

FACULTY OF BUSINESS AND MANAGEMENT BACHELOR OF BUSINESS ADMINISTRATION (HONS) HUMAN RESOURCES MANAGEMENT (BA243) HRM666 – HUMAN RESOURCES INTERNSHIP INDUSTRIAL TRAINING REPORT

INDUSTRIAL TRAINING REPORT AT ATLAS COPCO VACUUM TECHNIQUE MALAYSIA



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EXECUTIVE SUMMARY

This executive summary overviews my internship experience at Vacuum Technique Malaysia in the Human Resource Department from 1st September 2023 to 9th February 2024. The objective of the internship was to gain practical knowledge and skills in Human Resource Management. I was assigned various tasks and projects throughout the internship, contributing to the organisation's goals and personal development.

Vacuum Technique Malaysia is a business development company in Shah Alam, Selangor. Vacuum Technique is one of the business areas of Atlas Copco. Vacuum Technique Malaysia (VTM) nature of business is sales, installation, commissioning and services of vacuum pump equipment and provision of related onsite support and training.

In the Human Resources department, I was involved under variety tasks for human resources and administration such as recruiting, onboarding, training and development, and administration. I was exposed to do employees filing for employees in Malaysia, Singapore, Philippines, Australia and more. I was able to handle the purchased items and assets for company using their system and process. I handled the registration for the employees to go external training in Malaysia, Singapore, Australia, and Philippines. I assisted my manager in welcoming the newcomer, such as create their organization profile, providing induction program, provide their needs such as private computer, fingerprint, gate key and more.

The SWOT analysis of Vacuum Technique vital insights into its current position and the external environment in which it operates. Vacuum Technique Malaysia Strengths include heavily diversified business and concentrate on innovation and adapt to changes. The study identifies chances for Vacuum Technique to have international customers and partners and digitalization of internal and external cooperation. On the other hand, Vacuum Technique faces issue such as language differences and lack of decisiveness and aligning actions. Moreover, the threats are declining market share in small compressors segment and currency fluctuation.

To overcome the issues, Vacuum Technique should have provided internal training, and encourage an open communication culture. By this way, Vacuum Technique able to increase revenue, products and services. They also will widely expand its customer base.

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2.0 COMPANY PROFILE

2.1 Company's name

Vacuum Technique Malaysia

2.2 Company's Logo



Figure 1: Company's Logo

2.3 Company's location

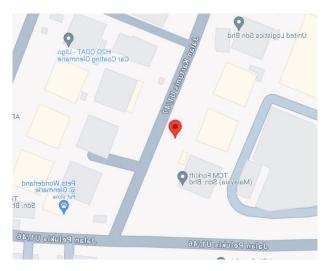


Figure 2: Company's location

Vacuum Technique Malaysia, 34 Jalan Kartunis U1/47, Kawasan Perindustrian Temasya, 40150, Shah Alam

2.4 Company Background



In 1873, Atlas Copco founded in Stockholm Sweden and was owned by the Wallenberg. Atlas Copco has four business areas. Vacuum Technique is one of the business areas of Atlas Copco. Vacuum Technique was established in 2017. Vacuum Technique has few branches in Malaysia, Singapore, Australia, and Philippines. Vacuum Technique also has hired employees in various country such as Korea, Vietnam, Indonesia, and Russia. Vacuum Technique nature of business is Sales, Installation, Commissioning, and Services of Vacuum Pump Equipment and Provision of Related Onsite Support and Training.

Vacuum pumps from Vacuum Technique Malaysia (VTM) are utilized in many different industries, such as chemicals, electronics, food and beverage, and pharmaceuticals. Applications in research and development also make use of the company's pumps. The vacuum pumps made by VTM are renowned for their dependability, toughness, and efficiency. The business places a high priority on customer service and offers technical assistance and training to its clients. In addition, VTM provides a range of services, including maintenance and repair of vacuum pumps.

