



اَبُو سَيِّدِي تَيْكُو لُو كِي مَارَا
UNIVERSITI
TEKNOLOGI
MARA

Cawangan Melaka

**FACULTY OF BUSINESS AND MANAGEMENT
BACHELOR OF BUSINESS ADMINISTRATION (HONS) IN INTERNATIONAL
BUSINESS**

MGT666: INDUSTRIAL TRAINING REPORT



Zuspresso (M) Sdn Bhd

PREPARED BY:

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EXECUTIVE SUMMARY

This industrial training report will show all of the result of the five months and two weeks internship experience in a Malaysia #1 Tech-Driven Coffee Chain, ZUS Coffee. This report consists of overall experience as a Supply Chain intern, who have been responsible for the ordering for East Malaysia (Sabah) outlets and 3-ways matching (Purchase Order, Delivery Order and Invoice). This internship has given me a lot of opportunity to learn many things about coffee chains such as how to deal with the supplier, how to control the stocks and the importance of stock take.

Therefore, this report will be divided into certain parts. The first part is the student's profile which is a resume. The second part is the company's profile which consists of the company logo, company name, the company's address, vision and mission of the company, the products offered, supply chain's organizational chart and the background of establishment. Next is the training's reflection which contains the duration of the internship, the specific roles that I have been assigned to, the benefits that I received and the skills that I get to polish. The last part of this report will consist of the SWOT analysis of the supply chain department, detailed discussion of the SWOT analysis and recommendation based on the analysis.

Lastly, this report will be concluded from the first part until the last part of this report in conclusion. The appendices will show the pictures of the system that I used, the warehouse where I do stock take and some mass tests that I have participated in. Thank you.

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ACKNOWLEDGEMENT

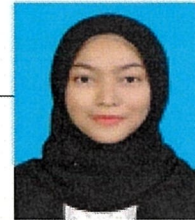
In the name of Allah, the Most Gracious and the Most Merciful.

All praises to Allah and His blessing for the completion of this Industrial Training Report. I have experienced a lot to finish this report, especially for the time and research process. Also, I thank God for all the opportunities and strength that have been poured to me these days. My humblest gratitude to the Holy Prophet Muhammad (Peace be upon him) whose way of life has been continuous guidance for us.

Prior to anything else, I would like to express my profound gratitude to my lecturer, Madam Noorain Binti Mohd Nordin for her direction, understanding and patience as well as, and perhaps most significantly, for the warm support and pleasant attitude she has given me to complete this report. Furthermore, I would like to give a sincere appreciation to my company, Zuspresso (M) Sdn Bhd and my department, Supply Chain, have given me the opportunity to do an internship here which is a very crucial part to finish my semester and degree year. Lastly, I would like to offer special thanks to my family and my colleagues which plays a big role during my internship. All of the support, motivation, help and advice is very much meaningful to me that have made me who I am today. May God grant the aforementioned individuals prosperity and honour throughout their lives. Thank you.

STUDENT'S PROFILE (RESUME)

NURNAZIRA SOFEA BINTI ZAINAL ABIDIN



EDUCATION

UNIVERSITI TEKNOLOGI MARA (UITM) KAMPUS BANDARAYA MELAKA (2020 – Present)

Bachelor of Business Administration (Hons.) International Business.

CGPA 3.62

UNIVERSITI TEKNOLOGI MARA (UITM) KAMPUS DENGKIL (June 2019 – 2020)

Foundation in Law

CGPA 3.58

SEKOLAH SERI PUTERI, CYBERJAYA (2014-2018)

Elective Science Stream

SPM 6A 3B

EXPERIENCE

- | | |
|-----------|--|
| 2022-2022 | <p>Dropship (Chocokies), Here Cookies</p> <ul style="list-style-type: none">- Managed Here Cookies Facebook page by doing and publishing copywriting for the hard sell of the products.- Sold and surpassed the number of required sales (RM61) and collected RM118 with 5 jars of cookies.- Prepared a full business report with eligible certificates which are Go-Ecommerce and MyENT. |
| 2021-2022 | <p>Cashier & Barista, Maija Creative Enterprise (Rasa Cakes Café)</p> <ul style="list-style-type: none">- Led the café assistants to do the work assigned and handled customers' orders according to the SOPs correctly.- Created and developed some drink recipes then, trained other baristas to do the drink accurately.- Updated stocks of goods every day to make sure the business run smoothly. |
| 2019-2021 | <p>Waitress & Cashier, My Kluang Coffee</p> <ul style="list-style-type: none">- Served the customers according to their orders accurately and recommended some menus to the customers when uncertain.- Handled the cashier post system properly and make sure there is no money shortage in everyday sales reports.- Checked and verified the quantity of the raw materials supplier sent in detail and managed the filing of the invoices. |

STUDENT'S PROFILE (RESUME)

ACTIVITIES

- 2023 Webinar "Youth & Diplomacy: Soaring Upwards to A Promising Future"
Floor Manager (Head of Protocol Bureau)
- Planned and forecasted the tentative program appropriately.
 - Led and assisted the members of the protocol bureau to do the work assigned properly.
 - Prepared a cue sheet to manage the time during the webinar and managed to end the program according to the tentative.
- 2023 Seminar "Manners is A Beauty That Never Fades"
Floor Manager
- Managed and clarified the flow of the event to the advisor and all committees.
 - Handled the seminar according to tentative and ensured the event ran smoothly without any undesirable problems by communicating closely with the head project and other committees.
 - Directed other committees and cued the emcees throughout the event with the exact timing.
- 2022-2022 Siswapreneur Virtual Talk 1/2022 Langkah Awal Memulakan Perniagaan
Participant
- Successfully completed the Ezbiz program and managed to do an online small business through a Facebook page.

