance of Puan Wang Pei Ling, Senior HR Executive and my supervisor for the course of six months. My working hours are fixed from 8:30 a.m. until 5:30 p.m. In addition, the company does not allow its staff to work remotely so work from home is not recommended.

SMYWP's Human Resource Department mainly focuses on matters regarding employees such as training, wages and salary, uniforms, hostels, passports and work permits for foreign workers and many more. My first task assigned to me was preparing the climate survey form for the employees. I had to prepare around 300 forms and the questions are mostly about employee's welfare. Climate survey is really important for companies as it can help them to improve their businesses by taking care of their employees' well beings. I was also responsible for this year employees uniform distributions and I managed to pack and distribute uniforms for almost 500 employees.

In case of the foreign workers, I oversee managing the 146 foreign workers' personal files. Personal file of a worker contains important documents such as their identification, bank account information, job contract, appraisal letter and other supporting documents and it is vital to make sure the documents are full and complete. Furthermore, I also was guided by my colleague on how to access the MyTax system by LHDN which functions as the online income tax calculator. From this system, the company can detect which foreign workers have to pay for their income tax. Moreover, when new foreign workers came to Malaysia from Nepal or Myanmar, it is my responsibility to register their name using PERKESO's online registration system. This is the first and vital step because in order to retrieve their work permit and visa, online registration is a must. In addition, I also prepare the list of the things needed for foreign workers hostels. This is a quite challenging task as I need to constantly deal with the purchasing staffs on what item I want specifically because all the items for example, bed, locker and mattress's need to obey the specifications made by the Labor Office.

Next, I was thought on how to use the system called SAP/PRS which basically means Purchase Requisition System. Through this tricky system, I can order for things or items needed by the Human Resource Department such as uniforms, office supplies, worker's safety shoes and anything you can imagine. But, it is critical to ensure that all of the informations are correctly filled in as failure to do so will result in confusion among the material purchasing staffs and you have to redo the purchase order form.

Last but not least, from my internship period, the intrinsic value I gained has benefited me in many ways. For example, I got to brush up my time managing skills, creative thinking skills and communication skills. Most of the time, the task I am assigned to are ad-hocs and I have to manage my time well to juggle up between completing my original task and the new ad-hoc tasks given by my supervisor and my other colleagues and also, being in human resource department, a good communication is a must as I have to interact to people every single day and bit by bit, it enhance my communication skills and increase my self-esteem. Additionally, I also got to learn how the real working life is and somehow it got me prepared on what comes next. Next, the extrinsic benefit I get for doing my internship here are the allowance which is RM600 per month which is quite high compared to some of my friends. I am extremely grateful to be given the opportunity to learn and grow while also enjoying the benefits of working here.

## 4.0 SWOT ANALYSIS



Figure 12 is SMYWP SWOT Analysis

## **5.0 DISCUSSIONS AND RECOMMENDATIONS**

### **5.1 STRENGTHS**

- Product planning

San Miguel Yamamura Woven Products Sdn Bhd offers a wide array of high quality products to their clients, ranging from industrial packaging and industrial laminated.

- Strong brand position

When a brand is viewed favorably, credibly, and as useful by the target audience, it has effectively positioned itself. The combination of those three makes your company stand out, which helps your customers remember you (Patel, 2022). San Miguel Yamamura Woven Products Sdn Bhd is a well-established and highly respected company in the manufacturing industry and being in the industry for almost 53 years, helps SMYWP to build a strong brand position. To build a reputation for providing high quality goods to clients are not an easy task as companies needs to be consistent all the time and SMYWP manage to earn their client's trust every single time.

The brand goods are well known for its safety, reliability and extremely brilliant innovation which eventually helps to establish its name as the one of the leader of the industry. Their strong brand position helped the company to attract new potential customers while retain the existing clients. Furthermore, having a strong brand position can easily build a loyal customer base. In addition, the company possess a strong presence in the global scene with clients coming from major Asian countries such as China and Japan. From this, it helped the company to expand their reach globally and gain another competitive advantage over their competitors.

## 5.2 WEAKNESSES

- Production time

One of the weakness SMYWP possess is their production time. Although it is not a frequent problem, but when it occurs, it will slowed down the production time resulting in losing trust among clients when the shipping date is delayed and late deliveries can cause decrease in customer retention rate. The cause of delayed production time is mainly because of machine breakdown. Even though SMYWP already purchased a new and innovative machine, at some part of the manufacturing site, they still use their old and outdated machine and when it breaks down, the maintenance team sometimes need to find some spare parts to accommodate the machine. In addition, the maintenance team sometimes took almost two days to fix the faulty machine and equipment and there is so many things the production can do in a span of two days. What SMYWP can do to improve their weakness is invest in advance machinery. Some of the examples of advance machinery is high technology machine which may or may not include Artificial Intelligence or AI, which is highly relevant in this age. Investing in advance machinery can surely improve the production time thus increasing the trust of clients again. Furthermore, when client's trusts are high, there is a higher chance of loyalty towards the brand.

