

A SWOT ANALYSIS OF LOGISTEED MALAYSIA SDN BHD

Prepared By:

HIDAYATUL AISHAH BINTI DZULKAMRI
INDUSTRIAL TRAINING REPORT (1 MARCH 2023 - 15 AUGUST 2023)





اَبُو سَيِّدِي تَيْكُو لُو كِي مَبَارَا
UNIVERSITI
TEKNOLOGI
MARA

Cawangan Perlis
Kampus Arau

INDUSTRIAL TRAINING REPORT (MGT666)



LOGISTEED MALAYSIA SDN BHD (1st MARCH 2023 UNTIL 15th AUGUST 2023)

NAME : HIDAYATUL AISHAH BINTI DZULKAMRI
CLASS : RBA2426B
PROGRAM : BACHELOR OF BUSINESS ADMINISTRATION (HONS.) FINANCE
ADVISOR : PROF MADYA DR MAHYUDIN BIN AHMAD

EXECUTIVE SUMMARY

Industrial training is one of the phases where students are given the opportunity to place themselves in a work environment. This will help them learn something new while improving their knowledge about the reality of the job. To graduate, industrial training is mandatory for all students. Therefore, I have undergone my industrial training at LOGISTEED Malaysia Sdn. Bhd. Starting from 1st March 2023 until 15th August 2023. I discovered throughout this term of industrial training that the knowledge we gain at university is insufficient. The reality is that everything in the workplace is taken extremely seriously, therefore any knowledge gained must be applied as effectively as possible. This report consists of what I have learned, company background information, training reflection and SWOT analysis of the company. During my time there, I was able to identify some of the company's weaknesses, strengths, threats, and opportunities and it will be discussed further in this report. Lastly, I also provided a few recommendations which are explained more in this report.

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2.0 Company's Profile

2.1 Name, Logo & Address



Figure 1: Company's Logo

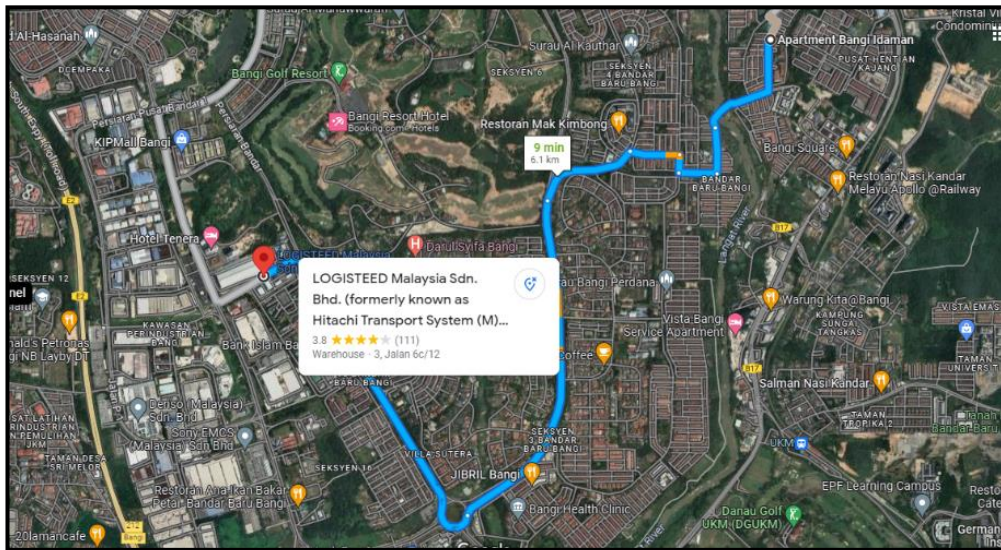


Figure 2: Direction from my house

LOGISTEED Malaysia Sdn. Bhd.

(formerly known as Hitachi Transport System (M) Sdn. Bhd.)

Lot 3, Jalan 6c/12, Seksyen 16,

43650 Bandar Baru Bangi,

Selangor, Malaysia

Phone: +603 8913 1000

Fax: +603 8913 1001

Website: <https://my.logisteed.com/>

2.2 Company's Background & History



Figure 3: Company's Flow Chart History

In December 1988, Hitachi Transport System (M) Sdn. Bhd. was founded and the name was changed on April 20, 2023, to LOGISTEED Malaysia Sdn. Bhd. For more than 30 years since its founding, LOGISTEED Malaysia Sdn. Bhd. has offered logistics services and solutions in a variety of fields.

LOGISTEED provide a systematic approach to supply chain management and operations of goods by having branches located at key locations across Malaysia, including Bangi (HQ), Pasir Gudang, Senai (JBRO), Penang (PMO), Kuala Lumpur International Airport (KLIA), Port Klang (PKFO), and Nilai.

