



اوپنوريسيتي تكنولوجي مارا  
UNIVERSITI  
TEKNOLOGI  
MARA

Cawangan Melaka  
Kampus Bandaraya Melaka



**BACHELOR IN OFFICE SYSTEMS AND MANAGEMENT (HONS)**  
**(BA232)**

**INDUSTRIAL TRAINING (MGT 666)**

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**INDUSTRIAL TRAINING REPORT : SWOT ANALYSIS OF BESI-  
TECH ENGINEERING SDN BHD**

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**PREPARED BY**

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**GROUP**

**BA2326C**

**DURATION OF INDUSTRIAL TRAINING**

**1<sup>ST</sup> MARCH 2023 – 15<sup>TH</sup> AUGUST 2023 (24 WEEKS)**

**DATE OF SUBMISSION**

**2<sup>ND</sup> AUGUST 2023**



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## ACKNOWLEDGEMENT

بِسْمِ اللَّهِ الرَّحْمَنِ الرَّحِيمِ

In the name of God, the Most Gracious, the Most Merciful. Alhamdulillah to Allah S.W.T and peace is upon his messenger Holy Prophet Muhammad S.A.W praise to Allah S.W.T for the blessing, giving me strength, and courage in completing this study in time that was given to me.

First and foremost, I am grateful to the National Higher Education Fund (PTPTN) for providing me with a loan to pursue a bachelor's degree in Office Systems and Management (Hons) at Universiti Teknologi MARA (UiTM) Campus Bandaraya Melaka. Special thanks to Madam Wan Aisyah Amni binti Wan Mohammad Saferdin, my kind advisor, for guiding me throughout the preparation of my project paper. All of the comments and helpful advice that have been given to me have been invaluable, and I am grateful. I'd like to thank my helpful industrial training coordinator, Madam Nur Hazwani binti Mohamad Roseli, for his guidance and advice in preparing for industrial training.

I am delighted to have met and worked with everyone at Besi-Tech Engineering Sdn Bhd. I am grateful for their assistance in providing information and secondary data to enable me to complete this research during my training. To my company supervisors, Miss Nurul Nabilla binti Mohamed Suffian who has been a tremendous help with my studies and has provided me with additional information about the business that has been connected to my study. As a Besi-Tech Engineering practical training student, my learning experience provided me with additional insights when completing my project paper. I enjoyed working in the Administration Department because it allowed me to learn new things.

Not forget to my best friends and my classmates who fought together to complete this study. I also dedicate my gratitude to my lecturer and UiTM for allowing me to pursue a Bachelor's degree in Office Systems and Management (Hons). My heartfelt gratitude also goes to the most important person in my life, my cherished family, particularly my mother and siblings. Thank you for being there for me at all times.



## EXECUTIVE SUMMARY

The internship is the last course for all undergraduate programs in the Faculty of Business and Management, as defined in the Study Plan. Students must complete a practical attachment or on-the-job training in an area linked to their academic program and area of specialization. The practical course serves as a place of applied training for students to build practical knowledge and skills in the workplace to increase knowledge, skills, and abilities in organizations certified by the Faculty's Industrial Training Unit.

Internships or industrial training expose students to the workforce and their roles in carrying out the activities of the firm. As a result, students' abilities, knowledge, and practical approach to problems will improve. A student must submit an internship report to the chosen faculty advisor at the end of the 24-week internship period.

Thus, I completed my industrial training at Besi-Tech Engineering Sdn Bhd's Administration Department. My internship at this company began on 1<sup>st</sup> March 2023, and ended on 15<sup>th</sup> August 2023. Based on my almost six months of internship experience, Besi-Tech Engineering is a good place to start and improve my career and talents because it provides a wide range of comprehensive benefits that are appropriate for meeting the professional and personal demands of its employees. This varies depending on the role and location.

Besi-Tech Engineering Sdn Bhd was founded in 1994. Besi-Tech Engineering is a market leader in the pressed stainless-steel business, specializing in the production of Pressed Steel Cut Water Tanks for a variety of industries. They use advanced technology to provide high-quality solutions at reasonable prices. Besi-Tech also offers hot-dipped galvanized tanks, metric tanks, and Fiberglass Reinforced Polyester (FRP) tanks. They also offer technical services such as HDPE Lining as well as tank replacement and restoration. Besi-Tech prioritizes customer demand and ensures on-time delivery of solutions, with all products and services backed by warranty terms and customer follow-up services.

As an outcome, students assess positive and negative factors both inside and outside the company by analyzing the company's SWOT to better understand why it is relevant and accepted.



## UPDATED RESUME



### **NUR ANIS FAHSYAR MOHAMMAD SAID**

STUDENT OF OFFICE SYSTEM MANAGEMENT

#### **OBJECTIVE** .....

##### **INTERNSHIP (MAR 2023 - AUG 2023)**

An energetic and cheerful student with Office System and Management major currently attending Universiti Teknologi MARA (UiTM), Malacca Branch, Campus Bandaraya Melaka in aiming to leverage my knowledge of office management, administration, communication, and interpersonal skills to successfully fill an industrial training role within your company.

#### **EDUCATION** .....

##### **UNIVERSITI TEKNOLOGI MARA (UiTM)**

###### **Mar 2021 - Present**

- Bachelor of Office System and Management (Hons.)
- Current CGPA of 3.50

##### **UNIVERSITI TEKNOLOGI MARA (UiTM)**

###### **Sept 2018 - Jan 2021**

- Diploma of Office Management and Technology
- CGPA of 3.51

##### **SMK DESA CEMPAKA**

###### **Jan 2016 - Dec 2017**

- Sijil Pelajaran Malaysia (SPM) major in Islamic and Science Technical
- SPM: 1A+, 1A, 5B+, 1B, 1C, 1D

###### **Jan 2013 - Dec 2015**

- Pentaksiran Tingkatan 3 (PT3)
- PT3: 6A, 2B

#### **VOLUNTARY PARTICIPATION**.....

##### **INTER-SPORT PROGRAM (SUPRO) 2019**

###### **5 Oct - 13 Oct 2019**

- Assist the university's health unit by serving as a first aider for all emergencies throughout the programme.

#### **LEADERSHIP PARTICIPATION**.....

###### **Mac 2022 - Present**

##### **BACHELOR OF OFFICE SYSTEMS MANAGEMENT (BOSS) ASSOCIATION**

- Bureau of Disciplinary and Technical

##### **VOLUNTARY AID DETACHMENT (VAD) 67, UiTM RED CRESCENT AND SOCIETY**

###### **Sept 2019 - July 2020**

- Assistant Head Section of Protocol and Disciplinary



## UPDATED RESUME

### **EVENT PARTICIPATION.....**

**4TH BSMM YOUTH INDUCTION CAMP, MALACCA MALAYSIAN RED CRESCENT**

**26 Apr - 28 Apr 2019**

- Facilitator

**WORLD TUBERCULOSIS AND LEPROSY DAY 2019 (NATIONAL LEVEL) EVENT**

**22 Apr 2019**

- Participant

### **CERTIFICATION PARTICIPATION.....**

**CERTIFICATE OF DISASTER RELIEF AND RESCUE (BBOM) BY MALAYSIAN RED CRESCENT**

**30 Jan 2020**

**CERTIFICATE OF INTERNATIONAL HUMANITARIAN LAW BY MALAYSIAN RED CRESCENT**

**16 Dec 2019**

**CERTIFICATE OF INTERNATIONAL HUMANITARIAN LAW AND YOUTH COMMUNICATORS WORKSHOP BY MALAYSIAN RED CRESCENT**

**23 - 24 Nov 2019**

**CERTIFICATE OF EDUCATION IN RED CROSS/RED CRESCENT AND INTERNATIONAL HUMANITARIAN LAW BY MALAYSIAN RED CRESCENT**

**2 Apr 2019**

**CERTIFICATE OF HEALTH EDUCATION BY MALAYSIAN RED CRESCENT**

**2 Apr 2019**

### **LANGUAGE.....**

- Malay - Advanced
- English - Intermediate
- Arabic - Beginner
- Mandarin - Beginner
- Korean - Beginner