SKILLS

Technical: Microsoft PowerPoint (Intermediate), Word (Intermediate), and Excel (Basic).

Design: Canva (Intermediate) and Adobe Photoshop (Basic).

Language: Malay language (Fluent) and English language (Intermediate).

AWARDS

Dean's List Award (Achieved GPA above 3.50/4.00)

- Semester 1 (2020), Semester 2 (2021), Semester 3 (2021) and Semester 5 (2022).

REFERENCES

NORSHIBA NORHISHAM
Industrial Training Coordinator
Faculty of Business and Management
UiTM Cawangan Melaka
Kampus Bandaraya Melaka

KHALILAH BINTI IBRAHIM
International Business Lecturer
Faculty of Business
UiTM Cawangan Melaka
Kampus Bandaraya Melaka

COMPANY'S PROFILE

Company Logo:



Company Name: Zuspresso (M) Sdn Bhd

Address (HQ): 7, Jalan Penyajak U1/45A, Hicom-glenmarie Industrial Park, 40150 Shah Alam, Selangor.

Operation Hour: Monday - Friday, 9 AM - 6 PM

Mission: To deliver premium specialty coffee to the local population at a reasonable price (ZUS Coffee, n.d.).

Goals: Ensuring that ZUS Coffee remains a Necessity, not a Luxury, by providing an outstanding ZUS Coffee experience (ZUS Coffee, n.d.).

Background of establishment: ZUS Coffee was founded in 2019 with their very first outlet located in Binjai. The famous blue branding coloured who serves coffee drinks, ZUS Coffee also came out with their frappe line which makes the brand having more varieties to attract customers, during February 2021 (ZUS Coffee, n.d.). Furthermore, the premium coffee brand, ZUS Coffee is Malaysia's #1 Tech-Driven Coffee Chain that places a focus on smartphone technology to offer grab-and-go delivery at a reasonable price via its app which is available in App Store and Play Store. This effort enables their customers to have coffee easily, owing to the fact that they can stay ahead of the crowd when they choose the pickup or delivery method. Not only that, ZUS Coffee also launched ZUS Rice Straws in October 2021 (ZUS Coffee, n.d.) that shows that the company has a sense of environmental sustainability when it comes to their business. Now, ZUS Coffee has more than 200 outlets operated all over Malaysia's states including Sabah and Sarawak and will continue to open more outlets which will make it very reachable to their customers.