2.5 Vision and Mission

Vision

Create leading-edge Vacuum & process technologies at the heart of our customers' solutions to secure a better quality of life on a sustainable planet.

Mission

Enable solutions for a better future.

2.6 Goals

- 1. Nurture a great people experience.
- 2. Lead on the environment.
- 3. Innovate for the future.
- 4. Embed customer centricity.
- 5. Improve efficiency.
- 6. Develop Strategic Partnerships.

2.7 Objective

To be a world leader in industrial solutions and compressed air technologies, has a broad range of goals for the company that include social impact, sustainability, and employee well-being in addition to financial success.

2.8 Organization Structure

a. Company top organization chart

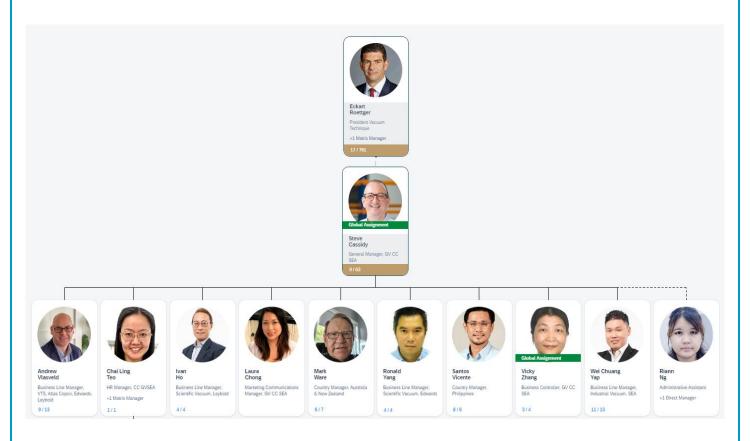


Figure 3: Vacuum Technique's Organization Chart



b. Overall Company organisation chart

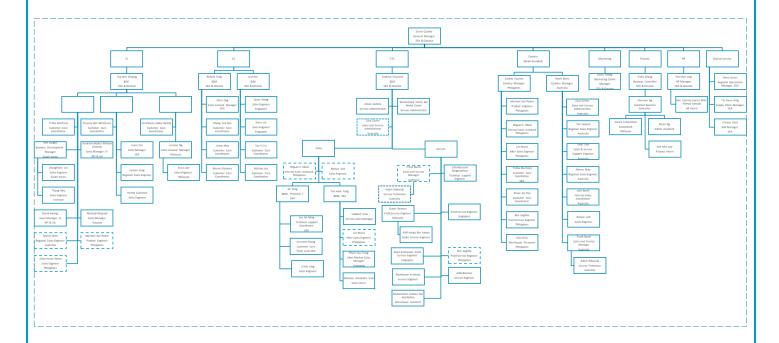


Figure 4: Vacuum Technique's Organisation Chart
Total employees in Vacuum Technique are 68.

c. Human Resources Organisation Chart



Figure 5: Human Resources Organisation Chart

2.9 Products or Services

a. Vacuum Pump



b. Vacuum Technique products catalogue

Oil-sealed vacuum pumps

GHS 350-5400 VSD+

Oil-sealed rotary screw vacuum pumps with VSD technology



-		
	п	U
Nominal power		fax. vacuum

Model @50 - 60Hz	Pumping speed* m³/hr (cfm)	Nominal power kW (hp)	Max. vacuum mbar.a (torr)	
GHS 350 VSD*	72-400 (42-240)	5.5 (7.4)	0.35 (0.26)	
GHS 585 VSD*	72-560 (42-330)	7.5 (10)	0.35 (0.26)	
GHS 730 VSD*	72 - 730 (42-430)	11 (14.8)	0.35 (0.26)	
GHS 900 VSD*	72 - 870 (42-510)	15 (20)	0.35 (0.26)	
GHS 1300 VSD***	139-1250 (82-736)	22 (29)	0.35 (0.26)	
GHS 1600 VSD***	139-1590 (82-936)	30 (40)	0.35 (0.26)	
GHS 1900 VSD***	139-1810 (82-1065)	37 (50)	0.35 (0.26)	
GHS 3800 VSD+	937-3828 (551-2253)	55 (74)	0.35 (0.26)	
GHS 4600 VSD+	937-4478 (551-2636)	75 (101)	0.35 (0.26)	
GHS 5400 VSD*	937-5004 (551-2945)	90 (121)	0.35 (0.26)	