This allows the company to move any type of cargo from the origin to the destination. LOGISTEED Malaysia Sdn. Bhd. has established itself in several domains of information systems communications in relation to international logistic operations by remaining up to date with the most recent transportation and cargo handling technologies.

2.3 Corporate Philosophy, Corporate Vision, Guiding Principle & Success Drivers.

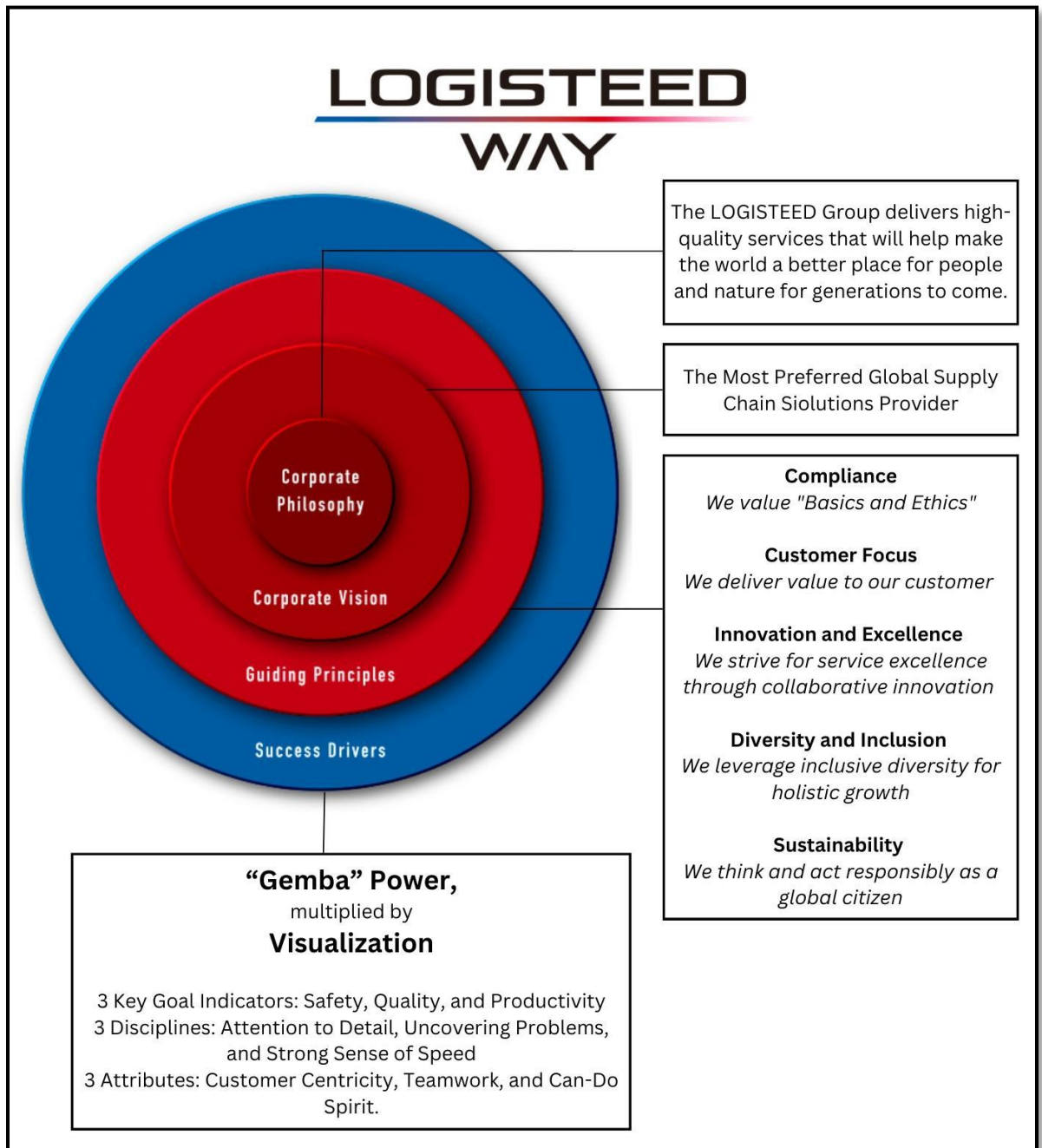


Figure 4: Corporate Philosophy, Corporate Vision, Guiding Principle & Success Drivers

