

INDUSTRIAL TRAINING REPORT

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Executive Summary

My involvement in the real world of work as a practical student for half an enlightening year began at Universiti Teknologi Malaysia (UTM). My training at the Medical Devices and Technology Centre (MEDiTEC), part of Universiti Teknologi Malaysia (UTM), which started on 1 March 2023, and ended on 15 August 2023 will be described in detail in this training report. MEDiTEC offers a variety of services such as research and development, training and certification, computational simulation laboratories and postgraduate students. These services are mostly related to biomedical engineering. But there are many other branches of research from my centre, MEDiTEC, the niche areas are Medical Informatics, Bio-Instrumentation and Orthopedic Implant Technology.

Not only that, MEDiTEC encourages new graduates and researchers from home and abroad to share ideas, opinions and new knowledge further to advance medical technology and devices for the future. I was given a job in the Medical Devices and Technology (MEDiTEC) office management section under the Institute of Human Centred Engineering (iHumEn). I have learned many things here, such as how to get old and new information, fill out the Asset form (Kew.Pa), and join the committee responsible for central events under iHumEn and others. Thanks to God, I succeeded in every task given by my supervisor. Aside from that, I likewise confronted different difficulties during my industrial training. Nevertheless, it is difficult for me to give up and transform the difficulties I face into lessons.

As a result, I have composed this report to convey what I realized and saw during my internship position with this centre which includes my recent resume to look for work after graduation. Besides, I've likewise included data about the office's profile, for example, working hours, area, history, the board style, goals and techniques, hierarchical design, and services provided. In the reflection segment, I depict my movement, my encounters, and the advantages I acquired from partaking in the centre. In the following part, I address how I might address the SWOT analysis featured by this centre in the realistic given. The last piece of my report, to which I have likewise included fundamental appendices.

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Acknowledgment



In the name of "Allah", I send blessings and salutations to our Prophet Muhammad, who through his will, gave me the opportunity to complete the industrial training report for this Internship (MGT666). This assignment was given by my advisor, Madam Nur Hazwani Binti Mohamad Roseli and is based on the overall understanding of the entire semester to be used during the actual work field such as management practices, completing assignments, and being responsible with the tasks given.

First of all, I would like to take this opportunity to thank the Internship lecturer (MGT666), Madam Nur Hazwani Binti Mohamad Roseli for her support and advice in preparing this industrial training report. I am grateful for her efforts in explaining this assignment. She gave me moral support and advised me on several aspects of this subject. For her support, I want to thank her, and may God reward her.

In addition, I would also like to express my deepest appreciation and gratitude to my parents for their unwavering support so that I could complete this report well and on time. Also, my thanks go to the individuals who have contributed to the development of this assignment directly and indirectly. Thank you, dear parents, family, and friends, for your cooperation, encouragement, constructive suggestions, and unwavering support in helping me finish this industrial training report. Alhamdulillah.

1.0 Student's Profile

1.1 Resume



NORAINI BINTI FADZILLAH

SUMMARY

A precise and detailed student specializing in Office Systems seeks to apply for internship placement in a reputable organization. Available to start working on 1st March 2023 until 15th August 2023.

WORKING EXPERIENCES

1.Pizza Hut, AEON Taman Universiti, Johor.

(2019)

Cashier & Customer Service - Part time

- Handled over than 50+ orders and provided excellent customer service in a high paced environment.
- Excelled in a fast-paced environment and quickly adapted to the flexibility and demand of the
 restaurant industry by picking up extra shifts and tables.
- Explained how various menu items are prepared and prepared over than 20+ menus of hot, cold and mixed drinks for patrons.
- Upsold a variety of many different food and beverage items while being knowledgeable of specials and other promotions and deals.
- Proficient in receiving payments by cash, check, credit and automatic debit cards, vouchers and or coupons.

2.AEON Taman Universiti, Johor.

(2018)

Promoter and Cashier - Part time

- Managed stock replenished and organized shelves and inventory efficiently, 80% faster than
 other associates.
- Increased sales by an average of 70% each month by continually developing ways of reaching new potential customers.
- Provide exceptional customer service to all visitors and increasing customer satisfaction survey by 80%
- Proficient in receiving payments by cash, check, credit and automatic debit cards, vouchers and or coupons.