^{*}At operating vacuum level of 100mbar.a **GHS 1300/1600/1900 VSD* available only in Asia Available in air-cooled and water-cooled variants

GHS 1402-2002 VSD+

2nd Generation oil-sealed rotary screw vacuum pumps with HPM** motor and HEX@™ controller



Model @50 - 60Hz	Pumping speed* m ³ /hr (cfm)	Nominal power kW (hp)	Max. vacuum mbar.a (torr)
GHS 1402 VSD*	114-1425 (67-839)	22 (29.5)	0.35 (0.26)
GHS 1602 VSD*	114-1674 (67-985)	30 (40)	0.35 (0.26)
GHS 2002 VSD*	114-1900 (67-118)	37 (50)	0.35 (0.26)

^{*}At operating vacuum level of 100 mbar.a **High efficiency IES Permanent Magnet Motor

GVD 0.7-275

Two stage oil-sealed rotary vane vacuum pumps

Model @50 - 60Hz	Flow m ² /h (cfm)	Nominal power kW (hp)	Max. vacuum mbar.a (torr)
GVD 0.7	0.75-0.95 (0.4-0.5)	0.09 (0.12)	3.0x10 ⁻² (2.2x10 ⁻²)
GVD 1.5	1.6-2 (0.8-1.2)	0.16 (0.21)	3.0x10 ⁻³ (2.2x10 ⁻³)
GVD 3	3.3-3.9 (2.0-2.3)	0.45 (0.60)	2.0x10 ⁻¹ (1.5x10 ⁻¹)
GVD 5	5.1-6.2 (3.0-3.7)	0.45 (0.60)	2.0x10 ⁻³ (1.5x10 ⁻³)
GVD 8	8.5-10 (5.0-5.9)	0.45 (0.60)	2.0x10 ⁻¹ (1.5x10 ⁻¹)
GVD 12	12-14.2 (7.1-8.4)	0.45 (0.60)	2.0x10 ⁻³ (1.5x10 ⁻³)

GVS 16-630A

Oil-sealed single stage rotary vane vacuum pumps



Model @50 - 60Hz	Flow m ³ /h (cfm)	Nominal power kW (hp)	Max. vacuum mbar.a (torr)	
GVS 16A	16-19 (9-11)	0.75 (1)	0.5 (0.4)	
GVS 25A	25-29 (15-17)	0.75 (1)	0.5 (0.4)	
GVS 40A	44-53 (26-31)	1.1 (1.5)	0.5 (0.4)	
GVS 60A	59-71 (35-42)	1.5 (2.2)	0.5 (0.4)	
GVS 100A	98-117 (57-69)	2.2 (3)	0.5 (0.4)	
GVS 220A	200-240 (118-141)	4.5 (6)	0.1 (0.08)	
GVS 300A	280-340 (165-200)	5.5 (7.5)	0.1 (0.08)	
GVS 630A	700-840 (412-494)	15 (20)	0.1 (0.08)	

GVS VSD+ Series

Oil-sealed rotary vane vacuum pumps with VSD HMI on your Smartphone App





Model @50 - 60Hz	Flow m ¹ /h (cfm)	Nominal power kW (hp)	Max. vacuum mbar.a (torr)
GVS 80 VSD+	51-78 (30-45)	2.2 (3)	0.5 (0.37)
GVS 120 VSD*	84-117 (49-68)	3.7 (5)	0.5 (0.37)
GVS 255 VSD*	119-250 (70-147)	7.5 (10)	0.3 (0.22)
GVS 400 VSD+	187-381 (110-206)	11 (15)	0.3 (0.22)