2.4 Organizational Structure

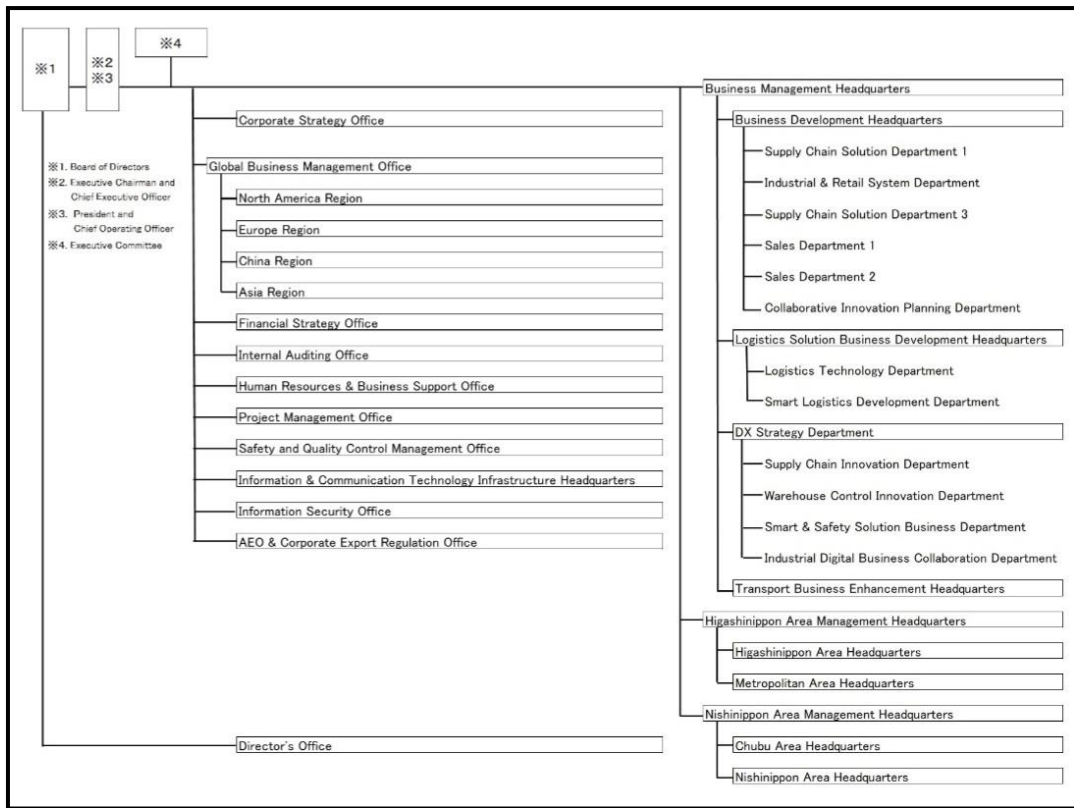


Figure 5: LOGISTEED's Organizational Structure

2.5 Branches & Network

Malaysia Headquarters / Regional Address		Warehouse Address	
<p>Headquarters / Kuala Lumpur Region</p> <p>Lot 3, Jalan 6C/12, Seksyen 16, 43650 Bandar Baru Bangi, Selangor. ☎ Tel No. : +603-8913 1000 📠 Fax No. : +603-8913 1001</p> <p>Northern Region</p> <p>No. 15, Jalan Sungai Tiram 7, Taman Perusahaan Nyaman Mutiara, 11900 Bayan Lepas, Pulau Pinang. ☎ Tel No. : +604-638 6038 📠 Fax No. : +604-638 6030</p>	<p>Southern Region</p> <p>Plo 62, Kawasan Perindustrian Senal III, 81400 Senal, Johor ☎ Tel No. : +607-599 5020 📠 Fax No. : +607-599 5022</p>	<p>Bangi</p> <p>Lot 3, Jalan 6C/12, Seksyen 16, 43650 Bandar Baru Bangi, Selangor. ☎ Tel No. : +603-8913 1000 📠 Fax No. : +603-8913 1001</p> <p>Nilai</p> <p>Lot 16026, Jalan Nilam 4, Kawasan Perindustrian Nilai Utama, Bandar Nilai Utama, 71800 Nilai, Negeri Sembilan. ☎ Tel No. : +606-758 0500 📠 Fax No. : +606-758 0501</p>	<p>Johor</p> <p>Plo 62, Kawasan Perindustrian Senal III, 81400 Senal, Johor ☎ Tel No. : +607-599 5020 📠 Fax No. : +607-599 5022</p>
<p>Forwarding Office Address</p> <p>Kuala Lumpur International Airport (KLIA)</p> <p>Lot D-1, Block D, Malaysia Airlines Freight Forwarders Complex, Free Commercial Zone, KLIA Cargo Village, 64000 KLIA Sepang, Selangor. ☎ Tel No. : +603-8787 2278 📠 Fax No. : +603-8787 1277</p> <p>Port Klang</p> <p>c/o Aman Freight Bonded Warehouse, No. 16, Lingkaran Sultan Muhammad 2, North Straits Klang Industrial Area, 42000 Port Klang, Selangor. ☎ Tel No. : +603-3176 7807 / 7619 / 7886 📠 Fax No. : +603-3176 7008 / 0822</p> <p>Pulau Pinang</p> <p>No. 15, Jalan Sungai Tiram 7, Taman Perusahaan Nyaman Mutiara, 11900 Bayan Lepas, Pulau Pinang. ☎ Tel No. : +604-638 6038 📠 Fax No. : +604-638 6030</p>		<p>Engineering Office Address</p> <p>Johor</p> <p>No. 7, Jalan Selar 1 Taman Pasir Putih 81700 Pasir Gudang Johor ☎ Tel No. : +607 251 1191 📠 Fax No. : +607 251 0018</p>	