PRODUCTS OFFERED

PRODUCTS OFFERED
IN
**ZUS
COFFEE**



**HOT MEALS &
PASTRIES**



COFFEE BEVERAGES



**ICE
BLENDED/
FRAPPE**



COOLER/REFRESHER



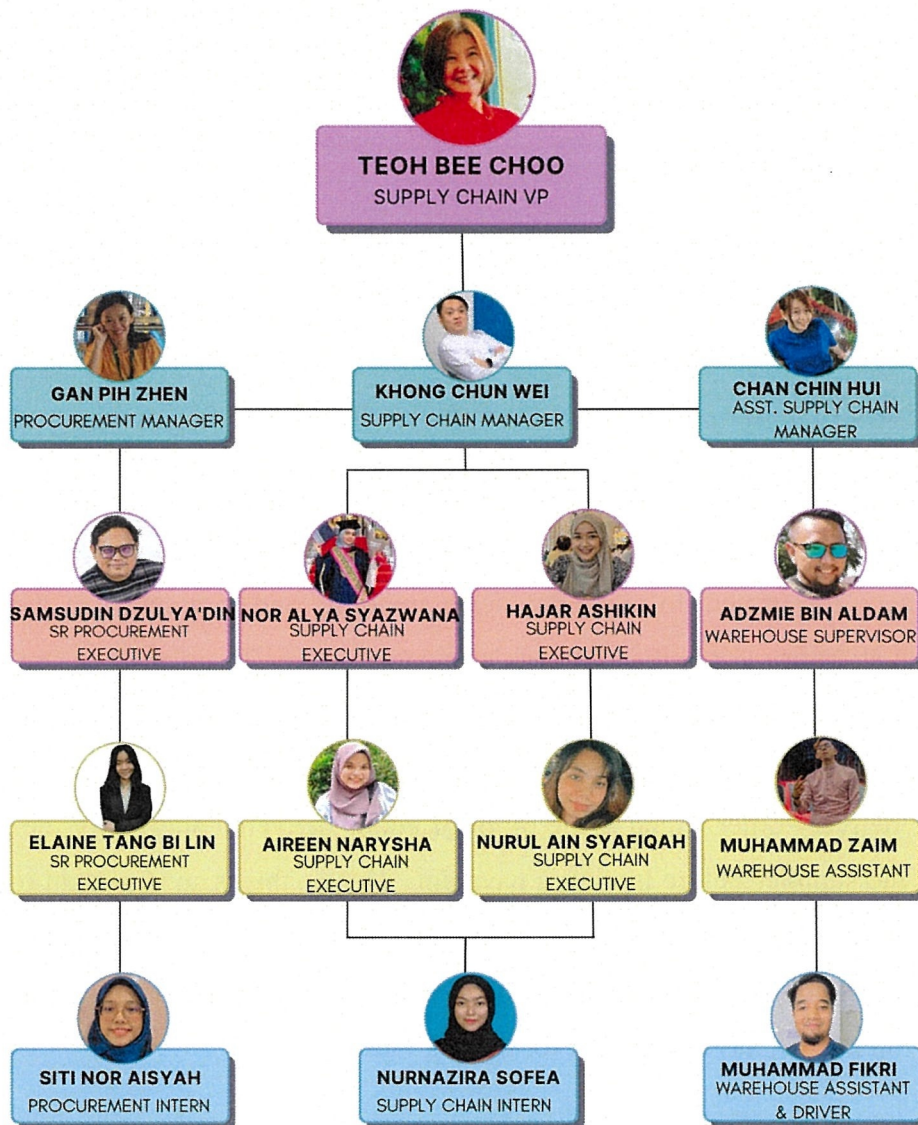
**NON-COFFEE
BEVERAGES**

DESSERT



ALL PICTURES ARE RETRIEVED FROM ZUS COFFEE'S WEBSITE

ORGANIZATIONAL CHART



TRAINING'S REFLECTION

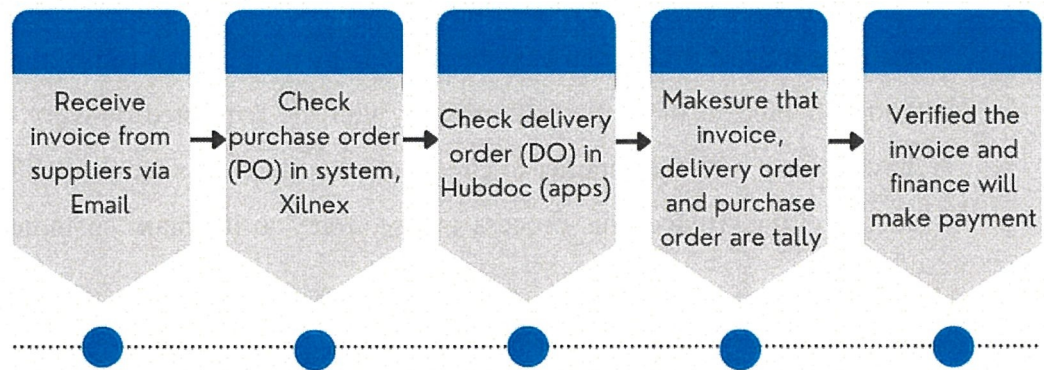
My internship journey started on 1st March 2023 in a Malaysia's #1 Tech-Driven Coffee Chain, ZUS Coffee, as a Supply Chain Intern in the Procurement department which plays a big role in the company operation. The internship requires a five month and two weeks duration which is from 1st March 2023 until 15th August 2023.

According to Lotfi et al. (2023) supply chain management is a fundamental aspect of businesses and organizations and it is critical to their performance and consumer happiness. ZUS Coffee's supply chain is very important to ensure that the company's products and goods are aligned with the company's mission which is to serve premium coffee and also other goods at reasonable prices.

Therefore, as a supply chain intern, I have been given several responsibilities by my department such as '3-ways matching (Purchase Order, Delivery Order and Invoice)' and managing outlets' ordering that includes raw material and equipment, specifically for East Malaysia, Sabah's outlets. My main responsibilities are consists of:

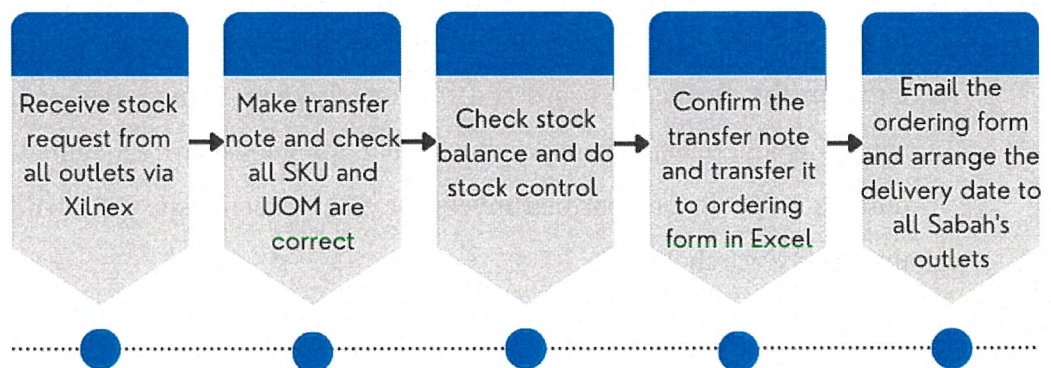
1. **3-Ways Matching** - The 3-ways matching are the process of matching the Purchase Order (PO), Delivery Order (DO) and Invoice. This process is important to help the finance department to make payments smoothly and to assure that there will be no cash short or over in the company's financial ledger. In order to ensure it is tally, we have to make sure that the outlet supervisor or outlet manager, key in the actual goods quantity received in purchase order in our system and we will do cross checking with the delivery order which is the proof of goods delivered and verify the invoice given by the supplier before issuing a payment. Hence, this is an important role to help not only towards the company's financials, it also adds visibility to a company's relationship with the suppliers that they have provided to the company and the payments that have been paid for those goods.