EDUCATION

Universiti Teknologi MARA, Kampus Bandaraya Melaka

(2021 - present)

Bachelor Degree Office Systems Management

Universiti Teknologi MARA, Kampus Alor Gajah, Melaka. Diploma in Office Management and Technology – CGPA: 3.65 (2018 - 2021)

ACHIEVEMENT

Obtained Dean's List Award in 1st, 2nd and 5th semester during diploma at UiTM Kampus Alor Gajah

SKILLS

Software:

Microsoft Office (Word, Powerpoint and Excel) – Advanced Canva - Advanced

• Softskills:

- Able to communicate effectively with others.
- Open to new ideas and willing to learn new ways of doing things.
- Able to lead a team and work well in a team.
- Languages: Malay (Native) and English (Full Professional Proficiency)

REFERENCES

Mrs Nur Hazwani Mohamad Roseli

Industrial Training Coordinator
UiTM Melaka Kampus Bandaraya Melaka

Mrs Norshiba Norhisham

Industrial Training Coordinator UiTM Melaka Kampus Bandaraya Melaka

2.0 Company's Profile

2.1 Name, Location and Background of The Company



MEDICAL DEVICES AND TECHNOLOGY CENTRE

(MEDiTEC)

Firstly, the company I have chosen to undergo my industrial training for this final semester is at Universiti Teknologi Malaysia (UTM) or more clearly the research centre under Institute of Human Centred Engineering (iHumEn). Moreover, my intern was located at Level 4, Wing A, Block V01, Institute of Human Centred Engineering (iHumEN), Universiti Teknologi Malaysia (UTM), 81310 UTM Johor Bahru, Johor, Malaysia. Besides, our operation hours are from 8.00 A.M. until 5.00 P.M from Sunday to Wednesday while 8.00 A.M. until 3.30 P.M. on Thursday.

In addition, MEDiTEC also has its own vision, mission, objective and goals. Which are:

VISION

"To Become a Globally Referred Centre in Medical Devices"

MISSION

"To Conduct Research, Development and Commercialization of Innovative and Competitive Medical Devices Technology"

Furthermore, on February 12, 2019, Universiti Teknologi Malaysia (UTM) officially established the Medical Device and Technology Centre (MEDiTEC) as a research centre.

UTM entrusted MEDiTEC with leading research and development and producing local medical device products to meet the government's primary focus on health care in light of rising demand. In August 2006, alongside Prof. Dato' Ir Dr. Mohammed Rafiq, an establishing part, laid out the Medical Devices and Technology Group (MediTeg) as a research group. Following a decade of greatness, this research group has been raised to a research centre, the Medical Devices and Technology Centre (MEDiTEC). It is driven by Prof. Partner Dr. Ardiyansyah Syahrom. MEDiTEC areas of interest incorporate muscular embed innovation, clinical informatics, bio-instrumentation and dental inserts. Also, MEDiTEC offers consulting services, workshops, testing facilities, and new intelligent implants.

For further information, MEDiTEC does not stand alone as well as iHumEn has four research centres under it called IJN-UTM Cardiovascular Engineering Centre (IJN-UTM), Media and Game Innovation Centre of Excellence (MaGICX), Sports Innovation Technology Centre (SITC) and Medical Devices and Technology Centre (MEDiTEC). So here, I am an intern at the research centre Medical Devices and Technology Centre (MEDiTEC).











2.2 Organizational Structure



Assoc. Prof. Ir. Dr. Ardiyansyah Syahrom Director



Dr. Norhana Binti Jusoh Deputy Director

Research Fellow



Dato' Prof Dr Mohamed Rafiq bin Dato' Abdul Kadir



Prof. Dr. Rubita binti Sudirman



Dr. Asnida binti Abdul Wahab

Associate Member



Dr. Siti Aisyah Mualif



Dr. Norjihada binti Ismail



Dr. Nor Hasrul Akhmal bin Ngadiman



Dr. Wan Fahmin Faiz bin Wan Ali

Supporting Staff



Ts. Zulfadzli Bin Zakaria Research Officer



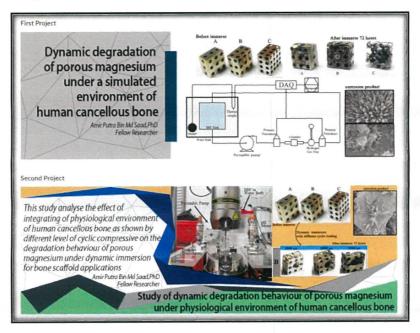
Norazwan Abdul Rahman Assistant Engineer