### **SOFT SKILLS.....**

- Communication
- Teamwork
- Leadership
- Time management
- Creativity

### **SOFTWARE.....**

- Canva
- Capcut
- Touchnotes

### **MICROSOFT.....**

- Excel
- Teams
- Words
- Powerpoint

### **REFERENCE.....**

Puan Zatul Himmah Abdul Karim  
Senior Lecturer  
Faculty of Business Management  
UiTM Campus Bandaraya Melaka



## COMPANY PROFILE



<b>Registered name:</b>	BESI-TECH ENGINEERING SDN BHD
<b>Date of incorporation:</b>	8 <sup>th</sup> July 1994
<b>Place of incorporation:</b>	Malaysia
<b>Registration no:</b>	306786-V
<b>Email:</b>	<a href="mailto:bti@besitech.com">bti@besitech.com</a>
<b>Website:</b>	<a href="http://www.besitech.com">www.besitech.com</a>
<b>Phone:</b>	06-794 0032 / 06-794 0120 / 06-794 0150
<b>Fax:</b>	06-794 0388
<b>Business address:</b>	Lot 16023, Nilai Utama Industrial Park, 71800 Nilai, Negeri Sembilan

## LOCATION



Besi-Tech Engineering Sdn Bhd is located at Lot 16023, Nilai Utama Industrial Park, 71800 Nilai, Negeri Sembilan. It is located at Jalan Nilam 4 opposite LOGISTEED Malaysia Sdn Bhd and close to Nilai 3.



## COMPANY LOGO



## BACKGROUND OF COMPANY

Besi-Tech Engineering Sdn. Bhd. was established in Malaysia on 8<sup>th</sup> July 1994, under the Companies Act 1965. Besi-Tech Sdn Bhd's main product is Pressed Steel Sectional Water Tanks. These tanks can be found in a variety of industries across the country, including hotels, water supply projects, factories, and hospitals. These tanks can range in size from 1000 liters to a few million liters. They also offer Hot Dipped Galvanized, Metric, and Fiberglass Reinforced Polyester (F.R.P.) tanks. Aside from that, they provide a wide range of related technical services, such as HDPE lining and water tank replacement and reconditioning.

The expertise and experience gained in the fabrication of steel components, installation of water tank work, and refurbishment of pressed steel water tanks enabled the company to enter the manufacturing of Pressed Steel Water tanks in 2007. The BTI brand product is SIRIM & SPAN accredited.

The ability to control the manufacturing process is critical to Besi Tech Sdn Bhd's success, from initial planning to completed assembly. As an established leader, they maintain their industry impact by emphasizing dependability, quality, and safety through relentless R&D efforts. All products are made to order based on the specifications of the clients.

The manufacturing center, which is located in Nilai, Negeri Sembilan, has modern, comprehensive facilities that house the most cutting-edge equipment available. Their robotic welding machines, advanced pressed brakes, and laser cutting systems are highly accurate and precise. At every stage of the manufacturing process, extreme quality control procedures are used to monitor the entire process. Teams comprised of highly qualified production and quality-control engineers, R&D, C&C, Sales & Marketing, and management work behind the scenes.

With over two decades of experience, they will not only provide clients with their expertise and high-quality products, but they will also prioritize clients' needs and requirements. They also ensure that their solutions are delivered as quickly as possible to ensure that the clients' business processes are not disrupted. All of their products and services are warranted, and they always provide follow-up service to ensure everything is in perfect working order.



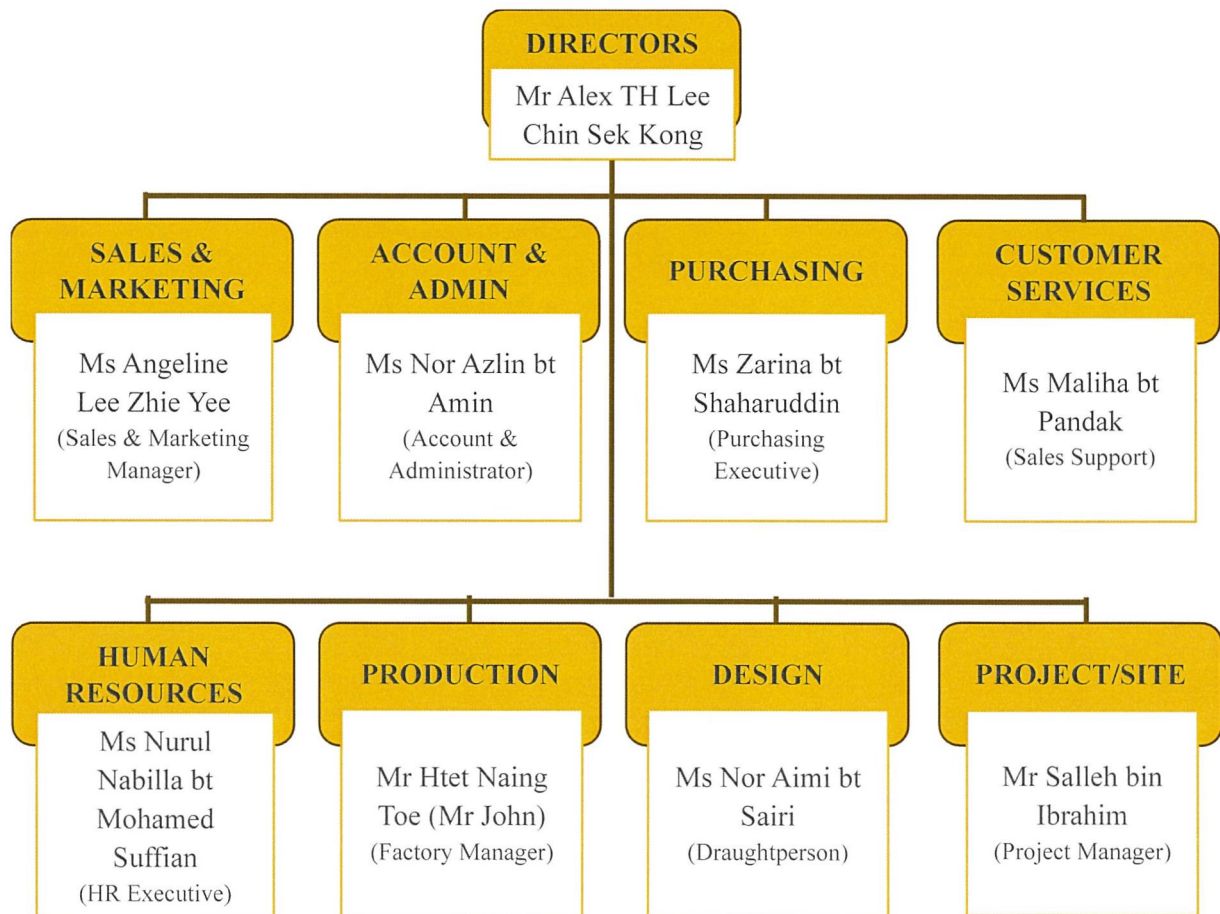
## MISSION

To provide you with the highest quality of products and services with exceptional customer service with reasonable pricing. We will deliver highest level of service with added value and guaranteed satisfaction to our clients as we sustain and reinforce our position as one of the leaders in this industry. We will continue to ensure our products are of high-quality by investing in constant upgrading of our facilities by adding state-of-the-art machines and equipment. We also want to keep up with the high-tech world by incorporating advanced technology in everything that we do.