Figure 6: Branches & Network Address

2.6 Products & Services

2.6.1 3PL/Contract Logistics

2.6.1.1 Third Party Logistics Service Provider (3PL) - Provide optimal, customized and one-stop 3PL solutions based on customers' needs to help the customer in rationalizing the logistics cost.

2.6.1.2 Transportation

2.6.1.2.1 **LOGISTEED Fleet** - Comprises of a small van, truck to trailer that has been filled with all requirements needed.

2.6.1.2.2 **East Malaysia** - Ship to Borneo by air or ocean freight services, offer service for cargo packing and door to door service.

2.6.1.2.3 **West Malaysia** - Ship within Peninsular Malaysia by various type of transportation, lorry is LOGISTEED's prime method.

2.6.1.3 Warehousing

2.6.1.3.1 **Ambient** - Suitable for various types of goods including packed food and beverage located at main industrial area such Bangi, Nilai, Senai and Bayan Lepas.

2.6.1.3.2 **Chilled & Frozen** - Provide various kinds of warehousing services under different temperature ranges.

2.6.1.3.3 **Bonded** - Helps improve customer cash flow by enabling the customer to secure the dutiable goods for longer term storage, while deferring the customer tax and duty payments until the cargoes are ready to be used/sold.

2.6.1.4 In-House Logistics - Provide complete in-house logistics services where all logistics needs such as transportation, customs, import & export, warehousing, and other related matters are available under the same roof.

2.6.2 Heavy Transport & Relocation

2.6.2.1 Project Cargo - Provide optimal transportation solutions and will assist the customer every step of the way from the very beginning until the cargo is placed in the customer designated area. Capable of handling the whole relocation process from removing the old machinery, to the set up and installation process, for various types of machinery and equipment.

2.6.2.2 International House Moving - Offer optimal plans for moving or re-locating the customers' factories, offices, stores and even customer's household goods.

2.6.3 Freight Forwarding

2.6.3.1 Air Freight - Provide a range of time-specific options for the customer to choose from economical routing, first flight out, and even same day delivery, also offer air-chartered service and cargo packaging services.

2.6.3.2 Ocean Freight - Ensure the cargo reaches the right place at the right time in a cost-efficient way. Handle any kind of import and export shipment via LCL (Less than a Container Load) and FCL (Full Container Load) for general cargo and breakbulk cargo.

2.6.3.3 Cross Boarder Transportation (CBT) - Enable the easier movement load via land to neighbor nations and regions by having a stable lead times and excellent transportation services. Wide network of co-partners empowers LOGISTEED to convey full and partial load among Singapore, Malaysia & Thailand by road.

3.0 Training's Reflection

3.1 Duration: Date, Working Hour & Time

I began my industrial training on March 1 and ended on August 15, 2023. It means that I will work at LOGISTEED Malaysia Sdn Bhd for 24 weeks. Monday through Thursday, office hours are 8:30 am to 6:00 pm. Meanwhile, on Friday, the office hours are 10 minutes shorter than usual. So, at 5:50 pm, employees are free to leave. One hour lunch break has been given to the workers starting at 1 pm until 2 pm. However, on Fridays, it is extended to an hour and a half to allow male employees to perform the prayer. Saturday and Sunday are company off days. The only challenges that I encountered while working at LOGISTEED was packed route. There is no doubting that it only takes 10 minutes to drive the 7 km from where I live to the office. But because the road I take to get to the office is the main road and is utilized by the majority of other road users, I had to get ready for work early in the morning. Students and workers are among these road users. Lastly, the LOGISTEED office is situated nearby in an industrial area. This makes morning traffic even more stuck up.

3.2 Details: Department, Roles, Responsibilities & Tasks

During my industrial training at LOGISTEED, I was assigned to the accounts department. This department has about ten employees, excluding me. What I understand about this department is it manages everything related to cash in and cash out of the company. This includes bill payments, employee salary, issuing invoices, payment vouchers and other financial activities. This has taught me a lot about accounting and given me a bit of business knowledge.