3-WAYS MATCHING



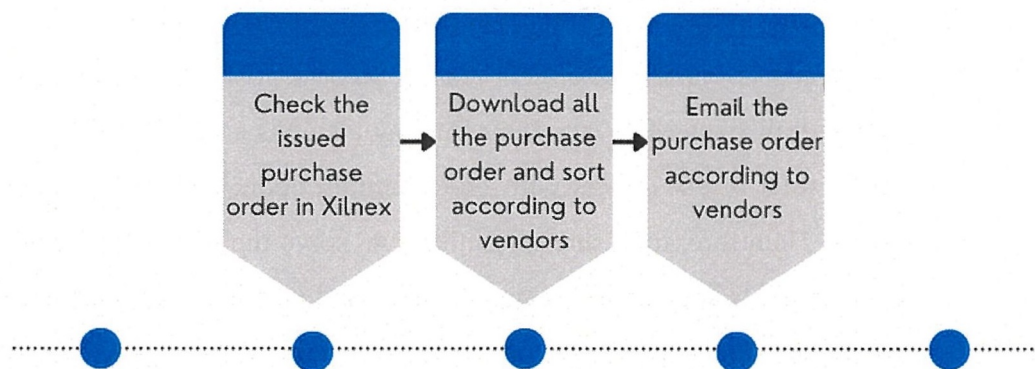
2. **Managing Sabah's outlets ordering (fulfilment)** - As a coffee chain company, purchasing is mostly for outlets' using. Since ZUS Coffee has more than 200 outlets operated all over Malaysia, the company also has expanded to East Malaysia, Sabah with a total of six outlets with one premium outlet located in Imago Shopping Mall Sabah. Therefore, to ensure all outlets can serve the premium coffee, they need to do stock requests such as coffee beans, cakes and pastries from our third party warehouse located in Kota Kinabalu. Consequently, I have been responsible to fulfil the stock request once a week by checking the daily stock balance provided by our third party warehouse. Furthermore, I will do inventory or stock control by managing the stock balance to make sure I am retaining the right amount of goods for each outlet. This process ensures that outlets will operate with a minimal out of stock menu that leads to customers' satisfaction.

Managing Sabah's outlets ordering (fulfilment)



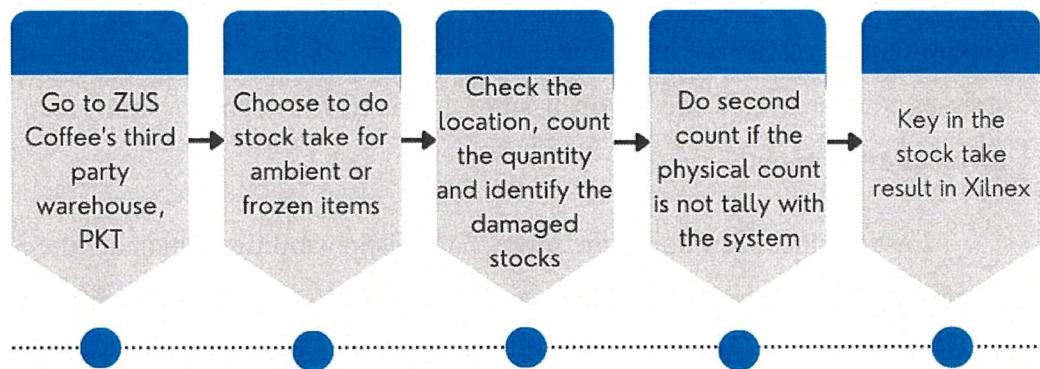
Other than that, there is also some raw material that needs to be purchased directly from our vendors or suppliers there. Therefore, I am responsible to check that all issued purchase orders that have been made by the outlet must be emailed to suppliers and delivered to the outlet accordingly with the requested delivery date. I will also have to deal with the supplier to check whether the goods are available to be delivered to the outlet. Hence, this process is also a key to maintain customers' demand and satisfaction.

Managing Sabah's outlets ordering (purchase order)



3. **Do stock take** - Here, ZUS Coffee liaises with a third party warehouse located in Shah Alam to keep all the raw materials and also do the delivery to the outlets. Therefore, every month, the procurement department has to do stock take with the said warehouse which will be done at the end of each month. In the stock take process, we will be divided into two teams which is to do stocktake for frozen goods and ambient items. In the process, we have to check the location or shelf number, do a physical count of the goods and verify any damaged goods to identify differences between the financial record and the actual count. Hence, this process is crucial in supply chain management to check that all goods are accounted for and that no outliers exist to prevent bad inventory management especially when liaising with a third party warehouse.