## VISION

1. To be recognized as the leading manufacturer of pressed steel water sectional tanks.
2. To extend current operations, manufacture more products and offer more value-added services.
3. To expand the business overseas and cover the global market.

## ORGANIZATIONAL STRUCTURE





## PRODUCT OFFERED (TANK)

### Hot Dipped Galvanised Pressed Steel Water Tank (HDG)



Figure 1 : Hot Dipped Galvanised Pressed Steel Water Tank

### Pressed Steel Water Tank (PST)



Figure 2 : Pressed Steel Water Tank

### Stainless Steel Water Tank



Figure 3 : Stainless Steel Water Tank

### Fibreglass Reinforced Polyester Water Tank (FRP)

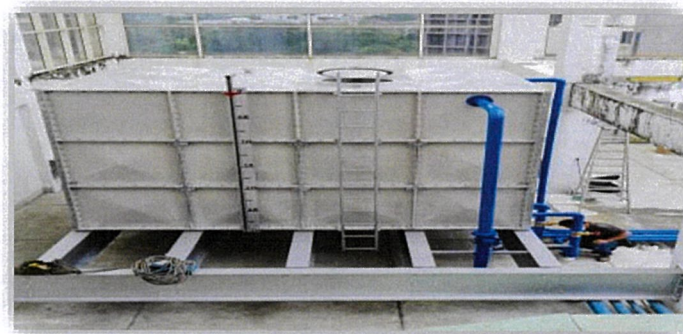


Figure 4 : Fibreglass Reinforced Polyester Water Tank

### Lining Tank

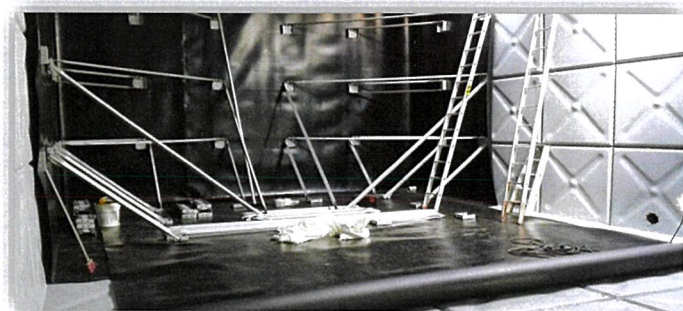


Figure 5 : Lining Tank



## TRAINING REFLECTION



### Duration of Training

I have undergone industrial training for 24 weeks starting from 1 March 2023 until 15 August 2023. I started working on Monday to Friday from 9.00 a.m. to 5.00 p.m. and worked on Saturday from 9.00 a.m. to 1.00 p.m. Break time is for one hour from 1.00 pm to 2.00 p.m. including prayer time.

### Roles, Responsibility & Daily Task

I was assigned to undergo industrial training under the Administration Department and was monitored by the supervisor, Ms. Nurul Nabilla binti Mohamed Suffian. My role is an administrative assistant. I was assigned to help Ms. Nabilla and Ms. Lock in preparing the quotation requested by the customer.

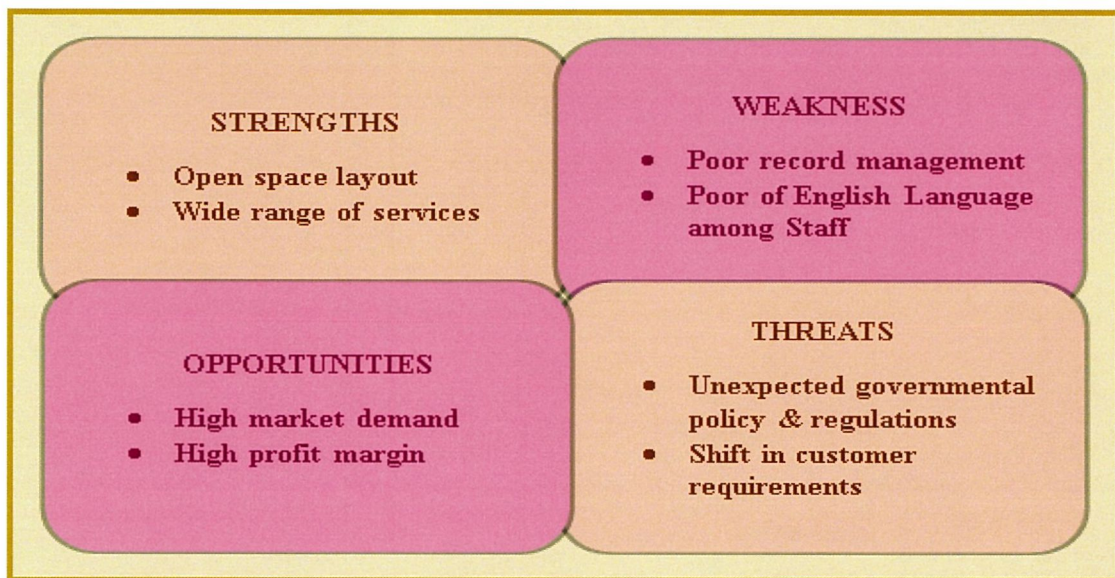
For daily task, aside from preparing quotations, I was also assigned to email all quotations signed by Puan Azlin to customers. Once the email is sent, I will compile the quotes and save them to a file. In the meantime, if I am not busy, I will help Mrs. Zarina prepare stickers for the delivery of the tank. I will also assist in the preparation of files such as file bookmarks and organizing purchase orders in files.

### Gains (Intrinsic / Extrinsic Benefit)

The intrinsic benefit I received was the opportunity to learn how to prepare files for quotations and purchase orders, as well as to expand my knowledge of tanks. For extrinsic benefits, the company provides a training allowance of RM700 per month for the duration of the internship. Furthermore, the company treats food for employees once a month.



## STRENGTHS, WEAKNESS, OPPORTUNITIES & WEAKNESS (SWOT) ANALYSIS



SWOT stands for Strengths, Weaknesses, Opportunities, and Threats. SWOT analysis is used during the strategic planning stage to identify and examine existing resources, both internal and external factors, and trends and patterns that may have a positive or negative impact on the business (Namugenyi et. al., 2019).

The Harvard Business School is where SWOT was first developed, according to Benzaghta et al. (2021). The authors also mention that general management, education, marketing and social media, healthcare, and agriculture are other industries where SWOT is used. In addition, they assert that SWOT is a flexible model that can be used in conjunction with newer strategies and tactics. The use of SWOT as a tool to help organizations assess their position in a market analysis can thus continue for a very long time.