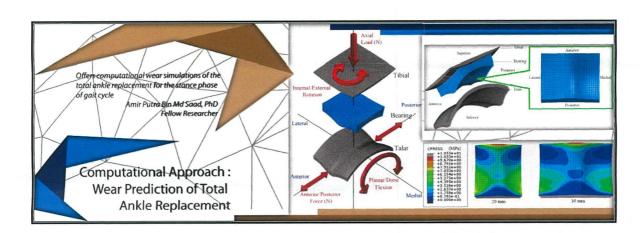
2.3 Products or Services

The Medical Devices and Technology Centre (MEDiTEC) has its own special features that are different from other research centres under the Institute of Humen Centred Engineering (iHumEn). This is because, MEDiTEC focuses more on expertise in special fields, namely orthopedic implant technology, medical informatics and bio-instrumentation. As such, the products and services at MEDiTEC are more like consulting, workshops, testing facilities and providing new smart implants. To be clearer, the products are more towards research projects that we can explore more on MEDiTEC's website, https://research.utm.my/meditec/research-project/ and here are some of the products that they have done:

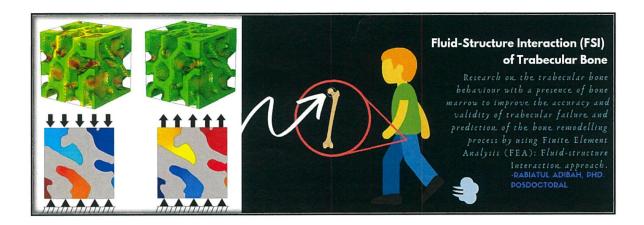
Dynamic Degradation Porous Bone Scaffold



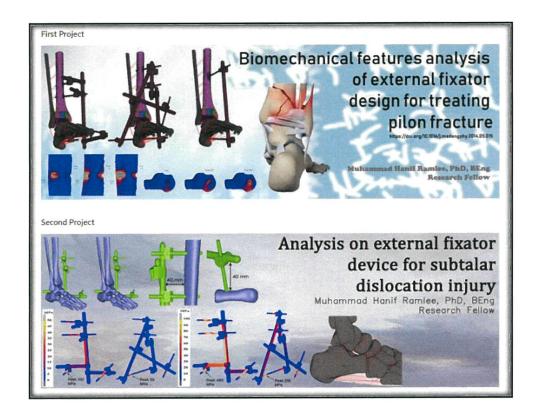
Wear Prediction of Total Ankle Replacement



• Fluid Structure Interaction (FSI) of Trabecular Bone



Ankle External Fixator



• Artificial Glenoid Labrum for Total Shoulder Arthroplasty

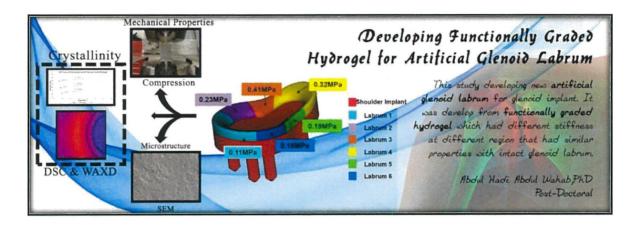




Figure 1: Research Project Section on MEDiTEC's Website

Not only that, but my centre also provides services to conduct workshops or test facilities in their own laboratories. For information, there are nine laboratories held by MEDiTEC and among them are:

- Computer Simulation Lab
- Mechanical Properties Lab
- Additive
 Manufacturing
 Lab
- Thermal Imaging Room
- Hyperthermial Lab
- Cell Culture Lab

- Instrumentation and Special Set Up Room
- Bioinspired Medical Design Lab
- Multiscale Simulation

3.0 Training Reflection

3.1 Duration (Date/Working Day/Time)

As we know, all workplaces have office hours that must be followed with a sense of responsibility. Therefore, I have to go into the office during the office hours set by the company, which are different from Sunday to Wednesday, 8.00 A.M. until 5.00 P.M. and Thursday, 8.00 A.M. until 3.30 P.M. Below is how we must to fill in attendance record every day. Furthermore, we as industrial training students have been given an attendance template to manually fill in our attendance every day.