One of the responsibilities I have is to answer calls. This improves my communication skills, especially in formal contexts. Despite the fact that some may view this as unimportant, it is a significant task. This is because the way we communicate on the telephone can show that our company really cares about the customer as well as improving LOGISTEED's quality of customer services. Apart from that, I also need to download the company's daily bank account transactions and classify them according to their categories (debit or credit). I must first record each cash inflow into an excel spreadsheet before entering the transaction into the SAP system. Once done, I must print the payment voucher for each transaction, attach it to the supporting documents,

and then clear the transaction. I was also taught how to do this clearing and I managed to do this work for three weeks in a row without any problems. The other responsibilities that have been given to me are to ensure that all invoices received are sufficient and correct before calculating them and giving them to the person in charge of making bulk payments. Every month, I also need to download statement of account for each customer. So that it will be easier to collect the payment from the customer by guiding this SOA. Furthermore, I prepare cheques in accordance with the requests made by each branch and help other colleagues with their daily work.

3.3 Gains: Intrinsic & Extrinsic

I receive a monthly allowance of RM750 during my internship at LOGISTEED. Any leave taken, though, will be considered as unpaid leave. The company also provides 14 days of medical leave to the internship student. Any overtime work will be compensated at RM5 per hour during the weekdays and RM10 per hour on weekends. I enjoy my work since the environment is pleasant and inviting. Furthermore, since I live with my family, I do not have to spend money on accommodation. Besides, I learn plenty of fresh knowledge, including how to use office equipment like photocopiers and fax machines, how to use SAP system, and how to manage all accounting transactions like invoices, payment vouchers, receipts, journals, and so on. In addition to this existing role, I also gained some additional knowledge about working environments and business. Maintaining business stability is not simple for a company. There are difficulties and hurdles that will undoubtedly cause them to stumble, but this may be overcome by the spirit of the workers who support one another.

4.0 SWOT ANALYSIS



5.0 DISCUSSION & RECOMMENDATION

5.1 Strength

5.1.1 Excellent Department Cooperation

According to what I've seen during my industrial training at LOGISTEED, each department works efficiently and cooperatively with one another. This is the outcome of outstanding leadership. Leaders are claimed to have a positive impact on the efficiency of the organization by influencing the team members' job performance (Al-Malki, 2018). One example of this strength comes from the admin's weekly briefing sessions with the loading bay employees to learn more about their difficulties and the actual scenario. The Human Resources department will then receive these issues for further investigation and eventual resolution. I can see how integrated a company is here thanks to cooperation.

Apart from that, each manager will also host an online meeting every month where topics pertaining to the scope of their particular jobs will be discussed. Issues pertaining to employees will be presented by the Human Resource Manager, those pertaining to company financial position by the Account Manager, and the same for the other departments. This demonstrates that they are aware of one another's perceptions of the company's actual status or difficulties and that they cooperate to find solutions.

Apart from the meeting between the managers, I *recommend* that each department holds a meeting once a month to make sure that there are no excessive workloads. For instance, a manager can have a short meeting with his subordinates to ensure that his subordinates are comfortable and feel more motivated to do their jobs because they have a caring superior. Additionally, the purpose of this communication is so that the manager and his subordinates have trust in each other. This is because relationships built on this foundation will help employees to talk about their needs, thoughts and feelings honestly and openly, which in turn will give the line managers clear direction on how to support and motivate their team members (Augustine, 2023).

5.1.2 Strong Customer Relationship (Loyalty)

Positive customer relations can increase customer loyalty as it gives customers an intangible incentive to make future purchases. According to Esteban Kolsky, CEO of thinkJar Research, 55% of consumers will pay more for a guaranteed good experience. This means that customer loyalty can generate consistent revenue over the life of the customer relationship (Gargaro, 2023). Therefore, LOGISTEED offers very reasonable credit terms that can be obtained by any customer, including brand-new customers of LOGISTEED as long as they are in good financial position. The goal of this credit term is to entice customers to purchase goods in large quantities, which will benefit LOGISTEED financially in the long term and further maintain strong customer relationship.

Additionally, the business will bear complete responsibility if the customer's products are damaged or involved in an accident before they reach their destination. All claims can be made to LOGISTEED two weeks after the goods reach the destination. This relationship continues through follow-up instead of coming to an end here. In order to retain current relationships, the manager of the marketing department will frequently invite major customers to go out to eat and talk business. This move is a component of LOGISTEED's efforts to uphold customer relationships and further enhance the standard of its operations.

For *recommendation*, LOGISTEED can update their Customer Relationship Management (CRM) system. This is to identify the active and inactive customer. If this can be identified then the Marketing Department can focus their full attention on this customer who is still active by updating contact, address, email and so on. This is to ensure that customer information is easy to find in the company's database when needed. LOGISTEED also should track all purchases, demands and experiences if it wants to maintain good customer relationships. In this way, LOGISTEED will be able to maintain positive customer relations and follow up with their customer more effectively (Team, 2022). By utilizing the data gathered, this system will also assist LOGISTEED in locating new customers and use this information, for instance, to identify potential customer who have needs that are comparable to those of LOGISTEED current customer.