A SWOT analysis has been conducted to assist organizations in fully comprehending all of the variables involved in business decisions. Thus, SWOT analysis has become one of the most effective tools for starting and growing a business. Therefore, an analysis was performed at the industrial training placement at Besi-Tech Engineering Sdn Bhd to assess the business's strengths, weaknesses, opportunities, and threats. Besides, external and internal factors were considered in this analysis. The following are the elements that can be found at Besi-Tech.



## **STRENGTHS**

### **Open office layout**

"Open office layout" describes areas "where walls and partitions have been removed and replaced with additional features such as cubicles, plants, and furniture to give the illusion of separating departments and teams." The open office design has gained popularity across a wide range of professional fields, according to those who like it because it fosters communication and collaboration. In an open-plan office, there aren't many private offices or conference rooms. The majority of day-to-day business is handled with everyone working in the same space, despite the fact that there are one or two separate conference rooms for private meetings. This transformed into a cutting-edge style that promotes originality and inventiveness.

Besi-Tech Engineering offers an open workplace layout with cubicle offices. This organization employs an open office layout due to the many advantages. Cost savings rank first among the advantages. The company does not need to spend a lot of money on office space for its staff. To give each employee a private room, the company will need to invest money on things like electrical equipment, office renovations, and other things. Additionally, open-plan office layouts may be more cost-effective since they require fewer walls and doors to construct, have reduced running and maintenance expenses, and minimize the number of unused desks and offices by reducing the desk-to-employee ratio (Pouwels, A., 2020).

Another advantage is that it encourages improved employee communication and collaboration. Open-plan offices encourage natural collaboration and problem-solving. Employee interaction will be more fruitful. Furthermore, by exchanging information, each employee can assist one another. Collaboration is roughly described as "working together." As a result, many offices have undergone extensive renovations to remove barriers to employee collaboration, which has been shown to boost morale and productivity. Other apparent social benefits include improved collaboration with a larger range of coworkers, increased information flow among colleagues, and an increase in chance meetings that might generate creative ideas (James et. al, 2021). Designers, architects, and management consultants commonly use anecdotal evidence to back up their claims.



## **STRENGTHS**

When numerous employees are seated in the same area, interaction becomes easy. This is true for both intra-team relationships and team members from different teams. Employees build friendships at work as a result of being closer to one another and conversing more in open office spaces, which boosts the overall experience of well-being at work. Workers cross paths with peers from multiple teams while moving around, making inter-team collaboration simpler.

Furthermore, by listening to one another speak, coworkers can simply enter the conversation and share their interests and experiences. Employees can now choose the type of area they need to perform their existing obligations thanks to the development of activity-based workplaces. They can switch between interactions while avoiding distractions. Employees can thus pick how much participation they require and desire.

### **Wide range of services**

Services offered and elements impacting service delivery, such as the Offeror's capability, integrity, and dependability, financial stability, operating history, ability to begin and sustain services quickly, and others.

Another feature of Besi-Tech Engineering Sdn Bhd is its ability to provide a variety of services. Besi-Tech Engineering Sdn Bhd, as you are aware, is a manufacturing firm that offers panelled and metre and foot sized Hot Dipped Galvanised water tank services. However, in addition to offering water tanks as its primary business, this company also provides stainless steel tanks, pressed steel tanks, fibreglass reinforced polyester tanks, and liner tanks.

This business also offers repair services. Among them are tank accessory exchanges, tank panel conversions, tank dismantling, tank painting services, and so on. Besi-Tech Engineering Sdn Bhd has this advantage because they not only produce tanks but also provide tank maintenance services. This allows them to make more money and gain a large number of loyal consumers who will continue to utilise their services. Most tank manufacturers are like this, but few can offer the same level of service as Besi-Tech Engineering. In fact, work with Besi-Tech on additional projects.



## WEAKNESS

### *Poor record management*

Records are essential to an organization's functional and profitable operation. The study of management that is essential to the effective and systematic control of the creation, receipt, maintenance, use, and disposal of records, as well as the process of capturing and maintaining evidence and information about business activities and transactions in the form of records, is defined as records management (Farah & Ap Azli, 2022). Despite the fact that record-keeping methods have become more user-friendly, some firms continue to fail to meet record-keeping requirements. Furthermore, records are an important instrument for ensuring that a company is successfully and efficiently managed, as well as accountable to its employees and customers. Poor management of records is a fundamental issue of Besi-Tech Engineering Sdn Bhd, as is the inability to locate and collect essential documentation.

They use paper-based documentation. Many documents are lost at Besi-Tech Engineering Sdn Bhd due to inefficient file management. Documents such as quotations and purchase orders are examples. This prevents the document from being issued. Aside from that, it leads to failure to provide important information such as information about customer accounts, including purchases, payments, and other important data to the relationship. These jeopardies the ability to provide the best service and sales experience to top customers. When missing documents occur frequently, the company is unable to provide satisfactory service to its customers.

Furthermore, inadequate document management consumes time. One of the primary reasons that any firm employs a records management system is to save time. However, due to poor record management, a considerable amount of time is lost in client engagement and record review. This is owing to the enormous number of records stored by Besi-Tech Engineering Sdn Bhd. It takes a long time to find a document, especially when it contains paperwork from the prior year.



## WEAKNESS

### *Poor of English Language among Staff*

The process of communicating information and understanding from one person to another is known as communication. It is the interchange of ideas, thoughts, emotions, and comprehension between the sender and the recipient. Building and keeping relationships at work is essential.

There is no doubting the importance of communication in the workplace, given that people from all walks of life join together in organizations to work towards the same goal. Miscommunications amongst staff members, on the other hand, are prevalent. Employees will conflict if communication breaks down. Miscommunication can occasionally result in confrontations and misunderstandings.

Communication issues arise as a result of communication barriers. This is because Besi-Tech Engineering staff are divided into three groups: older employees, younger employees, and international workers. The delivery and reception styles of individuals differ tremendously depending on their age. Older workers are more likely to respond positively to straightforward and traditional communication.

Additionally, in order for them to understand the directions, they must provide highly extensive explanations. They occasionally have difficulty listening to other people's perspectives, which stops them from communicating. Language difficulties are what make life difficult for overseas workers. Even if they can speak in English, not all of Besi-Tech Engineering Sdn Bhd's foreign staff employees are fluent. It also results in many commands that should not be obeyed.



## **OPPORTUNITIES**

### ***High market demand***

Market demand refers to the willingness and ability of all consumers in the market to purchase a thing. Market demand is made up of price and quantity demanded, with price being the amount of money paid to buy a given quantity of anything and quantity demanded being the total number of things that customers are willing and able to buy. Market demand has an impact on enterprises and consumers since it determines production and guides market competitiveness. Businesses must be aware of market demand in order to design, manufacture, and promote products and services to consumers.

According to the analysis, high market demand is one of the factors of opportunity for Besi-Tech Engineering Sdn Bhd. This is determined by how much customers are willing to spend a certain price for a certain good or service. This is because of the very high demand for tanks at Besi-Tech Engineering Sdn Bhd. Besi-Tech Engineering receives a large number of quotations every month. In addition, the frequency with which a customer requests a quotation for each different project is also high. This results in a very high market demand.