Model @50 - 60Hz	Flow m³/h (cfm)	Nominal power kW (hp)	Max. vacuum mbar.a (torr)
GVD 18	17-20.4 (10-12.1)	0.55 (0.73)	1.0x10 ⁻³ (0.7x10 ⁻³)
GVD 28	27.5-33 (16.2-19.5)	0.75 (1.0)	1.0x10 ⁻³ (0.7x10 ⁻³)
GVD 40	37-44 (21.8-25.9)	1.1 (1.4)	1.0x10 ⁻³ (0.7x10 ⁻³)
GVD 80	74-90 (43.6-53)	2.2 (2.9)	1.0x10 ⁻² (0.7x10 ⁻²)
GVD 175*	160-196 (94-115)	5.5 (7.3)	1.0x10 ⁻³ (0.7x10 ⁻³)
GVD 275*	255-306 (150-180)	7.5 (10.0)	1.0x10 ⁻² (0.7x10 ⁻²)

3.0 TRAINING'S REFLECTION

3.1 Duration

I report for duty on 1st September 2023, and I will finish my internship on 9th February 2024 which equals 24 weeks. During my internship, I experienced many things and worked related to my course of studies, Human Resources. The working hours at Vacuum Technique are flexible but I choose to work from 8:00 am until 5:00 pm, Monday until Friday. On Monday to Thursday, I work from office and on Friday, I work from home.

3.2 Details; departments, roles, responsibilities, assignments, tasks

Department	Human Resource		
Roles	To assist HR Manager		
Responsibilities	Recruitment and hiring		
	Onboarding		
	Training and development		
	Compensation and benefits		
	Employee relations		
Tasks	Recruitment and hiring		
	- This include creating job descriptions, posting open		
	positions in Job Street, reviewing resumes,		
	and arranging interviews.		
	Onboarding		
	- Include the process of integrating newcomers into		
	the organization, welcoming them, providing them		
	with information and resources, and giving them		
	induction programs.		
	Training and development		
	- Includes providing employees with on-the-job		
	training, classroom training, and online learning.		
	Employee relations		
	- arranging event, resolving employee conflicts,		
	enforcing company policies.		

Assignments	•	Created Atlas Copco's history slide for the induction
		program.
	•	Register vendors in our company.
	•	Arranging events

Table 1: Departments, roles and responsibilities, assignments, tasks

3.2.1 Department

I was assigned to the Human Resources Management department, headed by Ms Chai Ling Teo. Ms Chai Ling is my manager, and during my internship, I assisted her in all job scopes of human resources in our company. We are responsible for recruitment and hiring, onboarding, training and development, compensation and benefits, and employee relations. We also do some administrative job scope in Vacuum Technique. Vacuum Technique is a multinational company; however, the human resources department is based in Malaysia. Thus, we handle employees not only in Malaysia but also in Singapore, the Philippines, Australia, Korea, Vietnam, Russia, and Indonesia. We have 21 employees in Malaysia, 22 employees in Singapore, 10 employees in Australia, nine employees in the Philippines, two employees in Vietnam and Korea, and one employee in Indonesia and Russia. My position in Human Resources, where I have exposed a variety of job scopes, has made me learn a lot of things in the work environment.

3.2.2 Roles, responsibility, and task

My roles are to assist HR Manager in everyday task of human resources. As an intern, my manager will give me tasks for me to complete them. For example, my manager asks me to register employees to external training courses, I need to help her in job posting, screening resume, arranging interview with candidates, prepare offer letter, give induction to the newcomer, and do employee profiling. I also need to arrange some events for our company such as Deepavali dinner, annual dinner, Christmas, and birthday celebration and more. Aside from that, I need to purchase things for company such as every month's groceries, private computer, cleaning items and more.

3.2.3 Assignments

• Created Atlas Copco's history slide for the induction program.

