INDUSTRIAL TRAINING
REPORT AT
CRITICAL MANUFACTURING
MALAYSIA SDN BHD

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Executive Summary

This report discusses about the company of Critical Manufacturing Malaysia Sdn Bhd in several aspects especially its background profile. Since the intern is holding a position as Human Resource and Administrative, there are two job scopes that are explained which totally give a whole new experience during the internship. Based on the observation, this company has its own strengths and opportunities that it can maintain and grab and also some weaknesses and threats that should be overcome and prevent. Regarding SWOT analysis that has been made, there are several discussions and recommendations that have been done to know which the best initiatives are to implement so that the company can grow rapidly and be better for its quality offer to the clients.

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2. Company Background

Figure 2: Critical Manufacturing logo

Source: Adapted from Critical Manufacturing (2023) "Who We Are"

Critical Manufacturing Malaysia Sdn Bhd is a subsidiary company that located in Bayan Baru, Penang. The headquarter of Critical Manufacturing is in Porto, Portugal. Critical Manufacturing Malaysia Sdn Bhd has been established in May 2023 which is known as multinational company. Figure 1 shows the origin of the company logo from HQ. For now, the company in Malaysia has at least 50 staffs while there are over 400 staffs in HQ. Based on Figure 3, it shows the company entrance that is in Suntech building at level 10 while Figure 4 shows the front office that is filled with People Operations, Administrative and Finance departments including Managing Director's rooms.

Figure 3: Company entrance

Source: Self-captured

Figure 4: Front office

Source: Self-captured

As to be informed, most of the staff are software engineers. Besides, this company provides service to the customer or so-called client. The service is by developing high-tech software systems, especially in the manufacturing field. This company uses MES (Manufacturing Execution System) which is the software system that can track all the production process from raw material until the end process which is its outcomes. Not just that, the MES can be deployed into a system that can track the orders, scheduling and dispatching them. By having MES especially in manufacturing industry, it can help their productions to become more efficient, all the products can produce in time (tracking the process) and also reduce cost. By implementing this high-tech software system, it gives benefit to the manufacturers as they can produce high quality outcomes or products.

Although Critical Manufacturing Malaysia Sdn Bhd has just started its business, but it can be said that this company is developing successfully as they provide service to the big and well-known company such as IKEA, Jabil, Intel and Bosch. From here, all these big companies have high trust with the service provided by Critical Manufacturing Malaysia Sdn Bhd as everything that they request can be fulfilled by the staffs which are all the dedicated software engineers. In addition, this company is run by two managing directors who have master's in information technology and software. The main managing director is Mr. Wilhelm Schellenberger who is from Germany but he is settled down in Malaysia for several years. He has more than 20 years of experience in high-tech manufacturing industry where it is including 10 years of his experience in Manufacturing Execution System (MES) market. Then, the co-managing director of the company is Mr. Lan Weng Keong who is also expert in information technology and software. He is from Penang as well. Both are working hard to manage the company by sharing lots of information regarding software system.

According to Critical Manufacturing (2023), this company has its own mission and vision which are:

Mission

We assist all manufacturers achieve the endless possibilities of Industry 4.0.

Vision

We establish value for the business by connecting automation, operations, and intelligence technologies for Industry 4.0.