This is because there is little competition in Malaysia for the manufacture and service of water tanks. Sing Tech Industries (M) Sdn Bhd, Binasteel Industries Sdn Bhd, and Pipeco Tanks Malaysia Sdn Bhd are the only companies that provide the same services as Besi-Tech. However, most tank companies in Malaysia work closely with Besi-Tech Engineering Sdn Bhd since they provide services that other companies do not. Meanwhile, the acceptable service creates a chance for Besi-Tech to boost market demand. If the customer is dissatisfied with the service provided, it is likely that they will not place another tank order with Besi-Tech Engineering.

The most common tank request at Besi-Tech Engineering is for a Hot Dipped Galvanised Pressed Steel water tank. This is due to the fact that these tanks are widely employed throughout Malaysia, particularly in industrial locations. They were also approached about little projects such as water tanks at schools and other educational settings.



## OPPORTUNITIES

### High profit margin

The next opportunity is high profit margins. It is closely related to the high market demand. This is due to high demand which enables Besi-Tech Engineering Sdn Bhd to earn high profits. A high demand acceptance rate increases the company's profits.

Each tank ordered allows the company to receive a profit of RM5,000.00 for a small tank. Meanwhile, at Besi-Tech Engineering, the frequency of tank orders is over 100 orders with different tank sizes. This allows the company to earn a profit of approximately RM1,000,000.00 a million per year.

Although Besi-Tech Engineering incurs a lot of costs such as maintenance, staff work equipment and so on, it still does not affect their profit margin.

Another reason that allows Besi-Tech Engineering to get the opportunity to get a high profit margin is because of their collaboration with other companies. This is because many companies only accept tank orders but the tanks are made by Besi-Tech Engineering. From there, they can increase the price to the appropriate price because they issue quotes on behalf of other tank companies.

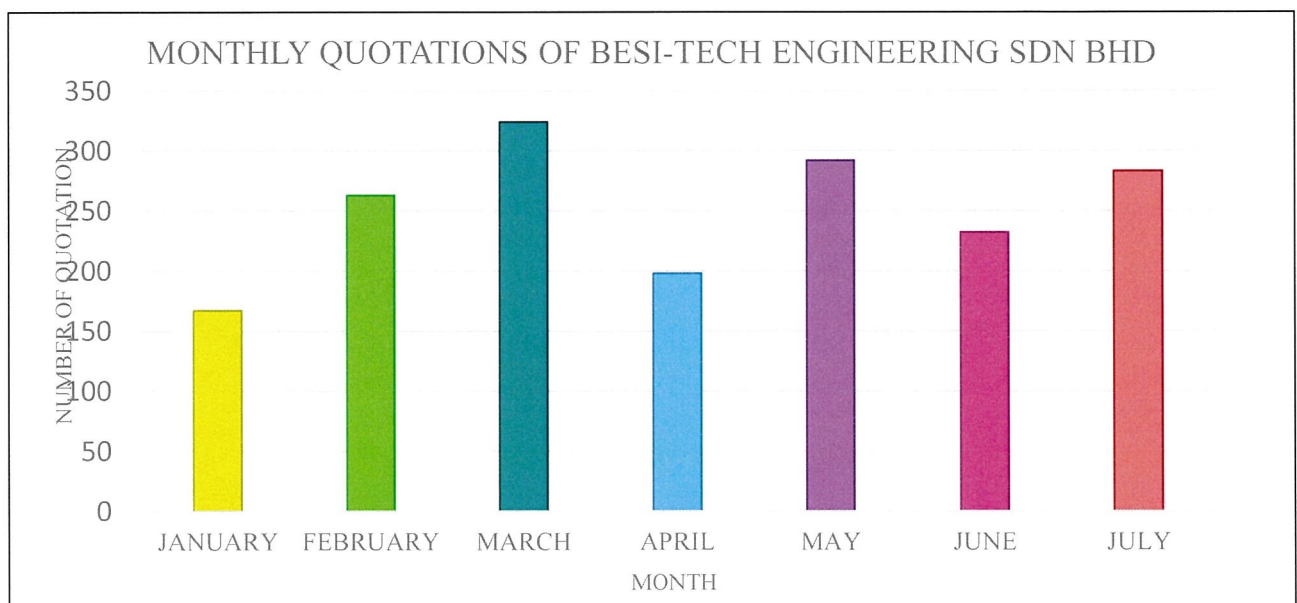


Figure 6 : Total Number for Montly Quotation of Besi-Tech Engineering Sdn Bhd



## **THREATS**

### *Unexpected governmental policy & regulations*

Unexpected government actions and regulations pose a threat to Besi-Tech Engineering Sdn Bhd. This is because, like other private enterprises, this company operates in accordance with government policy. As we can see, Malaysia's administration currently changes frequently. This had an impact on the company's operations because it had to meet the new government's requirements. Companies cannot follow only one and must keep up with current trends.

For example, during our country's Covid-19 outbreak, Besi-Tech Engineering was slightly hampered in preparing client orders due to new government restrictions and laws. Furthermore, political and government concerns that frequently alter in a short period of time have an impact on the company's investment. The fact that our currency is losing value at the moment is confirmation of this. Without a doubt, if the currency's value declines, many investors will flee. Companies may also lose existing international staff because they choose to work with nations with extremely high exchange rates, such as China and Singapore.

### *Shift in customer requirements*

The next threat for Besi-Tech Engineering Sdn Bhd is a shift in consumer needs. Customers are highly important here, and they consistently lead and follow requests accurately and fast. However, the frequency with which consumers change their purchase makes the flow of quotation preparation unappealing.

Each customer is unique in their own way. It is difficult to meet every consumer requirement perfectly. Some customers want to adjust the size of the tank at the last minute, while others make a different purchase order than the quote. This prompts the administration department to generate a new quote for the customer.

When a consumer has made a reservation via email and phone within 30 minutes, they may request a quote as soon as feasible. While the process of creating a quote is lengthy since the financial department must first produce an estimate before the administration issues a quote to the client.

## RECOMMENDATION

Based on the SWOT analysis above, there are some recommendations that I would like to suggest. In my opinion, this proposal to some extent helps to deal with the problems found at Besi-Tech Engineering Sdn Bhd. Here are the suggestions I have given:

### *Use electronic records management system than using old paper-based records*

An Electronic Records Management System (ERMS) is a software application that allows a corporation to assign a life cycle to information saved as records. Instead of paper and analogue records, it captures, receives, uses, manages, preserves, and disposes of electronic records. ERMS excels in document management by documenting and retrieving organizational information and improving the automation of business operations. Records management is fundamental to public sector operations; records serve as an agency's institutional memory. As a result, records management can be utilized to foster internal and external accountability, as well as consistent work methods.

The categorization, search, and identification of data that needs to be disposed of are the fundamental administrative functions of an ERMS. The capture, description, administration, storage, and dissemination of documents in electronic form are further features of the ERMS that conform to the principles of records management. Based on accepted principles, ERMS improves the retrieval and destruction of electronic records from the site where they are stored. Due to a lack of awareness of the benefits, a lack of skills and knowledge, a lack of manpower, and a lack of resources, many organisations, particularly in developing nations, have yet to adopt ERMS programmes.