Do stock take



Next, the benefits that I have received during my internship at Zuspresso (M) Sdn Bhd are like allowance and membership voucher. The allowance that I have received, based on the bachelor's degree, is RM800 per month. Other than that, one of the perks working in the company is that the employees are given a membership voucher which is a 50% off discount with every purchase of drinks via pickup method using ZUS Coffee apps. Moreover, every employee can also make their own drinks in the HQ Bar every morning from 9AM-10 AM and afternoon from 1PM-2PM. Hence, every employee can have barista experience with their own drink.

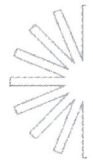
Last but not least, during the internship period, I have the opportunity to strengthen my communication skills since I have to deal with the suppliers regarding stocks available and the delivery date to send the goods to each of the outlets. When dealing with the suppliers, the crucial part is to be firm with the decisions that have been made and build a strong relationship to ensure the suppliers will send the goods accordingly, aligned with our values. Moreover, I have to make an ordering schedule due to the public holiday, hence, an advance ordering needs to be done to ensure all outlets have enough stocks during and after a public holiday like Hari Raya Festive. Therefore, I have to ask each of the suppliers via whatsapp app or a phone call regarding their last order date and last delivery date before making the schedule and send it to all outlets so they will place their order according to the schedule.

Other than that, I also learned how to work in a fast paced industry. For example, 3-ways matching needs to be done at least 80% percent by the end of the month. During this process, there will be some issues like outlets key in the quantity of the goods received were not tally with the invoice and delivery order, suppliers send invoice not tally with the delivery

order and damaged goods delivered to outlets. Hence, the issues need to be settled fast so that more than 80% of invoices received are verified by the end of the month and the finance department can issue payment to the suppliers according to the agreed credit terms. All of the stresses and pressures are worth it since I managed to achieve more than 80% of verified invoices every month.

Lastly, other than doing the three main responsibilities which are the 3-ways matching, managing Sabah's outlets ordering and doing stock take, I also learned to multitask. For example, I also receive another task from my supervisor which includes making ordering forms for HQ Bar, auto push items due to newly launched products and event stocks. Auto push items are the items that need to be delivered to the outlets as soon as possible via a special delivery method which is the delivery made out of the usual delivery schedule. Besides, I also participate and give feedback in mass drink, food and packaging internal tests to help the company to deliver the best products to the customers. Hence, all of these experiences help me to learn real working experience in the food and beverages industry in headquarters.

SWOT ANALYSIS



SUPPLY CHAIN SWOT ANALYSIS



DISCUSSION

STRENGTHS

1. Strong communication skills with suppliers and staff from other departments.

- The efficiency of the supply chain depends on its effective communication, however, this is one of the elements that could need the most work to be improved. In ZUS Coffee, the supply chain department has strong communication with suppliers and staff from other departments. For example, when the Buttercreme Drink Series blows up on social media, the whipped cream, one of the ingredients, decreases swiftly. However, the supply chain department managed to arrange for the whipped cream from the supplier to be delivered to all outlets before it runs out of stock. This shows that the supply chain team has strong communication with suppliers and also has created a strong relationship between supplier and customer. In this situation, the supply chain team also shows strong communication with staff from other departments which is with the operation team. The supply chain team arranges the order and communicates with the operation team such as the delivery date and when the stock will reach every outlet.

Furthermore, in terms of the communication strategy itself, the supply chain team needs to decide which approach is most appropriate for the circumstances and will produce the most effective outcomes for supply chain performance. Therefore, the supply chain uses a communication tool and method like email, phone call, whatsapp and telegram app to communicate with the suppliers and staff from other departments. These methods have shown the best strategy and have a positive impact on the supply chain department's communication skills.

2. Positive work environment, easy to communicate with upper managers.

- Whether it is a big or small company, the environment in a workplace plays one of the crucial parts in every company to ensure the optimal work quality from every employee. Therefore, the supply chain department has shown a positive work environment not only with the permanent staff, the interns also receive positive treatment like receiving timely responses without any discrimination. Owing to that, the interns managed to achieve more than 80% verified Purchase Order, Delivery Order and Invoice through the 3-ways matching by the end of each month before the finance department issued a payment. This is a result of an optimal work due to a positive work environment and support from the permanent staff.

Mishra et al. (2014) as cited in Sarah Sabir Ahmad et al. (2021) advised three actions for managers to do to increase and maintain employee engagement with the company. First is consistency, where managers must be persistent in giving feedback and guidance to employees. Effective communication, which emphasizes that managers need to effectively convey the organization's goal, project plan, and policy, comes in second. Lastly, the managers must provide an explanation of the rationale behind their decisions and policies in order to eliminate or combat rumours, with no further implications that are negative. Therefore, a meeting is done every Friday to update any new raw material and Stock Keeping Unit (SKU) needed, improvement, discuss problems and any issues occurring. Therefore, the meeting is an important part for the supply chain team as they also receive support from the upper managers during the discussion. Last but not least, all the upper managers and staff including the interns in the supply chain department are in the same room and floor, making the communication with upper managers easy and reachable.