Moreover, Critical Manufacturing Malaysia Sdn Bhd has its own objectives and goals. The objectives are to be close to all customers and to understand the customers challenges goals and aspirations. In addition, it has short and long-term goals. The short-term goal is to develop a powerful talent pool. The long-term goals are to build teams in Malaysia to execute projects independently and also to strengthen their presence in the local region and in broad as well. Then, Figure 5 shows the organizational chart of Critical Manufacturing Malaysia Sdn Bhd:
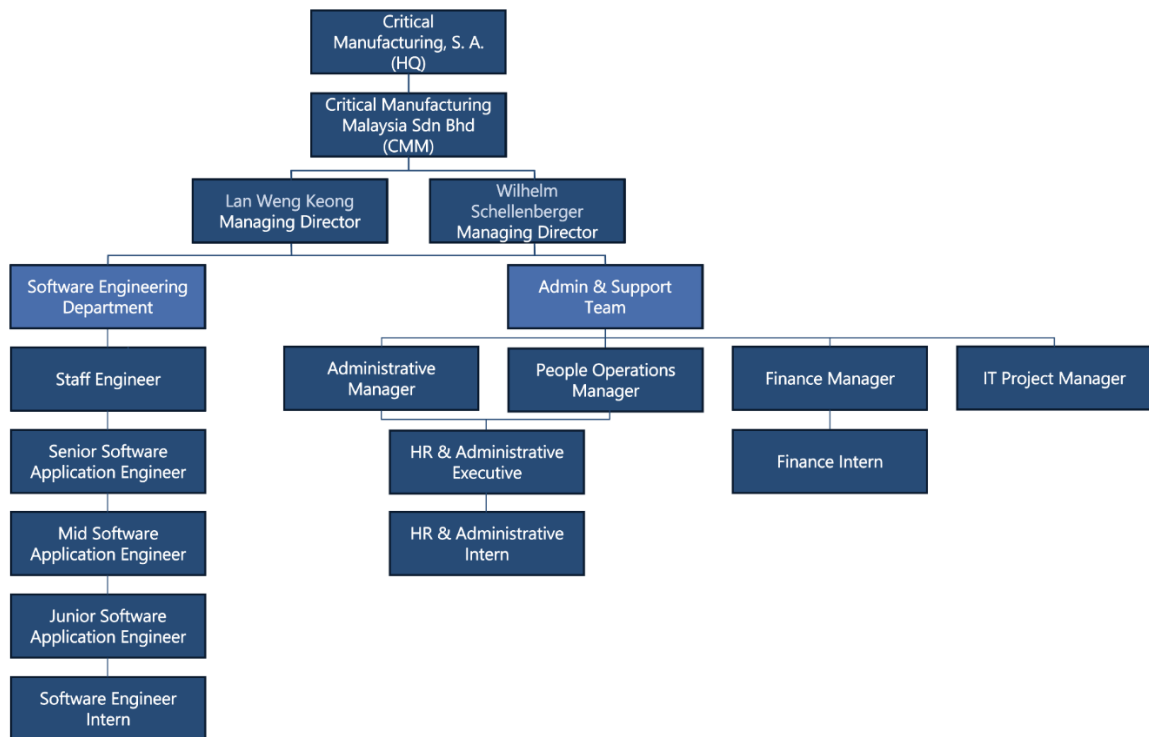

Figure 5: CMM organizational chart

Source: Adapted from Critical Manufacturing (2023) "Who We Are"

3. Training's Reflection

I started my internship in Critical Manufacturing Malaysia Sdn Bhd on 14th August 2023 until 9th February 2024 which is 26 weeks in total. This company operates every Monday until Friday from 8:00 a.m. until 6:00 p.m. Internally, the company practices flexible working hours for all the employees because they do not have clock-in and clock-out. As long as the employee complete their tasks on that day, everything is fine. In addition, they also provide flexible working days where the employee can work from home based on the terms and conditions.

Let us talk about my internship. I am holding a position as a Human Resource and Administrative which under People Operations Department. From my position, I need to do two types of job scopes. Let me explain briefly for human resource part. In human resource job scopes, I am responsible to screen resumes. I have screened over 150 resumes during my internship and I think this is the best achievement and experience that I have ever had in my life. Besides, I need to contact intern applicants for phone screening either through call or WhatsApp to know more details about them. Those candidates that I contact are the one that have high potential to be called for an interview with our hiring manager, Mr. Adri Rizal known as Information Technology Manager. Figures 6 and 7 show the example of resume folder to screen resumes and phone screening:
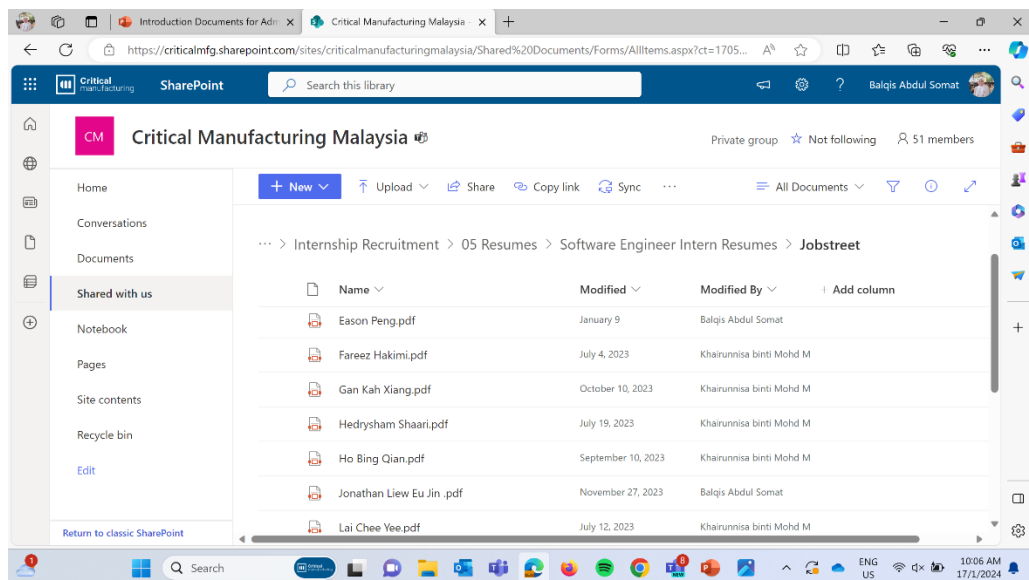