Institute of Human Centered Engineering REKOD KEHADIRAN HARIAN PELATIH Nama: Norami binti Fadzillah No Marini: 2021102177						
	alan: 000305-01-0286					
1.	1/5/2023	LABOUR DAY	LABOUR DAY			
2.	2/5/2023	7.40	5.00			
3.	3/5/2023	7.50	5.00			
4.	4/5/2023	7.40	3.30			
5.	7/5/2023	7.57	5.00			
6.	8/5/2023	7.47	5.00			
7.	9/5/2023	7.40	5.00			
8.	10/5/2023	7.30	5.00			
9.	11/5/2023	7.48	3.30			
10.	14/5/2023	7.57	5.00			
11.	15/5/2023	7.50	5.00			
12.	16/5/2023	7.45	5.00			
13.	17/5/2023	7.35	5.00			
14.	18/5/2023	7.40	3.30			
15.	21/5/2023	7.35	5.00			
	22/5/2023	7.45	5.00			

Figure 2: Practical Student Attendance Template

<u>Nota:</u> Jadual WP Ramadan ad UT M Johor Bahru / UT			
Waktu Peringkat (WP)	Hari	Waktu Bekerja	Waktu Rehat
	Ahad - Rabu	7.30 pagi – 4.00 petang	
WJ9	Khamis	7.30 pagi – 2.30 petang	About
WJ10	Ahad - Rabu	8.00 pagi – 4.30 petang	Ahad — Khamis 1.00 petang — 1.30 petang
VV-3 10	Khamis	8.00 pagi – 3.00 petang	
WJ11	Ahad - Rabu	8.30 pagi – 5.00 petang	
	Khamis	8.30 pagi – 3.30 petang	

Figure 3: Working Hours Throughout Ramadan

3.2 Details (Department/Roles/Responsibilities/Assignments/Tasks)

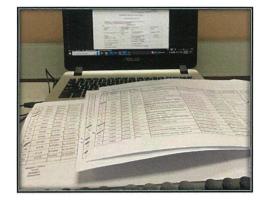
To begin with, I will tell in detail first the tasks and daily work given by my supervisor, Ts. Zulfadzli bin Zakaria which I have to do as long as I am an industrial training student at MEDiTEC. First, I don't really have a daily work routine that needs to be done like other workplace departments, rather I get assignments or tasks from the Supervisor, Director or even Deputy Director. There is one daily routine in which I need to go to the "pigeon hole" at the Dean's Unit, UTM three times a week to check whether the latest letter has arrived or not for my centre. Apart from that, it is also more about tasks related to affairs in the office. Among the tasks that I have to do in the office that has been given throughout my internship starting from the first day until today are such as making a summary of program approval paperwork, preparing a corporate slide for the centre, preparing a mailing list in Excel and key in IF (Impact Factor) and QI (Quartile Ranking) from Journal Citation Reports.

Besides, I was also asked to decorate the office for Eid Fitri, update a document in the related file, copywriting and edit the journal before finalizing submission, do a summary on the Webex Meeting recording, join meetings, make copies of several documents, help the supervisor in preparing and arrange important document for Financial Audit Centre by year, find and list the emails of researchers in Asia on the internet related to biomedical engineering and send emails to them for my conference centre event, participate in voting for authority, manage documents such as Quotation Process/Procedure Notes and Kew.Pa Form, preparing a list of journal links from google scholar, creating research profile template for MEDiTEC's members, giving reminders to members related to important matters and filling in key data of student results. From here, we can see that my work here in the research centre of MEDiTEC are more relatable in helping the supervisor, director and all members in matters related to the management of their research project and groundwork for the conference that will be held on this October.