ERMS has a number of advantages. A customized electronic document process is one example. Workflow automation lowers frustration and boredom in areas such business approval processes, invoicing, time off requests, customer service reports, and others. It makes the right information available to you at any time and from any location from the comfort of your PC. In seconds, documents may be routed and shared across multiple departments and platforms. The working space will be more accessible and organized as a result. Consider eliminating filing cabinets, stacks of paper on workstations, and hours spent physically scanning and destroying paper with cumbersome equipment. Employees can recover workplace space and achieve more organized productivity by implementing digital document solutions.



## **RECOMMENDATION**

Furthermore, ERMS decreases and improves data security concerns. Electronic document management software improves compliance and reduces the possibility of misplaced files, data breaches, fines, and lost revenue by storing records in an unlocked file cabinet or in a public meeting room, rather than leaving confidential business information vulnerable to security breaches by storing records in an unlocked file cabinet or in a public meeting room. It also includes a complete audit trail and permissions-based viewing for your convenience.

### **Conduct a proper communication between employees**

Effective communication has an impact on job satisfaction. If communication is successful, other concerns will not arise. As a result, there are different techniques to dealing with miscommunication. One of them has begun to talk. Talking with colleagues is usually one of the best ways to deal with problems. By engaging in dialogues and discussing concerns, one should be able to deduce how communication gaps are formed. Effective communication requires paying attention to what the other person is saying. That is why regular meetings are essential so that everyone may share their ideas and perspectives.

When a conversation does occur, try not to get too personal. It is undesirable to handle workplace conflict caused by differences in a way that may destroy coworker relationships. When both parties have misunderstood one another, the best course of action is to handle the matter calmly and without taking anything personally (Campbell, S et al, 2020).

Next, state your intentions clearly. Clarity and specificity in communication are critical for resolving communication challenges. To avoid misunderstanding, make sure your communication is precise and simple. Do not leave a confusing message. Check to ensure that what is said is exactly what is supposed to be said (Campbell, S et al, 2020).

Finally, every employee should maintain constant communication. Because of technological advances, it is a speedy process. People's workloads grow as a result. This does not, however, mean that employees will stop communicating with one another at work. Companies stay linked by using e-mail and other modern technological technologies to communicate. This is straightforward because it saves both time and energy. Meetings are also held on a regular basis to allow everyone to exchange ideas.

## RECOMMENDATION

Therefore, in addition to a high performance that supports work and management, employing some of the aforementioned methods might help an employee feel more satisfied in their position.

### *Adapt with customer requirement*

Every firm must adapt to the needs of its customers. It is critical for businesses to stay up with changing client needs. This is because every corporation prioritizes its clients. Customer satisfaction will define the company's future direction, whether it is more advanced and has more customers or vice versa.

Besi-Tech Engineering must adjust in order to modify to meet consumer needs. Accelerating the supply chain is one of them. They can make networking easier for clients. It can go much faster if the supply chain is made simpler by having distinct supply chains for each purpose. For fast-moving, slow-moving, and non-moving products, businesses might have various supply chains. Depending on the product and the demand for it, this separation may occur at the manufacturing or supply end. Moving warehouses and streamlining the material movement are further ways that simplification might be achieved.

As a result, they can improve interactions between businesses and their customers. Interactions between the company's internal organization and external suppliers frequently result in logistical and other issues that impede supplier performance. Companies engage suppliers for their knowledge, yet many internal organizations, whether threatened by suppliers or unaware of the causes, push suppliers to follow their own practices. Needless to say, this slows everything down and causes extra complications.

And last, just give the customer what they want. Always exercise caution when producing and only in the quantity requested by the consumer. It guarantees the availability of capacity and avoids production and supply chain bottlenecks brought on by overproduction. Additionally, it can help to avoid wasting a lot of money.



## CONCLUSION

Throughout the course of my 24-week internship, I learned a lot and developed a solid understanding of the range of career options in the administrative field. Because of my internship, I have been exposed to a real workplace that demands a lot of self-assurance.

Along with that, I can take pride in the fact that my soft skills have also advanced. When I learned to seek advice from senior personnel or subject matter experts for every challenge, my communication skills improved. Moreover, I discovered during the training that time management is another crucial component. My boss urged me to finish the assignment he gave me as soon as I could. So, I had to be careful how I used my time.

The internship program is an intriguing programme that should be employed for all courses because students would benefit more from the training. Students also put what they've learned into practice, which can help them learn more. 24 weeks of training is not a long time.

However, it is time for students to transition into the real work environment with excitement and value. Students are sometimes chastised because the faults they make are typical occurrences, and they are warned not to make the same mistakes again. As a student, the internship programme has emphasized my skills and offered me a suitable path for my next professional involvement. I can now make informed decisions about my employment search.



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## APPENDICES



No Lesen : PB032201  
Licence No :

### LESEN PENSIJILAN BARANGAN *Product Certification Licence*



SIRIM QAS International Sdn. Bhd. dengan ini menganugerahkan kepada  
*SIRIM QAS International Sdn. Bhd. hereby grants to*

**BESI-TECH INDUSTRIES SDN. BHD.**  
LOT 16023, NILAI UTAMA INDUSTRIAL PARK  
71800 NILAI  
NEGERI SEMBILAN, MALAYSIA

Lesen untuk menggunakan Tanda Pensijilan di atas barangan  
*a licence to use the Certification Mark on*

**PRESSED STEEL SECTIONAL RECTANGULAR TANK PANEL**

Please refer to detail in the SCHEDULE

sebagai mematuhi keperluan  
*as complying with*  
**BS 1564 : 1975**

**Mohd Azanuddin bin Salleh**  
Ketua Pegawai Eksekutif  
*Chief Executive Officer*  
SIRIM QAS International Sdn. Bhd.



SIRIM QAS International Sdn. Bhd.  
(No. Syarikat 410334-X)  
1, Persiaran Dato Menteri  
Seksyen 2, Ptd 6 Surst 7035  
40700 Shah Alam  
Selangor Darul Ehsan  
MALAYSIA  
Tel : 60-3-55444900  
Faks : 60-3-55444996  
http://www.sirim.my  
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Sah Sehingga : 10 April 2021  
*Valid Until*


Tarikh Dikeluarkan : 10 March 2020  
*Issue Date*  
No Siri : 053653  
*Serial No*

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Figure 6 : Product Certification License




# APPENDICES




**BESI-TECH ENGINEERING SDN. BHD.**  
1356766-V  
**BESI-TECH INDUSTRIES SDN. BHD.**  
(174897-C)





**MANUFACTURER OF PRESSED STEEL SECTIONAL WATER STORAGE TANK**



Lot 8022, Nasa Utama Industrial Park, 71000 Nibea, Negeri Sembilan  
Tel: 06-794 0202 / 0203 / 0204 | Fax: 06-794 0208 | Email: info@besitech.com



**GENERAL**

BTI pressed steel sectional water tank panels are manufactured in accordance to IS 808, IS 809 and IS 1924, 1925. The tank panel when assembled provides a convenient means of bulk storage of water subject to a leak test.

**MATERIALS**  
Mild steel plates IS 206 1000y grade or IS 2062

**DIMENSION OF PANEL**  
1200mm x 1200mm or 1200mm x 1500mm

**FLANGES OF PLATES**  
The plates are cold pressed with a combined double flange at an angle of 45° and go to the face of the plate on all four sides.