This project aims to share the back story of Atlas Copco since it first established until the existing of Vacuum Technique company as one of Atlas Copco's business area to the audience. I need to do deep research for Atlas Copco's history and summarized the information to put in the slide. I also design the slide to make the presentation more entertain. This slide is used in the human resources induction program for every new employee. I will do the presentation for induction program, monitored by my manager to them on their first day of work.

Register vendors in our company.

This project aims to make smooth processing of purchase items with our supplier. Since Vacuum Technique can be consider as new established company. A lot of vendors have not registered yet under our company. Thus, I need to register the vendors that we used to supply our needs in company. It does take multiple process and consume a lot of time to create a vendor. I need to ask the vendor for information such as name of company, bank details, email address and more to ensure that they are legit company so that our company can do business with them. I have successfully registered around 15 vendors in Malaysia and Singapore.

Arranging events

This project allows employees to connect, to feel part of something much bigger and help a company to engage with its employees. My manager asked me to arrange events for every month. I arranged for our monthly event which is Fika and birthday celebrations. Fika is a Swedish tradition to have breakfast, typically involves a cup of coffee and a sweet bite to eat. Every month I will arrange the foods and cake for breakfast and monthly birthday celebration and make all employee gathers to enjoy. Moreover, I arranged annual dinner and Christmas celebration for 2023 from the foods, themes, activities, invitation, and decoration. Theres is a lot more event such as Chinese New Year, Men's Day, and team

building. Moreover, I also have liaised with Malaysian Care to give disability awareness talk for all our employees.

3.3 Benefits

Benefits are the advantage or something that the company gives when working in the company. Vacuum Technique provided me with an allowance of RM1400 per month, and they also provided with 4 days annual leave and 14 days medical leave. In addition, my manager and colleagues help me in my work, and they are always patient with me whenever I need help or make mistakes. Furthermore, the other colleagues from other departments are also very nice towards me and treat me like I am one of them, not just an intern student. I gain so much knowledge and valuable experience and skills. I learned how to use e-Req system where it is a process for me to purchase items or services for Vacuum Techniques from other companies. I am knowledgeable with the terms of purchase request, purchase order, quotation, delivery order and invoices. I learned how to manage people with different ages and behaviour. Moreover, all these work experience has force me to be able to multi-task, work in team, and patience and most importantly is learn from my mistakes.



4.0 SWOT ANALYSIS

SWOT Analysis



5.0 DISCUSSION AND RECOMMENDATIONS

5.1 Strength

a. Heavily diversified business

Vacuum Technique is one of Atlas Copco's business areas. Atlas Copco has a strong existence in four business areas: compressor technique, vacuum technique, industrial technique, and power technique. The revenues shared in these four areas are 35%,13%, 15%, and 37%, respectively. This way the business allows the company to support operations in all areas as one profitable business can balance the other, which is not doing good.

b. Concentrate on innovation and adapt to changes

Vacuum Technique has a history of being at the forefront in implementing innovations within the industry. Atlas Copco has been able to outperform its rivals thanks to its emphasis on innovation. For instance, Vacuum Technique offers secure digitalization solutions to the sectors and has started integrating digitalization into its operations and production processes. Because of this, it collaborated with a technical consulting company to develop digitalization solutions for safe mining.

5.1.1 Recommendations to sustain the strengths

a. Encourage collaboration between divisions.

Vacuum Technique needs to have successful collaboration with other divisions so that all divisions are able to build a strong brand that will deliver only the best for its customers. For example, share R&D resources and expertise across divisions to drive innovation in areas like digital solutions, automation, and data analytics. Regularly evaluate profitability and development possibilities with other divisions so that they can be prepared for anything.

b. Encourage Innovation Culture

Vacuum Technique can invest in R&D. Provide enough funding for research and development, with an emphasis on important fields such as digitalization, automation, and sustainable technology. Moreover, Being adaptive to new ideas from outside sources. Vacuum Technique may work with academic institutions and research centers to obtain access to innovative viewpoints and new technologies.