Figure 6: Resume folder to screen resume

Source: People Operations SharePoint Folder
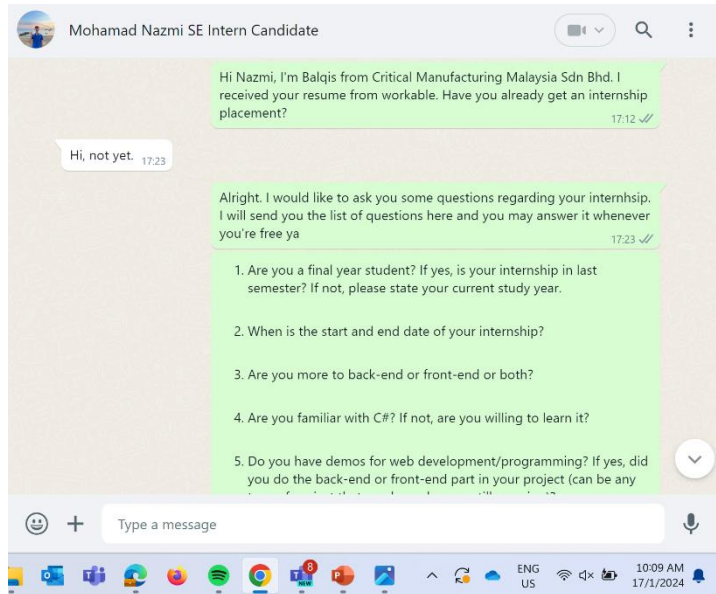
Figure 7: Phone screening

Source: Personal WhatsApp

Other than that, I am responsible to prepare laptop bag (Figure 8) and welcome box (Figure 9) for new joiner who joins our company. For your information, the company provided the full set of laptops to the worker. For welcome box, it is provided to welcome them as they willing to be part of the team. All the laptops should be updated its status in computer list file so that it is easier for us to detect which laptop have been used and which one still available.

Figure 8: Laptop bag

Source: Self-captured

Figure 9: Welcome box

Source: Self-captured

Moreover, my team and I should organize staff engagement activities. All these activities such as breakfast express, lunch together, tea-time, birthday celebration, sport

activity and sharing session are done monthly. The objective to provide all these activities is to have high engagement between staffs. Based on my observation, this is such a good initiative as it helps all employees to get know more of each other and help the new joiners and even interns to communicate more with all the permanents employees. Figure 10 below shows the compilation pictures of staff engagement activities that we have done together:
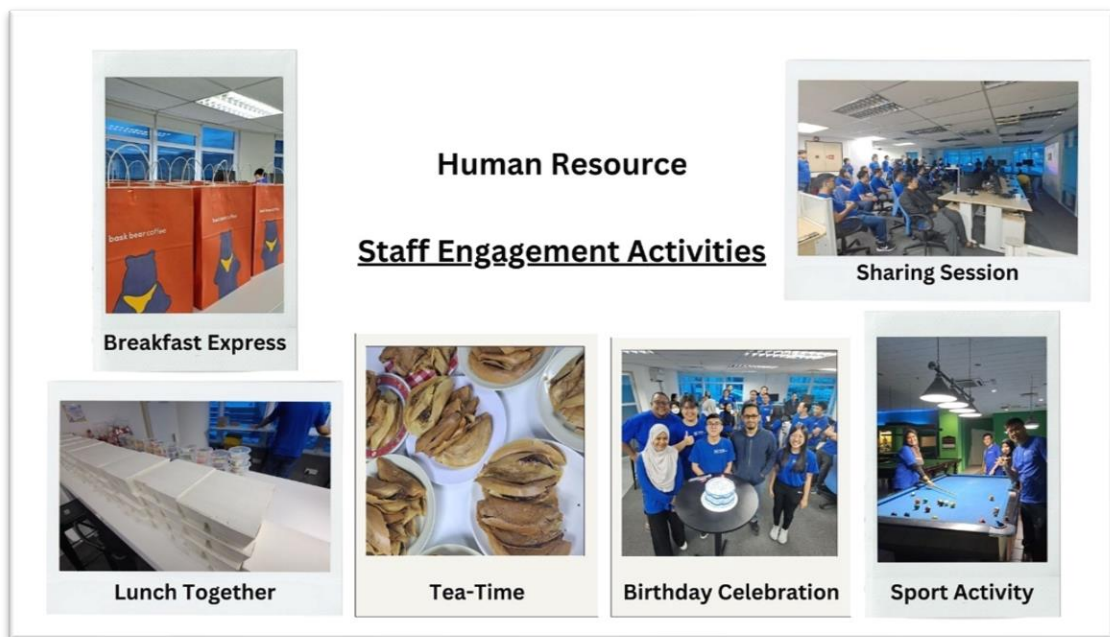