**COATING ON PLATES & LINING**

- Hot-dipped galvanized to ISO 14719, between painted and fusion bonded epoxy powder coating.
- High density polyethylene (HDPE) internal lining.

**ROOF COVERS**  
Press 8 sectional panel, pitched and flat-sheet cover.

**LADDERS**  
Internal and external ladders of hot-dipped galvanized between painted, aluminum and stainless steel.

**LEVEL INDICATOR**  
Mechanical of use and maintenance.

**WATER TANK COMPONENTS**




Lot 8022, Nasa Utama Industrial Park, 71000 Nibea, Negeri Sembilan  
Tel: 06-794 0202 / 0203 / 0204 | Fax: 06-794 0208 | Email: info@besitech.com

**TYPE OF TANK PANELS**



**ANGLE STAYS**

TYPE	120MM PANEL			100MM PANEL		
	1719	2443	5167	1409	2024	4738
	1119	2338	3557	4776	900	1900
	1639	2649	4314	5375	1329	2154

**PLATE DIMENSION AND THICKNESS**

**PLATE DIMENSION AND THICKNESS (MM)**

MAXIMAL PANEL SIZE	PLATE SIZE	HEAVY THICKNESS			MEDIUM THICKNESS		
		THICKNESS	WEIGHT	AREA	THICKNESS	WEIGHT	AREA
1200 X 1200	1200 X 1200	5.0	5.0	1.17	4.0	4.0	1.00
	1200 X 1200	5.0	5.0	1.17	4.0	4.0	1.00
1200 X 1500	1200 X 1500	5.0	5.0	1.50	4.0	4.0	1.35
	1200 X 1500	5.0	5.0	1.50	4.0	4.0	1.35

**PLATE DIMENSION AND THICKNESS**

MAXIMAL PANEL SIZE	PLATE SIZE	HEAVY THICKNESS			MEDIUM THICKNESS		
		THICKNESS	WEIGHT	AREA	THICKNESS	WEIGHT	AREA
1200 X 1200	1200 X 1200	5.0	5.0	1.17	4.0	4.0	1.00
	1200 X 1200	5.0	5.0	1.17	4.0	4.0	1.00
1200 X 1500	1200 X 1500	5.0	5.0	1.50	4.0	4.0	1.35
	1200 X 1500	5.0	5.0	1.50	4.0	4.0	1.35

Lot 8022, Nasa Utama Industrial Park, 71000 Nibea, Negeri Sembilan  
Tel: 06-794 0202 / 0203 / 0204 | Fax: 06-794 0208 | Email: info@besitech.com

**TABLES OF SIZES, APPROXIMATE WEIGHTS AND NOMINAL CAPACITIES OF TANKS WITH EXTERNAL FLANGES**

**TABLE 1**

NOMINAL TANK SIZE (UNIT OF 1000 LITERS)	NUMBER OF PLATES	NOMINAL CAPACITY (M <sup>3</sup> )	APPROX. TOTAL WEIGHT (TONNE)	NOMINAL TANK SIZE (UNIT OF 1000 LITERS)			NUMBER OF PLATES	NOMINAL CAPACITY (M <sup>3</sup> )	APPROX. TOTAL WEIGHT (TONNE)
				SIZE	WEIGHT	CAPACITY			
4 X 4	120	16	400	3.0	3.0	12	16	400	
4 X 4	120	16	400	3.0	3.0	12	16	400	
4 X 4	120	16	400	3.0	3.0	12	16	400	

**TABLE 2**

NOMINAL TANK SIZE (UNIT OF 1000 LITERS)	NUMBER OF PLATES	NOMINAL CAPACITY (M <sup>3</sup> )	APPROX. TOTAL WEIGHT (TONNE)	NOMINAL TANK SIZE (UNIT OF 1000 LITERS)			NUMBER OF PLATES	NOMINAL CAPACITY (M <sup>3</sup> )	APPROX. TOTAL WEIGHT (TONNE)
				SIZE	WEIGHT	CAPACITY			
4 X 4	120	16	400	3.0	3.0	12	16	400	
4 X 4	120	16	400	3.0	3.0	12	16	400	
4 X 4	120	16	400	3.0	3.0	12	16	400	

**TABLE 3**

NOMINAL TANK SIZE (UNIT OF 1000 LITERS)	NUMBER OF PLATES	NOMINAL CAPACITY (M <sup>3</sup> )	APPROX. TOTAL WEIGHT (TONNE)	NOMINAL TANK SIZE (UNIT OF 1000 LITERS)			NUMBER OF PLATES	NOMINAL CAPACITY (M <sup>3</sup> )	APPROX. TOTAL WEIGHT (TONNE)
				SIZE	WEIGHT	CAPACITY			
4 X 4	120	16	400	3.0	3.0	12	16	400	
4 X 4	120	16	400	3.0	3.0	12	16	400	
4 X 4	120	16	400	3.0	3.0	12	16	400	

**TABLE 4**

NOMINAL TANK SIZE (UNIT OF 1000 LITERS)	NUMBER OF PLATES	NOMINAL CAPACITY (M <sup>3</sup> )	APPROX. TOTAL WEIGHT (TONNE)	NOMINAL TANK SIZE (UNIT OF 1000 LITERS)			NUMBER OF PLATES	NOMINAL CAPACITY (M <sup>3</sup> )	APPROX. TOTAL WEIGHT (TONNE)
				SIZE	WEIGHT	CAPACITY			
4 X 4	120	16	400	3.0	3.0	12	16	400	
4 X 4	120	16	400	3.0	3.0	12	16	400	
4 X 4	120	16	400	3.0	3.0	12	16	400	

Lot 8022, Nasa Utama Industrial Park, 71000 Nibea, Negeri Sembilan  
Tel: 06-794 0202 / 0203 / 0204 | Fax: 06-794 0208 | Email: info@besitech.com

Figure 7 : Besi-Tech Engineering Sdn Bhd Water Tank Catalogue

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### **BESI-TECH ENGINEERING SDN.BHD.** (306786-V)

Lot 16023, Nilai Utama Industrial Park, 71800 Nilai, Negeri Sembilan  
 Tel: (606) 794 0032/ 0120/ 0150 Fax: 06-7940388 E-mail: bti@besitech.com

Company:	UMJ Engineering Sdn Bhd	Date:	01/08/2023
Att:	Mr Goh	Our Ref:	BT/11994/0823
Tel:	03-9010 4243	Fax:	03-8945 2087
Email:	<a href="mailto:umjaya88@gmail.com">umjaya88@gmail.com</a>		

**Re: Quotation for Tank Accessories**

We thank you for your enquiry and have much pleasure in submitting our quotation for your consideration.

Job Site: Sungai Besi, KL

Item	Description of works	TOTAL (RM)
	To supply, deliver and install :	
1	1.5m (H) stainless steel string, PVC ball and pointer	200.00
		<b>Total</b>
		<b>200.00</b>

Validity: 1 day, subject to availability of raw material

Delivery: To be arranged

Terms of Payment: Full payment before delivery

**TERMS AND CONDITIONS**

1. Tank accessories i.e. cleats, stays, bolts, nuts, washers, and non-toxic joining compound are supplied complete with the said tanks and identical finishes to your order.
2. Pipe openings will be provided upon request as per your drawing on confirmation.
3. Pipe fittings and its accessories and others not mentioned herewith are excluded.
4. Goods delivered to site for installation by others will be your self-keeping and responsibility.
5. Free water and electricity to be provided during our work progress.