5.2 Weakness

a. Language differences

Vacuum Technique is a multinational company; thus, the employees are from various countries, which means there are language differences because not every country uses English as its first language. Vacuum Technique has a high chance of communication difficulties among its employees because most of the lower-level management are not very fluent in English. Effective communication can be difficult if Vacuum Technique employees do not speak the same language. This can lead to misunderstandings, delays, and mistakes, which can also lead to bigger problems.

b. Lack of decisiveness and aligning actions

Vacuum Technique management is based in various places. For example, the human resources department is based in Malaysia, the finance department is based in Singapore, and the sales department is based in various countries. When there is an issue occurs, it cannot be denied that the company faces difficulty in resolving internal conflicts between different departments or management levels, leading to delays, and missed deadlines because of the distance barrier. A lack of clear guidance and aligned actions can lead to internal inefficiencies in decision-making and wasted time and resources. This may affect every aspect, such as customer service, product development, and launch.

5.2.1 Recommendations to improve weakness

a. Investment in language training

Vacuum Technique could invest in language training. Motivate employees at all levels of management to learn languages relevant to the company's operations; in this case, they learn the English language. For example, providing in-house language courses, online resources, or external language programs. This way, it will lead to collaboration between teams and departments running more smoothly and reducing miscommunications when information is exchanged.

b. Encourage an open communication culture

Vacuum Techniques challenges with decisiveness and action alignment deserve attention. There are some potential areas for improvement. Encourage a healthy, open communication culture where diverse perspectives are respected and considered before making decisions. This can be done by the implementation of suggestion boxes or anonymous feedback mechanisms. Vacuum Technique may identify and draw unnecessary bureaucratic hurdles (complicated rules and procedures) that delay the decision-making.

5.3 Opportunity

a. international customers and partners

Vacuum Technique has high opportunities for market expansion due to its global presence and influence. Operating in multiple countries enhances Atlas Copco's brand recognition and reputation as a truly international company. This can attract more customers and partners, further establishing the company's global leadership position. Reaching new customer segments by entering new international markets, Vacuum Technique is able to access a larger customer base than it would have domestically. This expands its potential revenue and market share.

b. Digitalization of internal and external cooperation

Digitalization of internal and external online cooperation presents significant opportunities for Vacuum Technique. Here are some key reasons why. Data-driven decision-making. Digitalization provides access to a wealth of data that can be used to make informed decisions about products, services, and business strategies. This can give Vacuum Technique a competitive edge in the marketplace. A modern and digital work environment can make Atlas Copco more attractive to talented employees, especially those from younger generations.

5.3.1 Recommendations to get benefits from this opportunity

a. Market research

Vacuum Technique is a well-established brand with a solid global presence, but there's always room for improvement in attracting international customers and partners For example, market research. Conduct thorough research to understand local market needs, competitor landscape, and cultural preferences. Compliance with local regulations and ensure products and services comply with all relevant legal and safety regulations in target markets. Moreover, tailor pricing and promotional offers to cater to specific regional realities and competitor pricing.

b. Provide customers with a self-service portal and training and support to employees

The recommendation for Vacuum Technique to achieve digitalization of internal and external cooperation is to develop an online customer portal. Provide customers with a self-service portal to access order information, track shipments, and request support. This improves customer satisfaction and reduces support workload. Next, training and support. Provide adequate training and support to employees and partners to help them adapt to new digital workflows. Digitalization is an ongoing journey, not a one-time event. Continuous adaptation and improvement are key to success in the long term.