Figure 10: Staff engagement activities

Source: Self-captured

Here is the best part during my internship which I managed to become an event organizer with my team for company big event such as corporate social responsibility where we had a beach cleaning at Pantai Esen, Batu Maung, Pulau Pinang on 18th November 2023, Saturday. On 14th December 2023, Thursday we have organized indoor team building where there are several games that we play together. Right after team building, we have dinner at *Bayu Shellout & Ikan Bakar* at Batu Maung, Pulau Pinang. The best moment is when I become an emcee with my partner, Chan Kam Weng who is also an intern from Universiti Utara Malaysia for company annual dinner at Eastern and Oriental Hotel at Georgetown, Pulau Pinang on 15th December 2023, Friday. It is such an honor as we have given big opportunities to host and conduct the event smoothly from the beginning until the end. Figure 11 show the compilation of photos of the events that my team and I have organized together:
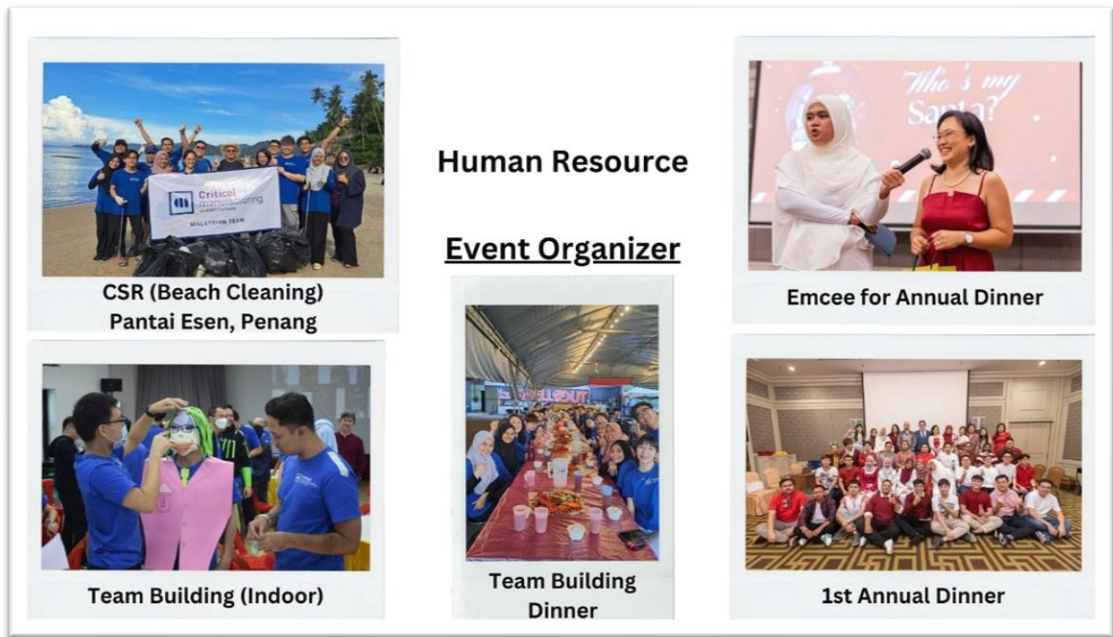
Figure 11: Event organizer

Source: Self-captured

Now, let us move on to my second job scope in administrative. When there are new laptops arrived in the office, I need to update in computer list file as show in Figure 12 by key in the name of the laptop, code label serial number and its price. Same goes to other related equipment such as mouse, monitor and laptop bag. Besides, I need to update company assets in the excel file as shown in Figure 13 so that it is easy to keep track the company belongings from time to time. All these things should be recorded from time to time as it is easier for us to track all the equipment whenever we want to use it and also easy for us to show to an auditor during their visit for auditing.

Figure 12: Computer asset list

Source: Administrative SharePoint Folder

Figure 13: Company asset list

Source: Administrative SharePoint Folder

Still in administrative job scope where I need to prepare and purchase company corporate gifts such as t-shirt, stress ball, pen, mug and notebook as shown in Figure 14. My team and I need to track how many lefts for the corporate gift and should top up the stock from time to time. Since it is a new year of 2024, we need to prepare for new design and new stocks for company corporate gift for upcoming new joiners. Moreover, my weekly task is I need to purchase refreshments for office pantry as shown in Figure 15. Previously, we bought from the nearest supermarket with our office at Sunshine Supermarket, Bayan Baru. But now, we buy all the refreshments through Lotus's application. My work become easier as Lotus's workers will deliver all the orders direct to our office.