- Highly reliance on housing projects

Some might say this as the strength of SMYWP, but it can come as their weakness too. Although housing projects has given SMYWP a lot of revenues and room to grow, it also can negatively affect how well the business performs given the fact that housing projects can also have its flaws. In times of economic slowdown, there is most likely less demand for new construction projects, which resulting in less order for its radiant barrier. Based on the National Property Information Centre's (Napic) data, there was a 5.7 per cent decrease in the market activity compared to Q1 2022 (Abdul Razak, 2023). In my opinion, what SMYWP can do to overcome this over dependent towards housing projects is they can consider to diversify its customer base perhaps by expanding into new markets such as transportation or industrial facilities. Furthermore, SMYWP can perhaps invest in R&D to develop new products that can cater to the needs of the new industry they consider to join. In order to build a more diversified business and build loyalty from clients in different background, SMYWP can consider to reduce their reliance on housing projects.

### 5.3 OPPORTUNITIES

- Environmental friendly products

In terms of promoting sustainability and environmental responsibility, SMYWP is on the right track because one of its radiant barrier is made from eco-friendly substances that can be recycled after usage and can be made into recycle resin for other application. Considering our nature is getting tired of human activities, more clients would want to engage in environmental responsibilities and choose a more environmental friendly products. By choosing environmental conscious clients, not only will help to reduce the environmental impact of SMYWP, but it will also help to reduce the clients to decrease their consumption of energy and environmental footprint.

- Technological advancement

Align with its vision to be the leader in innovation, SMYWP put emphasize on the innovation of new technologies that in some way can benefit them. This will provide the company will broad and numerous opportunities. To add, SMYWP can also collaborate with small startups, trusted research organizations in order to have the access to cutting edge innovations. By collaborating with said agencies and keeping up with the latest trend of advancements in the industry, it will give SMYWP not only unlimited access to new technology advancement, but it can keep the company one step ahead of its competitors.

## 5.4 THREATS

- Competitors

Although there are not much woven manufacturing industry in Malaysia, the ones existing can be a big threat to SMYWP. With so many big, established companies striving for to take their place in the market share, it can be a competition to SMYWP. KYM Packaging Sdn Bhd and KFoil Sdn Bhd are some of the existing competitors of SMYWP in the industrial packaging and industrial laminated manufacture. These manufacturers are well-known in the sector, offer a wide range of goods and hold a sizable portion of the market. Due to price wars to increase the market share, this fierce competition might result in lower revenue for SMYWP. Furthermore, the company can have a problem to set itself apart from their market's rivals products and services. To make it more challenging, the existing market is already starting to congest, thus making it harder for SMYWP to differentiate itself from the rivals. KYM Packaging and KFoil Sdn Bhd also aggressively spending their money on R&D to develop new products and technology, as well as enhancing their already existing products. This might put SMYWP under pressure as they have to stay updated with developments and new trends in order to stay relevant and maintain its competitiveness.

- Import-export regulations

Without any exception, all international transactions need to adhere with certain customs regulations and some countries might be different from one another. Since SMYWP has clients from overseas, SMYWP needs to make sure they do not make any blunders while trading to avoid any expensive delays and testing the relationship between the client and company. Although it is easy to find the import export requirements for other countries by accessing their website, SMYWP are ought to research more about their trading country. All the necessary documents to trade, needs to be in correct format and they must include the right data.

## **6.0 CONCLUSION**

To conclude, my internship period of six months at San Miguel Yamamura Woven Products Sdn Bhd has equipped me with a lot of knowledge on how to work in a manufacturing industry. I got to experience a real working environment and something about it makes it a really enriching and inspirational journey for me. Over the course of six months, I was able to transform myself from being a shy and introverted person to a person who can communicate well with other people. It helped me to grow myself personally and professionally. Furthermore, my internship experiences has helped me to developed new set of skills, widened my knowledge on things and gained me an understanding of my desired field to work in. Lastly, conducting a SWOT analysis for the company is one of the effective and efficient way to properly evaluate the strength, weakness, opportunities and threats of one company. Moreover, the results of SWOT analysis can helped the company to plan their future objectives and goals better.



## 7.0 REFERENCES

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## 8.0 APPENDICES



Foreign workers' hostel checking



New foreign workers orientation