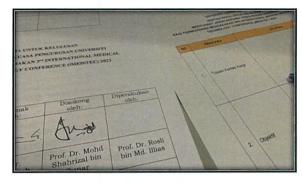








Figure 4: Example of Tasks Given

On the other hand, I was also involved in events by other research centres under iHumEn to contribute manpower before, during, or after the ceremony. So far there are five events that I have been involved in to be an event with intern students and other staff to make the program a success. Among the programs and the tasks given is Team Building Let Dhuha & Potluck on Sunday, March 12 where I have to be the host of the event, *Majlis Tautan Ukhuwah JTNCPI 2023* on Thursday, May 25 where I and other internship students have to be the decorations booth and help entertain guests throughout the ceremony.

Next, the Aksadron-UTM program on June 6 where I have to help in taking care of registration and distributing food to the participants, IJN-UTM Research Convention 2023 Program on Wednesday, June 21, I have to take care of registration and to be a tray girl during the presentation of gifts, also the iHumEn Retreats 2023 program that will take place

on Saturday and Sunday, August 12 and 13 August which brings me as a position of authority for the preparation and decoration of the hall.



Figure 5: Some of the Events Before and During the Program

3.3 Gains (Intrinsic and Extrinsic Benefits)

During my industrial training at the Medical Devices and Technology Centre (MEDiTEC), Universiti Teknologi Malaysia (UTM) there was no allowance that we interns would get. This is because it has been explained by UTM in the offer letter that they will not provide any allowance. Nevertheless, other intern students and I get a little side income if there is a project given. For example, we were asked to paint the wall in the hallway in front of the iHumEn office and got RM200 per person. Therefore, a project like this can make interns like me feel happy and add memories with other internship friends.





Figure 4: Painting Hallway Project

Meanwhile, the allowance is not a very important thing for me, but what is important is the experience of exploring a real job and also the new knowledge that can be learned during the industrial training at UTM, especially at my centre, MEDiTEC, which really taught me a lot of new things as well. Furthermore, I was able to apply my skills and understanding in the field of office systems in carrying out the tasks given and even given knowledge on how to use equipment in the office that I had never tried before such as photocopiers, paper cutters, document shredders and laminate machines.





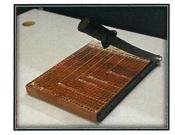
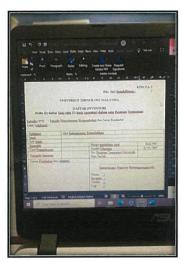
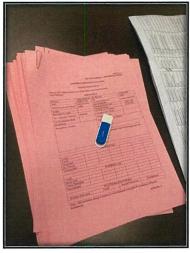


Figure 6: Office Facilities

In addition, I was also able to learn a lot of things related to document management in the office so that it looks organized and can also know a little about the function of each form as well as the color of the parer used for each form. Among the documents I was able to learn was to find documents to organize them in the financial file so that the institute's financial management audit process can run smoothly. Then, I learned about the asset form (Kew.Pa) when one of the MEDiTEC members asked me to help fill out and print the form he wanted. For example, the transfer slip form, the gift slip and the destruction slip where these forms need to be printed using pink paper because each color of paper has its own meaning. Likewise, with how to fill out forms for the use of laboratory equipment and other documents that I learned at my centre. Aside from that, I also gained knowledge on manage a website by joining website management program using WordPress for beginners that was taught by a research officer under the Institute of Human Centred Engineering (iHumEn) which from the Media and Game Innovation Centre of Excellence (MaGICX), Mr. Azizul bin Azman step by step.





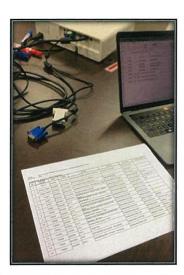






Figure 7: Learning to Key in a Variety of Forms and Managing Website

4.0 SWOT Analysis

STRENGTHS

- Members are Experts in Doing Research with Their Own Expertise.
- Many Local and Foreign People Participate in Their Conference to Share New Findings.

WEAKNESSES

- Lack of Experts in Managing Files, Documents and Letters.
- Not Many Social Media
 Platforms for Posts About the
 Centre.

OPPORTUNITIES

- Producing Local Medical
 Devices Products in Fulfilling
 the Government's Key Focus on
 Health Care.
- Got Side Income by Publishing Journal Related to Medical Devices.

THREATS

- Requires Expensive
 Technology and Facilities to
 Produce or Test a Product.
- Facing Competition from International Medical Devices.