Figure 14: Company corporate gift

Source: People Operations SharePoint Folder
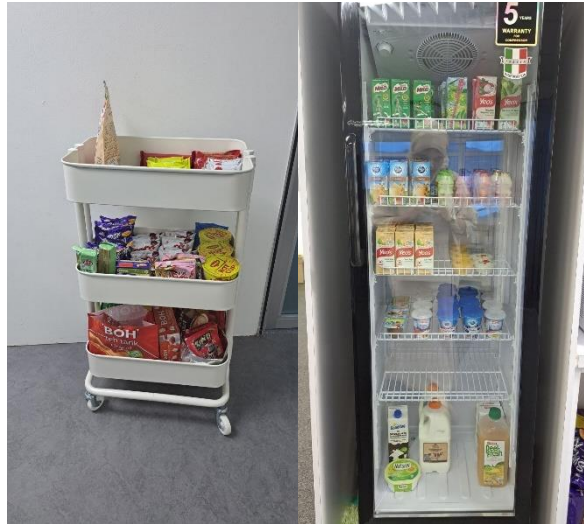
Figure 15: Weekly refreshment

Source: Self-captured

Done for my tasks and responsibilities in human resource and administrative job scopes. Now, I would like to talk about other related matters regarding my internship. I receive RM900.00 for my monthly allowance. The benefit that I receive from Critical Manufacturing Malaysia Sdn Bhd is that I have been provided five days annual leave and five days medical leave. In terms of knowledge and skills benefits, I possess a lot based on the tasks that I have done especially in screening resume and contact candidates. Based on my experience during my internship, it is very important to work in team as all the tasks should be done together by dividing it among teammates so that all the tasks can be done effectively and on time. Always communicate with your teammates if you face any problems regarding your tasks as for sure they will guide you and we will brainstorm together to figure out the solutions for it. Being supportive person in team is important as well because this is the most needed thing that all employees need as it helps us to keep motivate all the time when completing our works. These are all the things that I receive as benefits and I really grateful for meeting and having such a nice and supportive teammates in this company especially People Operations team.

4. SWOT Analysis

Figure 16: SWOT analysis

5. SWOT Discussion

5.1 Strengths

5.1.1 Flexible working hours and days

All the workers that work in this company including me is they like the flexible working hours. For your information, the company operation hours are from 8:00 a.m. until 6:00 p.m. Since it is flexible, the worker can come at any time in the morning even after 8:00 a.m. In addition, they can leave the company early if they have done their jobs. Based on my observation, this thing can make the employees feel more relaxed and do not need to wake up too early in the morning. Furthermore, the employees can choose their own time so that they feel more productive to do their works in the office. Here, there is an extra thing which is the company providing flexible working days. There are four options:

(a) 3 days working from office; 2 days working from home.
(b) 4 days working from office; 1 day working from home.
(c) Fully remote.
(d) Fully working from office.

All these are applicable for software engineers except for People Operations where they can only choose either number 2 or 4 from the list. But then, let say if the employee cannot go to the office due to car damage, it is fine if he or she cannot come to the office as he or she can do their work from home regardless of their positions. Anything can be discussed through online meetings and chat such as Microsoft Teams. It is considered the worker is present but work from home. From here, the workers do not have to worry to apply for emergency leave as they still can do work from home. Unless they have some problems that cannot make them do any job on that day, for sure they need to apply emergency leave from People Operations manager.

5.1.2 Talented employees

The second strength of Critical Manufacturing Malaysia Sdn Bhd is they have talented employees. In this company, they have People Operations,

Administrative, Finance, Information Technology and Software Engineer teams. Let me start with Software Engineer teams. All the software engineer employees are very skillful with all the software knowledge. They handle lots of projects by making software development based on client request. The proud thing is they handle such a big company such as B. Braun, OSRAM, Ikea and others. From here, it shows that the clients from these big companies have high trust towards the software engineers even though the Critical Manufacturing Malaysia Sdn Bhd is still considered new company.

Besides, the company also has talented and committed support teams which are People Operations, Administrative, Finance and Information Technology. People Operations or known as human resource is the one that help in planning all types of events by providing all the resources needed and tentative for monthly lunch together, breakfast express, tea-time, team building, corporate social responsibility, annual dinner and many more. As I am one of the People Operations team, I can see that we are very committed with our tasks and jobs where we always have discussions together so that we can manage the event effectively and efficiently. But then, we cannot have all these resources without help from the Finance and Administrative teams as they also help us to know the budget that we have to buy all the materials in order to make sure that we are not over budget. Not forgetting, our Information Technology team that always be ready and committed to settling all the roadblocks that happen regarding the IT part. From here, I can see that all the employees are very skillful, committed and helpful with each other.

5.1.3 Strong leadership

The third strength of the company is having strong leadership. This is the part where all the employees in Critical Manufacturing Malaysia Sdn Bhd really adore. The company have two Managing Director, Mr. Wilhem and Mr. Lan Weng Keong. The things that I like about them is they are highly motivated to drive the company and employee success. Besides, the way they give instructions to the employees are very clear which make them easy to do their tasks without any doubt. Furthermore, they are very friendly with

all the staffs. This thing helps for the Managing Director to communicate with their staffs effectively. From this style of leadership, it makes the employees have high respect to the Managing Director. Not just that, it will give positive effect to the employees where it increases their engagement and morale which make them feel enjoy working together in team. Therefore, customer satisfaction will increase as well as the employees are happy with their jobs and for sure they will provide excellence service for their clients.