WEAKNESSES

1. Still using old and unstable new systems that lead to low work productivity.

- ZUS Coffee is Malaysia's #1 Tech-Driven Coffee Chain, however, innovation is also an important aspect that needed to work on for its supply chain department's system especially when technology advancement is going swiftly nowadays. The supply chain department is still using its old system, Xilnex, to issue a Purchase Order and make Transfer Note from its third party warehouse to outlets. When using this system, the supply chain department is required to do the 3-ways matching which causes more workload to the staff. ZUS Coffee has more than 200 outlets in Malaysia, the invoices received from suppliers are undoubtedly a lot and to verify it before at the end of each month despite having other workload causes an overload of workload to the staff. According to Fieyatiwi et al., 2019 as cited in Sofia et al., 2021, found that work overload is a condition when employees have an excessive amount of tasks which must be finished in a short amount of time. Hence, a heavy workload may lead to worse quality work. Furthermore, the supply chain is in the midst of using a new system, Netsuite, which is believed to be more practical for the team workflow. However, the system is still unstable which requires more work to do to ensure the system is tally with the old system.

2. Lack of experienced staff.

- Since the workload for one staff is heavy, most of them only know about their specific work and do not have the chance to learn other people's work. Therefore, it is difficult for the one skilled staff to take leave and assign tasks, since other staff do not know how to do other work. This is also due to lack of staff. Moreover, the interns also rely on only one staff member to ask questions about their work but still manage to get the answers promptly. However, the weakness in the supply chain can cause the expansion of the company may be slowed by the shortage of skilled employees.

OPPORTUNITIES

1. Source coffee beans from locals.

- ZUS Coffee is a Malaysian coffee chain that has achieved 39,000,000 cups delivered to customers with more than 200 outlets in 2023 after four years in the market (ZUS Coffee, n.d.). This shows that the company is growing positively all over the years. The company has sourced their coffee beans from vendors which is the ZUS Blend. It is a 100% Specialty Grade Arabica hand-crafted blend consisting of Brazil, Papua New Guinea & Indonesia Single Origin Beans (ZUS Coffee, n.d.). Since the coffee consumption in Malaysia is high according to the Department of Statistics Malaysia [DOSM] (2022), as cited in Hanis (2022), the supply chain has the opportunity to source different types of coffee beans like Liberica that can be sourced in Johor, Malaysia. Also, the liberica coffee farm in Johor produces high quality specialty grade liberica coffee. Since the coffee beans can be sourced locally, the production cost can be reduced and will ensure the company's mission to deliver premium specialty coffee to the local population at a reasonable price is retained.

2. New technological advancement.

- Our lives have changed in various ways thanks to modern technology that keeps changing rapidly. In supply chain management, in order to keep the inventory level at an optimum level, the goods delivered to outlets accordingly, a new advanced system will make the process of supply chain easier. One of the new technologies that will benefit the supply chain management is by using the IoT track and trace devices. By allowing these devices to be used in supply chain management, a (near) real-time picture of the materials in the supply chain, such as those on a pallet or inside a container, is made possible by (Kulezak, 2022) (Kulezak, 2022). Furthermore, Kulezak (2022) explained that the devices include data gathering (sensor) and connectivity modules, which are frequently powered by cellular or satellite technology. The devices can trace the actual location of the goods throughout the supply chain process, estimate delivery timings and physical conditions like the temperature (Kulezak, 2022).

The opportunity to enhance the supply chain management and process by using new technological advancement like IoT track and trace devices can be a huge improvement when dealing with third parties. For example, all of the frozen goods shipped to Sabah are all damaged due to the third party handling negligence. Therefore, it leads to a very low inventory level in the warehouse located in Kota Kinabalu as well as in all of the outlets store rooms. Hence, it caused lower sales.

THREATS

1. Compete with other competitors.

- One of the threats of the supply chain department in supply chain management is having to compete with other competitors. Since ZUS Coffee sources their raw material from vendors or suppliers, this is a challenge for the supply chain team to manage all inventory according to more than 200 outlets' demand. To prepare for, obtain, and deliver the items and services they are signed for, the vendor that serves ZUS Coffee would require a significantly bigger operation indeed. According to Statista (2023), approximately 4.78 thousand cafes and bars were operating in Malaysia in 2022, a small rise from 4.51 thousand the year before. By 2026, it is anticipated that Malaysia would have 5.54 thousand cafés and bars. This statistic shows that the numbers of competitors will keep increasing and the demand of the raw material will also increase.

Furthermore, ZUS Coffee Sabah's outlets are also no exception towards the impact of other competitors since most of the raw material will ship to Sabah whether from peninsular Malaysia or other countries. Most of the time, the supplier's goods are limited. Either there will be damaged goods during shipment or suppliers cannot bear the cost and the shipment also will take a long time to arrive. This long process is a hustle to keep maintaining that all outlets have stocks and to keep customers satisfied with the goods availability that leads to missing out a sale. Profits are very crucial to every company, hence, the supply chain department needs to ensure that the availability of goods are available to serve the customers.

2. Natural disaster

- According to Department of Statistics Malaysia [DOSM] (2022), as cited in Hanis (2022), Malaysians consumed 800,000 60kg bags of coffee in 2021 and 2022 shows that it is a large consumption of coffee. In 2024, the Coffee market is predicted to increase by 2.6% in volume (Statista, n.d.). Therefore, as one of the well-known coffee chains in Malaysia, ZUS Coffee needs to ensure that their mission to deliver premium specialty coffee to the local population at a reasonable price is preserved compared to other competitors. Since its main selling product is coffee, the taste and performance of the coffee beans also need to be retained in order to maintain customers' expectation especially towards their loyal customers.