Note : Price exclude pipeworks, tank support, crannage at site and others not specified.

Your faithfully,

BESI-TECH ENGINEERING SDN.BHD.

Figure 8 : Sample of Quotation for Tank Accessories



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### **BESI-TECH ENGINEERING SDN.BHD.** (306786-V)

Lot 16023, Nilai Utama Industrial Park, 71800 Nilai, Negeri Sembilan  
 Tel: (606) 794 0032/ 0120/ 0150 Fax: 06-7940388 E-mail: bti@besitech.com

Company: Potential Systems Sdn Bhd  
 Att: Ms Aisah  
 Tel: 03-5103 5555  
 Email: [potential.qs@hotmail.com](mailto:potential.qs@hotmail.com)

Date: 31/07/2023  
 Our Ref: BT/11985/0723  
 Fax: 03-5103 2233

**Re: Quotation for Hot Dipped Galvanised Pressed Steel Water Tank (Brand: BTI)**

We thank you for your enquiry and have much pleasure in submitting our quotation for your consideration.

Job Site: Lasar Tower Sdn Bhd, KL

Item	Tank Sizes LXBXH	Type	Partition Size	Cover Set 1.5mm	Int. Ladder Set	Ext. Ladder Set	Level Indicator Set	Tank	Installation	TOTAL (RM)
1	8' x 8' x 8' (H) 3200 gallons (5.0mm thickness) (Without painting)	HDG	1SP	1	2 HDG	2 HDG	2	Included	Included	18,800.00
2	4m x 3m x 2m (H) 5280 gallons (5.0mm thickness) (Without painting)	HDG	1SP	1	2 HDG	2 HDG	2	Included	Included	34,000.00
<b>Total</b>										<b>52,800.00</b>

Validity: 1 day, subject to availability of raw material

Delivery: 2 - 3 months upon confirmation of tank opening,  
subject to stock availability

Terms of Payment: 60 days

**TERMS AND CONDITIONS**

1. Tank accessories i.e. cleats, stays, bolts, nuts, washers, and non-toxic joining compound are supplied complete with the said tanks and identical finishes to your order.
2. Pipe openings will be provided upon request as per your drawing on confirmation.
3. Pipe fittings and its accessories and others not mentioned herewith are excluded.
4. Goods delivered to site for installation by others will be your self-keeping and responsibility.
5. Free water and electricity to be provided during our work progress.

Note : Price exclude pipeworks, tank support, crannage at site and others not specified.

Your faithfully,

BESI-TECH ENGINEERING SDN.BHD.

Figure 9 : Sample Quotation for Hot Dipped Galvanised Pressed Steel Water Tank

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### **BESI-TECH ENGINEERING SDN.BHD.** (306786-V)

Lot 16023, Nilai Utama Industrial Park, 71800 Nilai, Negeri Sembilan  
 Tel: (606) 794 0032/ 0120/ 0150 Fax: 06-7940388 E-mail: [bt@besitech.com](mailto:bt@besitech.com)

Company:	E Com Safety Engineering Sdn Bhd	Date:	26/07/2023
Att:	Mr Hazik	Our Ref:	BT/11952/0723
Tel:	03-5122 5151	Fax:	03-5122 5050
Email:	<a href="mailto:ecom_safety@yahoo.com">ecom_safety@yahoo.com</a>		

**Re: Quotation for Hot Dipped Galvanised Pressed Steel Water Tank Repair**

We thank you for your enquiry and have much pleasure in submitting our quotation for your consideration.

Job Site: Sunway, Selangor

Item	Description of works	TOTAL (RM)
1	To supply all labours, tools and materials to repair 1 leaking point for one unit 12' x 12' x 12' (H) HDG water tank.  <b>Warranty period : 3 months against replace and leaking</b>	500.00
	<b>Total</b>	<b>500.00</b>

Validity: 1 day, subject to availability of raw material  
 Delivery: To be arranged  
 Terms of Payment: 60 days

**TERMS AND CONDITIONS**

1. Tank accessories i.e. cleats, stays, bolts, nuts, washers, and non-toxic joining compound are supplied complete with the said tanks and identical finishes to your order.
2. Pipe openings will be provided upon request as per your drawing on confirmation.
3. Pipe fittings and its accessories and others not mentioned herewith are excluded.
4. Goods delivered to site for installation by others will be your self-keeping and responsibility.
5. Free water and electricity to be provided during our work progress.

Note : Price exclude pipeworks, tank support, crannage at site and others not specified.

Your faithfully,

BESI-TECH ENGINEERING SDN.BHD.

Figure 10 : Sample Quotation for Tank Repair



## APPENDICES



### **BESI-TECH ENGINEERING SDN.BHD.** (306786-V)

Lot 16023, Nilai Utama Industrial Park, 71800 Nilai, Negeri Sembilan  
 Tel: (606) 794 0032/ 0120/ 0150 Fax: 06-7940388 E-mail: bti@besitech.com

Company: Kitajo Engineering Sdn Bhd  
 Att: Purchasing Department  
 Tel: 03-9011 9296  
 Email: [kitajoeng@gmail.com](mailto:kitajoeng@gmail.com)

Date: 15/07/2023  
 Our Ref: BT/11847/0723  
 Fax: 03-9011 9296

**Re: Quotation for FRP Water Tank**

We thank you for your enquiry and have much pleasure in submitting our quotation for your consideration.

Job Site: Puchong, Selangor

Item	Tank Sizes LXBXH	Type	Partition Size	Cover Set	Int. Ladder Set	Ext. Ladder Set	Level Indicator Set	Tank	Installation	TOTAL (RM)
1	2m x 1m x 1m (H) 440 gallons (10 pcs) SS 245 : 2014	FRP	NIL	1	NIL	1	1	Included	Included	3,800.00
2	4m x 1m x 1m (H) 880 gallons (18 pcs) SS 245 : 2014	FRP	NIL	1	NIL	1	1	Included	Included	6,800.00
3	To supply 3 lgths x 4" x 4" x 4' ft (H) and 2 lgths x 4" x 4" x 14' ft (H) I-Beam									1,200.00
4	To supply all labours, tools and materials to conduct a manual hoisting for all materials to second floor									400.00
Validity:		1 day, subject to availability of raw material						Gross Total		12,200.00
Delivery:		2 - 3 months upon confirmation of tank opening, subject to stock availability						Discount		(1,700.00)
								<b>Total</b>		<b>10,500.00</b>
Terms of Payment:		Full payment before delivery								

**TERMS AND CONDITIONS**

1. Tank accessories i.e. cleats, stays, bolts, nuts, washers, and non-toxic joining compound are supplied complete with the said tanks and identical finishes to your order.
2. Pipe openings will be provided upon request as per your drawing on confirmation.
3. Pipe fittings and its accessories and others not mentioned herewith are excluded.
4. Goods delivered to site for installation by others will be your self-keeping and responsibility.
5. Free water and electricity to be provided during our work progress.

Note : Price exclude pipeworks, tank support, crannage at site and others not specified.

Your faithfully,

BESI-TECH ENGINEERING SDN.BHD.

Figure 11 : Sample Quotation for Fiberglass Reinforced Polyester Water Tank

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Figure 12 : Sample Sticker for Tank Delivery