5.2 Weaknesses

5.2.1 Centralized decision making

Let us move on to the first weakness of the company which they cannot be independent. Since this company is a branch under multinational company, it is hard for them to handle some matters or make any final decision from our side. This is because everything should be reported to HQ as they need to know the details of activities that we plan to do especially regarding financial use. I can see this thing as a weakness as everything needs to be waited for some times for their approval. In addition, there will be a lot of meetings that should be held on both sides as they need all the details and explanations based on the presentations. Furthermore, it becomes quite stressful as everything that we plan cannot be approved by HQ personnel as they have a different understanding than us which is difficult to communicate.

In term of business with clients, it will give a bad impression from the customers to Critical Manufacturing Malaysia Sdn Bhd as the Malaysia branch staffs need to do some discussions and get approval from HQ side which may take a long time in giving them final decision before they proceed with the project.

5.2.2 Over-reliance on custom solutions

Now, we proceed to the second weakness. Critical Manufacturing Malaysia Sdn Bhd is the business where they provide custom software system based on customer requirements. If there is any upgrade version that should be done for the software system, the employees should come out with custom

or new solutions for it. All these new solutions need high level of critical thinking and creativity. It is good to have these skills as those are major things that need to possess by all employees so it can help them to get excellence results. But then, when it comes to prolong time, this thing will give some negative effects. Since all the employees need to brainstorm lots of ideas on how to customize the solutions for the software system that they have developed, there will be the time where they get stuck and dry of creativity. All these things not only be done for several times but almost every day. For sure the employees feel burnout and stress due to these conditions. As they cannot come out with custom solutions for the clients, it will affect the relationship between them and make the clients lose their trust towards the company as they are not able to come out with custom ideas and solutions for them. Then, definitely the clients will find new company that provide better software system service which can adhere with their requests in long term.

5.2.3 Limited workforces

Next, the third weakness of Critical Manufacturing Malaysia Sdn Bhd is limited workforces. For your information, the company have lots of projects to handle at the same time. But here we only have 39 software engineers to handle those projects. They need more employees in each team as every project has lots of tasks that should be done. Sometimes one person needs to handle several tasks at a time. These matters can give negative effect to the employees where they will be fatigue and stress due to excessive workloads. Same goes for the People Operations team where they only have three permanent staffs and they are the ones who going to handle all the event planning and buy all the resources needed by themselves. For Finance and Information Technology departments, they only have one worker for each department where they need to do all the works by themselves. The con is they still need to complete their works by themselves because nobody can replace and do their jobs.

5.3 Opportunities

5.3.1 Widen business to global market

Now, I would like to talk about the first opportunity which can widen its business to global market. As mentioned previously, this company is under Critical Manufacturing from Porto, Portugal which is Malaysia branch. As for now, Critical Manufacturing Malaysia Sdn Bhd is focusing on local market as they want to strengthen their presence in the local region. Based on my observation, I can see that all the software engineer staff in this company are very expert and have lots of experience in software development. In this matter, it gives opportunities for the company that they are capable to handle other software development project not only from Malaysia market but also from international market. Besides, it is another good chance for Malaysian team to widen their business as they can get the project from other countries as the Porto team can help to hand over the project as they believe that Malaysian software engineers are very committed and expert in completing the projects by clients. Therefore, Critical Manufacturing Malaysia Sdn Bhd will be known worldwide and it will increase its profit as well.

5.3.2 High demand from manufacturing industry

Let us proceed to the second opportunity which is high demand from manufacturing industry. Most manufacturing companies are into high technology use of machines. They like to manage all the manufacturing processes by using software systems. It is a big opportunity for Critical Manufacturing Malaysia Sdn Bhd as they provide the software system service which they can create and deploy the functions of the software system based on client request. From there, it will give the company more opportunities to have a good relationship with the clients by upgrading the systems for them from time to time.

5.3.3 Cybersecurity and data privacy offer

The third opportunity is they can provide another type of system that relates to manufacturing execution system which are cybersecurity and data privacy. They can offer secure infrastructure, data encryption, and

compliance with relevant regulations. These are things that vital for every manufacturer to have for their operations as it makes them feel safe to use the manufacturing software system. It is good for them to execute this type of security as they can save all the information in it without any doubt. Therefore, it is a big opportunity for Critical Manufacturing Malaysia Sdn Bhd to provide this cybersecurity for the manufacturing system as it can make the clients and other manufacturers feel confident to use the system with great security.