5.2 Weaknesses

5.2.1 Unsystematic Office Layout

Apart from its strengths, LOGISTEED also has its own weaknesses. Among them is the unsatisfactory and unsystematic office layout. This is because all departments which are Human Resource, Administration, Account, Billing, Marketing and IT Department are located in the same area. There is no denying that the office space is very spacious, but when all departments are placed in one area without any barriers or compartments, then it is very inefficient. This is said to be so because it has caused the office to become noisy and uncomfortable to work.

Imagine a department has approximately 10 employees including managers and this amount is multiplied by the existing 6 departments, then approximately 60 people will interact in one area. This does not include the situations where managers or superiors hold online meetings. They will interact and present their work directly and then disturb other workers to do their work since concentration requires quiet environment (Clifton, 2022). Thus this situation will lead to stress. In addition, the office space is also messy and too many files and documents are placed on the desk instead of being put back in the file cabinet. Maybe for some employees it makes it easier, but this situation has caused the office space to look quite narrow and not good.

As for the *recommendation*, I suggest that LOGISTEED redesign the office layout to better suit the current conditions. They may create glass partitions to divide each department into different sections. Any conversation will be more private with this glass partition because it will only be known in that department. Communication between employees over the phone will also not be affected as they can see whether the person, they need to contact is in their seat or not. Perhaps dividing this workplace into six sections would be a bit of a challenge, but LOGISTEED can merge departments. For instance, due to their high interdependent, the accounting and billing departments can be combined behind a single glass partition.

5.2.2 Male Employees Take Too Long Smoking Break

Another weakness I found in LOGISTEED is the situation where most men worker take quite a long time just to smoke. This situation is called a smoking break. According to Part IV of the Control of Tobacco Product Regulation (2010), smoking are prohibited in hospital or clinic, public lift or toilet, air-conditioned restaurants or shop, public vehicle or public transport terminal, airport, government premise, educational institute, nursery, shopping complex, petrol station, stadium or sport complex, religious building, building specified by Minister, assembly activity area, service counter, library, internet café, national service training centre, airconditioned workplace and entertainment centre except for casino, pub or discotheque (Abidin, 2016).

Therefore, LOGISTEED has provided smoking areas for smokers. However, the areas that are being offered are outside the company's office building. As a result, male employees typically leave the office twice a day or more, excluding lunch break. This has turned into a weakness for the company because it has interfered with business operations when an employee from another branch calls and wants to speak to the person in charge, but he is not available due to the long smoking break. Typically, calls are made to check on past invoice payments, get confirmation of customer payments, petty cash reimbursement and other things.

For this weakness, I would like to **recommend** that LOGISTEED set up new time period rules for smoking breaks. For instance, the admin can set a specific time for the employee to smoke such as during lunch and teatime. To make sure that employee smoke within the allotted period, a smoking logbook should be created. Using this information, we can determine how frequently and when this person goes out to smoke. The number of times these employees are permitted to smoke outside can be ascertained by LOGISTEED after gathering the necessary data, and if they go over that limit, the proper action, including fines, can be performed. This aims to cut down on their smoking time and further ensure the effectiveness of business operations.

5.3 Opportunity

5.3.1 Explore New Potentials Customers

By changing the company's name from Hitachi Transport Systems Sdn Bhd to LOGISTEED Malaysia SDN BHD, it has opened up opportunities for the company to explore for a new potential customer. This is because this change is intended for a clean slate. Since Hitachi essentially consists of many different divisions, it is possible that some of these divisions have damaged the reputation of the Hitachi brand. As a result, many potential customers refused to cooperate or work together with this company. Due to this circumstance, the company has no choice but to rely on its existing customer base to keep operating. Therefore, by changing the company name, people will be aware that this company in its entirety is something new and the company may have the potential to attract newer customer base.

Additionally, the brand name LOGISTEED has made the business's operations quite obvious. In essence, just learning about Hitachi Transport System made me curious about what exactly this company performs. Perhaps for existing clients or customers they already know. But what about new customers seeking a partner or third party to handle their business with them? Since this company is centered on logistics, it is obvious from the word "LOGISTEED" itself that it will draw customers who are in genuine need of its services.

Without a doubt, this company's name change offers opportunities to expand customer base. However, I *recommend* LOGISTEED to enhance their marketing strategy even further by embracing technology as one of the ways to launch this new brand. For instance, LOGISTEED can use social media platforms like YouTube to advertise its services. Perhaps the business can produce a few videos to present its operations, the goods and services that it offers, as well as the flow of a shipment from its origin to its destination. This is because over the past few years, we have seen a dramatic increase in the amount of time and money consumers spend online. A recent survey reports that consumers spend around 33% of their time online (Nuseir, 2016). As a result, the company will now have a direct opportunity to market the LOGISTEED brand and further discover new potential customers.