According to Hanis (2022), coffee's flavour and aroma are a reflection of its terroir, the state of the soil at the time, and the climate in which it was grown. Additionally, coffee plantations are seriously threatened by extreme temperature fluctuations, heavy rainfall, and drought. The threatening effect towards any change of the weather or environment and worse, natural disasters like tsunami in coffee plantations will have an enormous effect towards ZUS Coffee's main selling and profitability goods. Hence, the supply chain has to keep updated by their suppliers on the availability of the coffee beans. If there is no backup coffee beans, it will affect the whole operations for more than 200 outlets in Malaysia.

RECOMMENDATION

1. Hire more staff.

- One of the weaknesses of the supply chain department is lack of experienced staff. However, one of the reasons behind the lack of experienced staff is due to lack of staff. According to Matemani and Ndunguru (2019) labour shortages occur when the demand for employees in an area of expertise exceeds the supply of people who are skilled, readily accessible, and ready to put their skills to use under present market circumstances. In ZUS Coffee's supply chain department there are only four supply chain executives that handle all of the outlets' ordering and purchase order. ZUS Coffee has more than 200 outlets all over Malaysia including Sabah and Sarawak (ZUS Coffee, n.d.). Therefore, the burdens will increase since ZUS Coffee is believed to expand their outlets in Malaysia. Due to the workload, most of the supply executives only can do ordering and purchase orders from outlets and this leads to lack of experienced staff and will result in their performance. Employees that are proficient and well-trained help the company stay competitive, enhance satisfaction with their work, while decreasing turnover (Lynn, 2021). Therefore, I would like to recommend that the supply chain department should hire more staff, especially the supply chain executive to help the company grow bigger and help them to have more knowledge of others' work as a team.

2. Not depend on the suppliers for Sabah's outlets.

- The shipment cost to Sabah is high. Since ZUS Coffee already has six outlets in Sabah, the stock's demand has increased and still depends on sourcing raw material from the suppliers in Sabah. Hence, I would like to recommend the supply chain to not depend on the suppliers in Sabah to reduce competition with other competitors. Therefore, the procurement team needs to forecast goods including Sabah outlets and ship all the goods from ZUS Coffee peninsular Malaysia's third-party warehouse, PKT. Hence, it will reduce the competition with other competitors, the goods availability and delays from the suppliers. Furthermore, by doing this process it will ensure that all outlets will have enough stocks without purchasing some of the raw materials from Sabah's suppliers.

CONCLUSION

In conclusion, during the internship period in Zuspresso (M) Sdn Bhd or mostly known as ZUS Coffee, I have learned what a Purchase Order, Delivery Order and Invoice are and why it is very important to every company especially in coffee chain companies. I also have learned the importance of 3-ways matching, stock take and communication during the ordering process. All the responsibilities that I held in ZUS Coffee as a Supply Chain Intern are very helpful with my communication skills since the job requires a lot of communication with colleagues, managers, outlet person in charge, warehouse person in charge and the suppliers.

Based on the SWOT Analysis, it can be concluded that the supply chain has two strengths, weaknesses, opportunities and threats. Firstly, the strength includes strong communication skills with suppliers and staff from other departments and a positive work environment, making it easy to communicate with upper managers. Secondly, the weaknesses include the supply chain department is still using old and unstable new systems that lead to low work productivity and lack of experienced staff. Next, the opportunities that the supply chain has is to source coffee beans from locals and new technological advancement. Last but not least, the threats that the supply chain has to face include having to compete with other competitors and natural disasters.

According to Taherdoost and Madanchian (2021) both internal and external influences can either help or hinder the company. As a result, SWOT analysis relies on strategic planning to get fresh perspectives and ideas by examining both internal and external factors as well as the company's existing and foreseeable opportunities.

Therefore, SWOT analysis is a very crucial part when defining every department in a company and the company itself because it will help the business grow bigger and increase productivity of every employee.

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APPENDICES

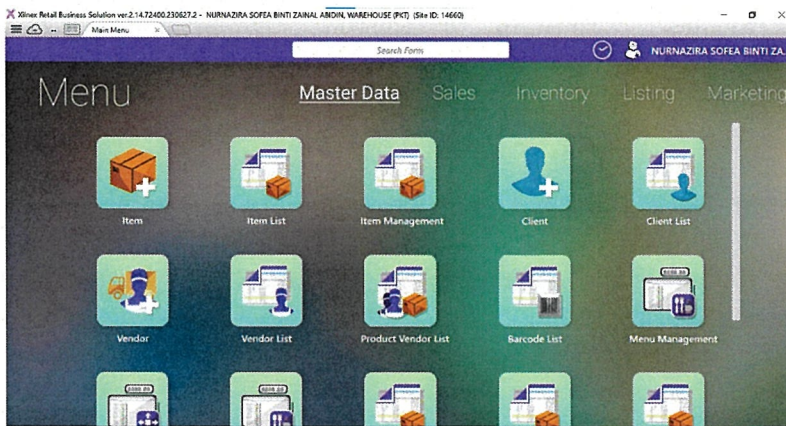


Figure 1 shows the system Xilnex used to manage ordering, 3-ways matching and stock take report