5.4 Threats

5.4.1 Different time zone

Let me talk about the first threat of Critical Manufacturing Malaysia Sdn Bhd. The threat is having different time zone with HQ from Porto, Portugal. They are 8 hours different between Malaysia and Portugal. When it comes to meeting or discussion with HQ sides, for sure we need to follow HQ time. Sometimes, the People Operations manager, Mr. Jimmy needs to attend a meeting after working hour. For example, HQ decided to have the meeting at 11 a.m. in Porto time zone. But at that time in Malaysia, it is already 7 p.m. in the evening. This thing usually happen as it is the time where they are free to have a meeting with Malaysia branch. Not just that, the different time zone is a tough matter for software engineers. Since most of them have the project under HQ. It means that Malaysian and Portugal team together works for the project. They will have the meeting with their team as to update their work progress from 5:30 p.m. until 8:00 p.m. (Malaysia time zone). Although the company is practicing flexible working hours, but supposedly the workers should not work right after working hour, which from 8 a.m. until 6 p.m. But due to Portugal team as known as HQ of Critical Manufacturing, they need to obey with all the instructions and works. From there, the employees will have work-life imbalance as they need to work long hours and also it will lead to fatigue which will make them lose their productivity to do their works.

5.4.2 Language barrier

For the second threat is language barrier. This is the thing that I found out from my colleague. My colleague would like to discuss with the marketing people from HQ. She wants to request the banner as the HQ has its own banner that can be used for all branches. The marketing people say that they will provide the banner as soon as possible. After a week, they sent the banner through email. But the "banner" that they have sent to my colleague is the marketing manual which is more to marketing guidelines. The real banner that my colleague would like to ask is the long banner which people use to hang it in public place or event use. From this case, it shows that two different people from two different countries have different types of understanding where one word has different meaning to both. This thing will make the discussion or process become longer as it needs time for both side to reexplain and redo the request.

From customers point of view, they feel hard to explain regarding their requests to the team (software engineer) which include with HQ staffs. This is because HQ staffs understand in different meaning which need the clients from Malaysia to repeat themselves again and again so that the staffs can understand. Sometimes, it needs Malaysian software engineers to help the customers to interpret their explanation to the HQ staffs. From here, it might make the customers feel exasperated and feel like to withdraw from the discussion.

5.4.3 Focus on providing one type of service

The next threat which is the third one is the business can only focus in developing manufacturing execution system. Critical Manufacturing is the business where they provide the software system service for manufacturing systems which helps the manufacturers to increase its efficiency in controlling and handling its day-to-day operations. It means that the service is only limited to this field. Basically, we all know that software systems have a very wide scope. They can provide and invent the system for artificial intelligence where this is one of the famous things that has been used by many companies in its operations. Besides, this company only focuses on back-end development where they just develop the software system

functions. They are not into the front-end development as it is more to designing the front features. From there, the employees only focus on the technical part and they do not have opportunities in developing their creativity to create design for the software system for front features. By focusing only in one type of service which is creating software system for manufacturing, it will make Critical Manufacturing Malaysia Sdn Bhd left behind by other companies that already possessed with varieties of software system skills and services.

6. Recommendations

6.1 Strengths

6.1.1 Maintain all the stated strengths that they have

It is totally agreed when this company practices flexible working hours and day as it gives all employees to have better work-life balance. According to Ismail and Michael (2023), providing flexible working arrangements to employee can increase their productivity and even their performance. From there, the employee can deliver well in their jobs and the outcome will be in high quality. Besides, maintaining a strong and effective leadership between managing director is a must as it can make the work environment look more friendly and all the business can be done efficiently due to great instruction delivering (Sheikh & Anwar, 2022). In fact, these things can be the factors that can retain all the talented employees to stay longer working in the company.

6.2 Weaknesses

6.2.1 Decentralized decision making

To make it easier for branch company to make fast decisions, it is better for HQ to initiate decentralized decision making. According Smite et al. (2023), the branch company that can make their own decision within them results in better outcomes compared to centralized decision making which all the final decisions come from HQ. By enabling decentralization in decision making, the management and employees can decide any workstyles, equipment and approaches that they feel suitable to use it based on their

needs and comfortability as long as they are all aligned with the rules and regulations that have been set by the main company (HQ).

6.2.2 Initiate hybrid approach for software system solutions

To decline the burden for the software engineer staffs to custom solutions every single time for software system roadblocks, it is better for them to have hybrid approach. They can use the ready-made solutions to solve the suitable software problems and at other time they can create custom solutions to solve the special problems (Azenha et al., 2021). From there, it can reduce their time to solve the problems and they can focus to utilise their time for other important works that should be prioritized.

6.2.3 Increase workforces

Hiring more talented workers to work in the company will overcome the problem of workforce shortage. According to Ganewatta and Hiroshima (2023), workforce shortage can lead to high workload as each employee needs to do handle more tasks every day which will lead to stress and burnout. From my opinion, the company should hire more and sufficient workers which can ensure that all the tasks can be done efficiently as each employee will have less workload where they can be more focus in doing their works rather than having high workload which too much to focus and need to be done quickly. Therefore, the employee can be more productive in accomplishing their tasks and easy for them to arrange their time management.