5.3.2 Post-Covid Economic Recovery

Post-covid economic recovery is quite difficult and challenging for every sector. But according to the survey by the Socio-Economic Research Centre, a think tank of the Associated Chinese Chambers of Commerce and Industry of Malaysia (ACCCIM), the bi-annual survey, conducted between April and June, indicated that while economic recovery continued unevenly among the sectors, our economy continued to recover in the first half of 2022, thanks to improved domestic demand and strong exports (Loong, 2022). This has shown that all businesses' operations are back to normal same goes for LOGISTEED.

With the current economic upturn, LOGISTEED may resume business as usual. The growth in both imports and exports of goods throughout the course of this year is quite positive. This offers LOGISTEED, a provider of logistics services and third party, with a chance in an indirect way. Due to the economic recovery, LOGISTEED can easily fulfill customers' demands to import or export goods in large quantities. In order to meet the needs of every customer, the increased demand forces LOGISTEED to increase or speed up operations in each branch. These goods can be delivered via flight, cargo transport, and other methods. As the economy improves, LOGISTEED has more options to remain competitive, satisfy consumer demand, and boost business sales.

As a *recommendation*, LOGISTEED should keep developing business plans to guarantee the organization's long-term profitability and efficient operations. Widening the delivery network is one of the possible ways. Both domestic and foreign deliveries are included in this. The LOGISTEED Group has a number of global operating networks, including those in East Asia, South/Southern Asia, Japan, America, and Europe. This will make the process of expanding the delivery network even easier. By doing this, LOGISTEED may improve the economy by reducing the unemployment rate. This is due to the fact that when this strategy is put into action, LOGISTEED will require additional employees in order to ensure that the company's productivity always takes priority in addition to being able to meet this high and widespread demand.

5.4 Threats

5.4.1 Stiff Competition

Nowadays, the revenue in the Third-Party Logistics (3PL) market is projected to reach US\$3.80bn in 2023 and this revenue is expected to show an annual growth rate (CAGR 2023-2027) of 3.25%, resulting in a projected market volume of US\$4.32bn by 2027. The logistics costs of Third-Party Logistics (3PL) market are expected to amount to US\$57.64bn in 2027, potentially depicting how much the 3PL market can grow (Insights, 2023). This increase is due to the increase demand in online shopping during the pandemic which has turned many companies to 3PL companies to help managing the needs in logistic and supply chain.

Based on the statistics above, it indicates that the logistics sector will continue to expand and turn a profit in the future. Thus, LOGISTEED will experience intense rivalry. This company has already encountered it in the context of the several other businesses that offer the same service. For instance, Solid Xpress (M) Sdn Bhd offers logistics and service providers, and this is intensified when this company operates close to the LOGISTEED workplace. Customers now have the option of steering off direction in the case of an unexpected issue. Even though it's a minor issue, customers' strong demands and desires will allow them to make their own decisions, which will lead to severe competition.

One recommendation I might suggest is that LOGISTEED organize training sessions at least twice a year to make sure every employee fulfils the required standards. This is because highly productive employees can influence overall organizational performance (Hanaysha, 2016). Indirectly, this can let customers see the quality of the company's services. Additionally, every minor issue may be controlled and avoided with training. This shows the real concern LOGISTEED has for its customers' interests. Employees can also develop their communication skills through training. Every employee will already be aware of what to do when any unexpected issues develop, which will streamline all business activities. When we are successful in attracting the customer's attention through effective communication, the consumer will be more inclined to do business with LOGISTEED in the future.

5.4.2 Quick Turnover from Customer

Satisfaction can be defined as the degree to which customers are happy with the use of products that are provided to them by the companies. To achieve the level of satisfaction companies must have to keep in mind the needs and wants of customers and supply them with outstanding products and services (Ahmed, 2014). However, this is not a simple task. This is due to the quick turnover from customers which has led to the decreasing level of satisfaction among them. This situation also has become a threat to LOGISTEED.

When it comes to the payment process, this is much more noticeable. It is obvious that the payment process cannot be interfered with because it involves the assets of the company. But what I have noticed is that the customers do not understand this, and they will often call just to ask about the delivery of their goods. They don't realize that everything must go through a process before delivery; the customer think that LOGISTEED can ship their goods right away after they are completing the payment, and when there is a tiny delay caused on by a lack of supporting document, the customer begins to question the operations of the company.

These customers' impatience presents a threat to LOGISTEED because when they are not satisfied with the service received or with the delayed delivery of goods, they will keep walking away without first asking what the problem is. The document creation process may be affected if the person responsible for the customer is on medical leave. This has given a great threat to LOGISTEED because it can increase the potential of losing customers in the future.