5.0 Discussion and Recommendation

5.1 Strength



• Members are Experts in Doing Research with Their Own Expertise

As you already know, Medical Devices and Technology Centre (MEDiTEC) releases a lot of its products in terms of research projects where the members in my centre have their own expertise to master their own research topics. For example, the three niche areas under MEDiTEC namely Orthopedic Implant Technology, Medical Informatics and Bioinstrumentation have their own sub-sections that are maintained according to their fields.

In my opinion, this matter would be better if each of the members set a particular time to do a sharing session so that they are not in the comfort zone and instead explores more widely the scope of other members' studies, which will further strengthen the centre with the presence of members full of diverse knowledge. This is because, knowledge sharing is the most basic part of the information executives space and is viewed as the major movement in supporting hierarchical greatness (Fauzi, M. A., Nguyen, M., & Malik, A., 2023).

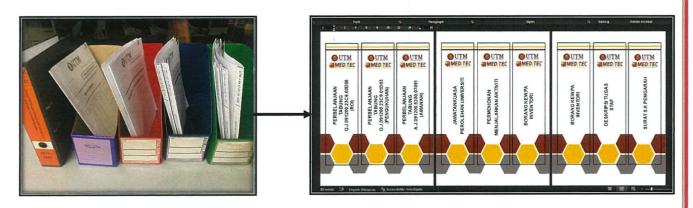
Many Local and Foreign People Participate in Their Conference to Share New Findings

The conference program conducted by MEDiTEC has attracted many researchers from inside and outside other Asian countries interested in sharing their new research that can raise the name of Universiti Teknologi Malaysia (UTM), even more, MEDiTEC as a research centre

related to biomedical engineering. The idea of finding collaboration that they receive to some extent can also add thoughts to both sides.

For me, a program like this is already good but it would be even better if this conference program has been expanded further apart from focusing on Asian countries. This is because there is much more that has not been explored in this vast world that has been found by researchers from every corner of the world. Therefore, it is not impossible for MEDiTEC's product or research project to gain a name at the international level.

5.2 Weaknesses



Lack of Experts in Managing Files, Documents and Letters

Medical Devices and Technology Centre (MEDiTEC) does not have specific people who have skills in office management and can organize documents and office files correctly and neatly. This is because, I myself have seen their way of filing, especially the incoming and outgoing letters that are less and not well organized. Therefore, this will make it difficult for them if they want to find an important document when they need it.

For me, director should open an advertisement for the vacant position of an expert office clerk to manage documents in the office more neatly. I also recommend this kind of thing because the office work over the years has been given to my supervisor who holds the position of research officer who now has a problem where his hands can't work correctly. Therefore, it is strongly encouraged to open office clerk vacancies to help him to some extent. In addition, I have also made my own steps to improve and update the centre's filing by labelling so that the document is more organized. This is because appropriate management should be carried out in every organization (Kapur, R., 2018).

• Not Many Social Media Platforms for Posts About the Centre

Furthermore, MEDiTEC does not open many social media to upload and update any things that are being carried out in the centre. For example, this centre only has Facebook apart from the website to share posts in it. Even so, I have seen that their social media has not been updated for a long time and is less active. This will reduce the prominence of the centre's existence for others wanting to know what is going on at MEDiTEC.

This matter can be improved by having more social media such as Instagram for example so that the branch to spread Calling for Papers for the upcoming conference can attract more followers. This is because, with the existence of social media in this modern age, many things can be simplified and it is easy to share with those who are interested. Even the capacity to draw in popularity makes the biggest difference (Simplilearn, 2023). However, with the existence of many social media, it is also useless if there is no one who is diligent to handle it. Therefore, social media must always appear active such as uploading sharing sessions or public holiday greetings at least three times a month.

5.3 Opportunities



Producing Local Medical Devices Products in Fulfilling the Government's Key Focus on Health Care

With the presence of great members who have skills in biomedical engineering, it is possible to produce a larger quantity of local medical devices that are suitable for Asians whereas the members of the Medical Devices and Technology Centre (MEDiTEC) are still doing research on this matter. For example, new implants that are custom fit for the body

of an Asian person than a person in a foreign country because the body and genetics are not the same. This will even raise the name of the centre when it has successfully produced many local implants and medical devices.