6.3 Opportunities

6.3.1 Grab all the chances to promote their high-quality service to new customers or market

According to Chitchyan and Bird (2022), software development is in high demand in this era. All types of software system are needed for business, production (manufacturing) and home use. Critical Manufacturing Malaysia Sdn Bhd should grab all these chances especially in manufacturing as most of them are likely to transform their production from traditional to systematic system. As this company is multinational corporation, it is a great

chance for them to promote their high-quality services in developing software system which can not only increase their market segmentation but also can create big name in international business. From there, they will always strive their best to improve their quality of works and will provide the best software system for their clients based on their requests.

6.4 Threats

6.4.1 Communicate and scheduling

People who are working under multinational corporation will have different time zone as both companies are in different region (Bahar, 2020). To prevent from employees in Malaysia branch working or having a meeting after working hours due to different time zone, it is better for them to communicate to HQ in Porto, Portugal by giving their feedback regarding this matter. Although they are under HQ and need to follow what HQ has assigned, but still they need to aware about Malaysian's workers well-being as well. Working after working hours can affect employees' motivation as they still need to wait to attend the next meeting to discuss about their projects especially software engineer. For me, it is better for the employees to communicate about this to HQ and have a better scheduling so that both parties can do meeting together in their respective working hours.

6.4.2 Be clear and show example for more understanding

Language barrier is one of the common things that faced by people who work in multinational corporations (Tenzer et al., 2021). To make better communication and understanding among both parties (local and HQ), it is better to show some examples that can illustrate the meaning of certain terms during meeting. By doing so, both parties can direct understand about those explanations and it is easier for Malaysian workers especially software engineers to communicate with clients for the terms and conditions that should be done in their projects. Therefore, it does not need them to reexplain or redo a meeting to talk about the same thing which can waste much time for both parties.

6.4.3 Expand types of services offer

As for now, Critical Manufacturing Malaysia Sdn Bhd is focusing developing software system for manufacturing which is called as manufacturing execution system (MES). For future, it is great if the company can further its type of service offer especially in artificial intelligence and machine learning as those are the most used things in every business (Kuhl et al., 2022). Therefore, the company should start to give a training to software engineers by providing all the knowledge and skills in developing software system for artificial intelligence and machine learning until they master it. By possessing all these new skills and knowledge, for sure the company can gain more customers and will increase their profit as well.

7. Conclusion

On the whole, my internship in Critical Manufacturing Malaysia Sdn Bhd is the best moment that I have ever had as I learn a lot from my colleagues and staffs. The tasks that I handle are totally aligned with my course in human resource management and even I have additional knowledge and skills in managing administrative scope. Besides, I learn how to understand and manage people behaviours as different people have different styles. Although sometimes I feel difficult to handle it but I rethink about it and realize that I have different style and need too. So slowly I try to communicate and read their styles so that I can know how to handle them. Furthermore, I can see that this company can grow further with its business as I can see all the staffs are very skilful and intelligent where they can deliver high quality services of manufacturing execution system to their customers. Hope that they can expand the types of services in artificial intelligence and machine learning as these are the high demands in this era. As a final note, I will apply all the skills and knowledge that I gain from here to my next job in other company.

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9. Appendices

9.1 Corporate social responsibility (Beach cleaning) at Pantai Esen, Pulau Pinang

9.2 People Operations team

9.3 Team building (Indoor)

9.4 Annual dinner at Eastern and Oriental Hotel, Georgetown, Pulau Pinang

9.5 Ouriginal similarity report

Entire Document

INDUSTRIAL TRAINING REPORT AT CRITICAL MANUFACTURING MALAYSIA SDN BHD NAME : BALQIS BINTI ABDUL SOMAT STUDENT ID : 2021114023 ADVISOR : DR. NURSYAMILAH BINT ANNUAR SUPERVISOR : MR. JIMMY WONG ENG TATT FACULTY OF BUSINESS & MANAGEMENT BACHELOR OF BUSINESS ADMINISTRATION (HONS.) HUMAN RESOURCE MANAGEMENT

i Executive Summary This report discusses about the company of Critical Manufacturing Malaysia Sdn Bhd in several aspects especially its background profile. Since the intern is holding a position as Human Resource and Administrative, there are two job scopes that are explained which totally give a whole new experience during the internship. Based on the observation, this company has its own strengths and opportunities that it can maintain and grab and also some weaknesses and threats that should be overcome and prevent. Regarding SWOT analysis that has been made, there are several discussions and recommendations that have been done to know which the best initiatives are to implement so that the company can grow rapidly and be better for its quality offer to the clients.
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