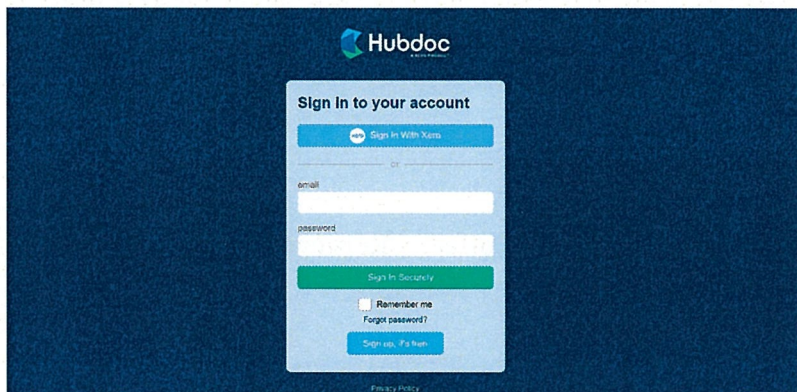


Figure 2 shows an app called Hubdoc that Supply Chain uses to retrieve Delivery Order from every outlet



Figure 3 shows the ambient stocks and Figure 4 shows the frozen stock during stock take

E	F	G	H	I	J	K	L	M	N	O	P	Q
Purchase Q'ty	Handle By	Status	DO No.	DO Date	Invoice No.	Invoice Date	Received Invoice Date	Q'ty Checked	Remark (if Any)	Verified By	Verified	Verified Date
5	Ain	Completed	KL-DO231044211	5/5/2023	KL-SI231044349	5/5/2023	10/5/2023	✓		Nazira	Yes	17/5/2023
8	Ain	Completed	KL-DO231044213	5/5/2023	KL-SI231044351	5/5/2023	10/5/2023	✓		Nazira	Yes	17/5/2023
9	Ain	Completed	KL-DO231044206	5/5/2023	KL-SI231044344	5/5/2023	10/5/2023	✓		Nazira	Yes	17/5/2023
8	Ain	Completed	KL-DO231044217	5/5/2023	KL-SI231044355	5/5/2023	10/5/2023	✓		Nazira	Yes	17/5/2023
11	Ain	Completed	KL-DO231044222	5/5/2023	KL-SI231044361	5/5/2023	10/5/2023	✓		Nazira	Yes	17/5/2023
10	Ain	Completed	KL-DO231044369	6/5/2023	KL-SI231044507	6/5/2023	12/5/2023	✓		Nazira	Yes	8/6/2023
7	Ain	Completed	KL-DO231044370	6/5/2023	KL-SI231044508	6/5/2023	12/5/2023	✓		Nazira	Yes	8/6/2023
4	Ain	Completed	KL-DO231044218	5/5/2023	KL-SI231044356	5/5/2023	10/5/2023	✓		Nazira	Yes	17/5/2023
4	Ain	Completed	KL-DO231044202	5/5/2023	KL-SI231044340	5/5/2023	10/5/2023	✓		Nazira	Yes	11/7/2023

Figure 5 shows how Supply Chain verified the invoices received from suppliers

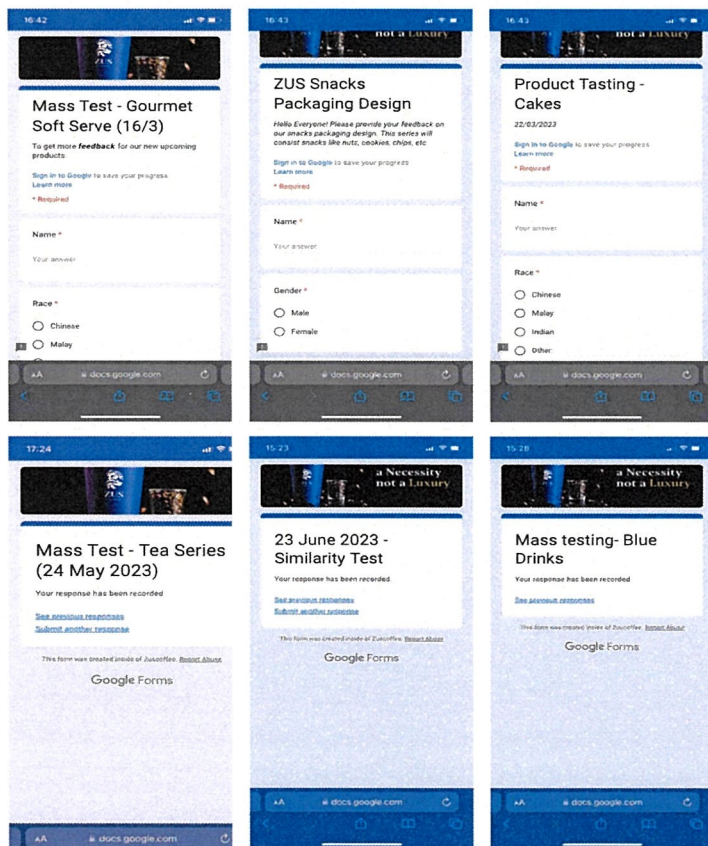


Figure 6 shows the compilation of several mass tests I have participated in during my internship