In my opinion, MEDiTEC needs to collaborate more with larger research centres that also focus on biomedical engineering and have fruitful discussions about possible collaborations. As such, it is easier for the centre to demonstrate its expertise such as efficiently creating the implant itself.

• Got Side Income by Publishing Journal Related to Medical Devices

In addition, with the presence of experts who are wise in their respective expertise in doing research, they can at least provide side income to the centre and themselves by publishing journals related to medical devices and technology. This matter will also give a name to the centre after the journal has been uploaded because it will be easily disseminated to other research experts, especially international ones.

From what I understand, the centre needs to seize the existing grant so that it can increase the number of journals and studies on biomedical engineering. The grant that is opened is no less worth the payment that the centre will get. So, I think that MEDiTEC members should always be concerned about every grant that will come out so that they don't miss out and lose. Besides, the main individual in line did not depend on the way that they reserve an option to the great, and the period of time they stand by doesn't straightforwardly influence the ethical significance of giving it to them (John, T. M., & Millum, J., 2020).

5.4 Threats

• Requires Expensive Technology and Facilities to Produce or Test a Product

The items for the facilities in my centre are just nice but they also need good quality testing equipment for excellent results. Therefore, the price for each must be high not to mention the service cost that needs to be made on each tool. I was also told that the centre still does not have enough facilities yet to produce and test a product where the allocation to get it is costly.

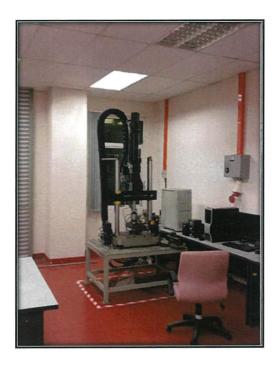
Saving is one of the most fundamental and most rehashed bits of monetary counsel out there (Money, D. M.,2023). This matter can still be overcome with the grant money that

has been completed from the centre that was collected earlier can be one of the financial sources that can be used to complete the MEDiTEC facilities. Therefore, to some extent, it can add money that is already available from Universiti Teknologi Malaysia (UTM).

Facing Competition from International Medical Devices

Medical devices produced by Medical Devices and Technology Centre (MEDiTEC) will definitely can be difficult to be trusted and known internationally because parties abroad have produced more advanced medical devices first and are trusted by many medical centres. MEDiTEC needs to be patient to rise in order to achieve their goals and be more successful in the future.

In my opinion, MEDiTEC needs to increase the sharing session with the medical centre to talk about the advantages of the medical equipment produced by this research centre. This can indeed give many more to understand the concept and purpose of MEDiTEC to lead the development of local medical devices and technologies to meet the government's primary focus on healthcare in line with its growing demand. Also coordinating sharing sessions into the way of thinking of a business can support straightforwardness significant for hierarchical achievement (Memari, E., 2021).





6.0 Conclusion

In conclusion for the whole, this internship has helped me a lot to get a lot of improvement and knowledge. Regardless of the office management, program management or the good relationship with the staff is an experience I will never forget. For example, the supervisor and other members of the centre helped me a lot in managing each file and also helped me a lot in implementing the program mandate well. In fact, new knowledge such as the use of Word Press can also help me to some extent if I want to manage a website in the future.

Not only that, but I also want to take this opportunity to thank every member of the Medical Device and Technology Centre (MEDiTEC) for giving me the trust and opportunity to improve what is lacking in MEDiTEC. For instance, creating new labeling on old files to make them easier to manage. This kind of thing has honestly given me the best challenge and is one of the steps to prepare me for the real world of work later.

In addition, I also got a feel for the Medical Devices and Technology Centre (MEDiTEC) can grow more successfully in the future. From the SWOT analysis I have seen for my centre there are indeed better proposals that can overcome each SWOT to make MEDiTEC stand out more. For example, strengths can still be improved, weaknesses can be strengthened, opportunities can be strengthened and threats can be overcome.

Last but not least, Industrial training has been a valuable learning and experience for having prepared me well to achieve my ambitions in my career in the administrative sector. Industrial training like this can indeed help me the vision in the world of office work and stronger skills. Thank you, Medical Devices and Technology Centre (MEDiTEC), for a meaningful 6 months of industrial training.

7.0 References

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8.0 Appendices

Colleagues











Certificates







Program Committee Appointment Letter





Presentation on Industrial Training