I may therefore recommend LOGISTEED to make specific improvements to their employment system. For instance, at least two people must be in charge of every document preparation or payment process, and these two employees cannot take time off at the same time. LOGISTEED will be able to keep a positive relationship with the customer as a result of the transaction process or customer handling being more effective in this way.

6.0 CONCLUSION

In conclusion, industrial training is very beneficial to the students as well as the organization. This is because it can contribute to the development of the country. I as an industrial training student feel very fortunate to be given the opportunity to be a part of LOGISTEED Malaysia Sdn Bhd. This is because I was given the chance to learn new skills and comprehend the actual situation in the workplace. In addition, this industrial training helped me expand my creative abilities while understanding the ethical standards of the field as a foundation for future professional career.

Meanwhile, organizations also benefit from these students, where they can recognize, evaluate and guide their potential future employees. This is due to the fact that businesses typically hire industrial training students to fill professional staffing gaps. As a result, hiring industrial training students can both aid them in their daily tasks and identify fresh skills that are needed. Moreover, I had a sense of peace and warmth during my industrial training at LOGISTEED. This can be credited as a result of all staff members' positive attitudes and manners. LOGISTEED staff are a mix of nationalities, including Malaysian, Japanese, and Bangla, but they all act politely and with good humor, no matter what their position. The warmth displayed by every superior made me realize that in order to create quality employees, the superiors themselves should set an example and model it.

Finally, I would like to thank everyone who was involved directly or indirectly throughout this industry training. All the guidance and concern of the workers at LOGISTEED gave me a spirit to continue serving in this company. Thank you also to my practical training supervisor who gave me the opportunity to continue working as a contract worker at LOGISTEED after finishing my industrial training.

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APPENDICES



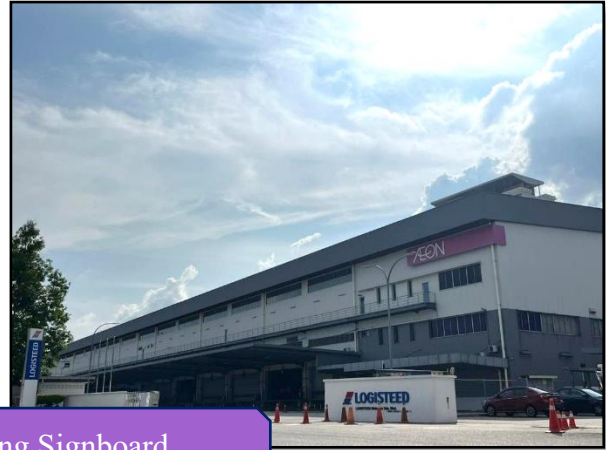
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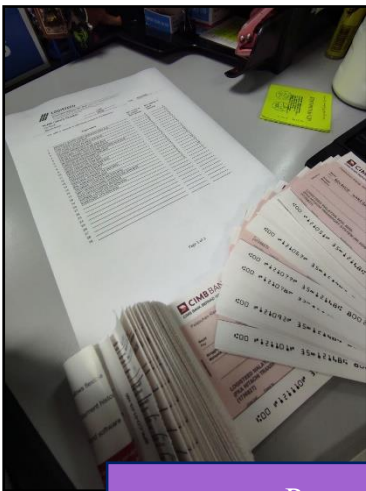
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Annual Dinner 2023



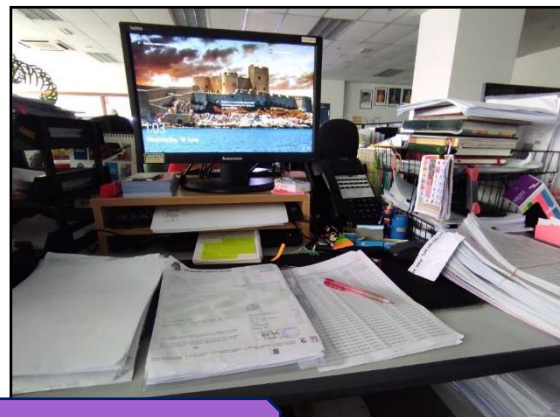
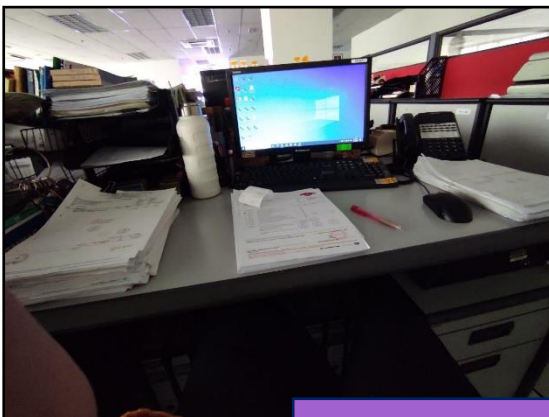
Change Building Signboard



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