5.4 Threat

a. Declining market share in small compressors segment

Low-cost nations have been posing a global threat to Atlas Copco, which is disrupting the competitive landscape in the form of commoditization and price decline. This has a significant impact on the market segment that demands compact compressors, and cost factors are what largely drive sales for a company. Local suppliers of compressors appear to be winning this competition because their products are far more affordable than those of Atlas Copco, which are of more expensive. In this industry, it is difficult for Vacuum Techniques to compete with local suppliers as local people tend to be leaning toward their local businesses.

b. Currency fluctuations

Currency fluctuations can indeed pose a significant challenge for Vacuum Technique, like any multinational company with operations and revenues spread across different geographical regions. Vacuum Technique is exposed to currency fluctuations. If their revenues are primarily in one currency while their expenses are in another, significant currency swings could negatively impact their profits. This could be seen as a "threat" to their financial stability. For example, revenue declines if Atlas Copco receives payments in currencies that weaken against their primary expense currency (e.g., USD); their overall revenue in USD terms will decrease even if their local sales remain steady. This can squeeze profit margins and impact their bottom line.

5.4.1 Recommendations to deal with the threats

a. Analyse customer needs

Vacuum Technique's declining market share in the small compressor segment requires an approach to achieve a competitive advantage. Vacuum Technique needs to conduct in-depth research to understand evolving customer preferences and unmet needs in the small compressor segment. Focus on factors like energy efficiency, portability, noise levels, and ease of maintenance. Analyse competitor pricing and offer competitive pricing strategies or limited-time promotions for small compressors to attract new customers and retain existing ones.

b. Operational adjustments

Navigating currency fluctuations requires agility and strategic planning. Vacuum Technique can do operational adjustments. Global sourcing, optimize sourcing strategies to procure materials and components from regions with favourable exchange rates but maintain quality and ethical sourcing standards. Streamline supply chains to reduce inventory carrying costs and minimize exposure to currency fluctuations throughout the manufacturing and distribution process.









6.0 CONCLUSION

To sum up, my internship has been incredibly helpful in terms of the knowledge that has been received by me and taught me for real-world skills. My ability to work on a variety of projects and engage with a diverse team during this internship will undoubtedly help me grow both personally and professionally. I was first and foremost knowledgeable in the sector and its working procedures. I have a complete understanding of how the organization does business, particularly in the human resources department.

Second, the internship allowed me to apply the theoretical knowledge I had learned to practical situations. This practical application of my information has improved my comprehension and given me more self-assurance when performing duties associated with my area of study. Collaborating in a group setting broadened my perspective and improved my ability to interact with people and communicate. Collaborating with peers from many departments encouraged me to understand the importance of effective cooperation, attentive listening, and unambiguous communication. I gained knowledge on how to coordinate different work styles and leverage personal strengths to accomplish team objectives.

In addition, the internship gave me the confidence to take initiative on my own and see projects through to completion. This job taught me how to prioritize tasks, meet deadlines, and produce high-quality work, all of which helped me become more organized and proficient with time management. Taking on projects also gave me the chance to show off my innovative problem-solving skills and resourcefulness. All things considered, my internship has been a fulfilling experience that has benefited both my professional and personal growth.

Ultimately, I feel that my skills, knowledge, and experiences from this internship have sufficiently prepared me for whatever challenges I may face in the future in my career. I'm eager to keep building on this foundation and to be committed to advancing in my chosen field and lifelong learning.

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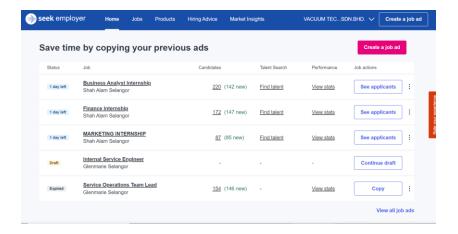
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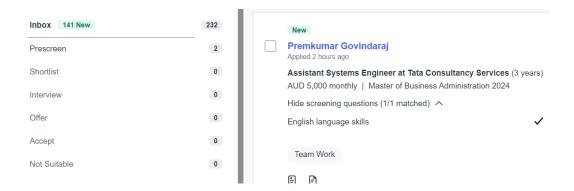
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8.0 APPENDICES



Posting Job Vacancy in Job Street



Printscreen and shorlist candidate's resume



Organize and attend handling reachtruck training



Present induction program to newcomer in meeting roon



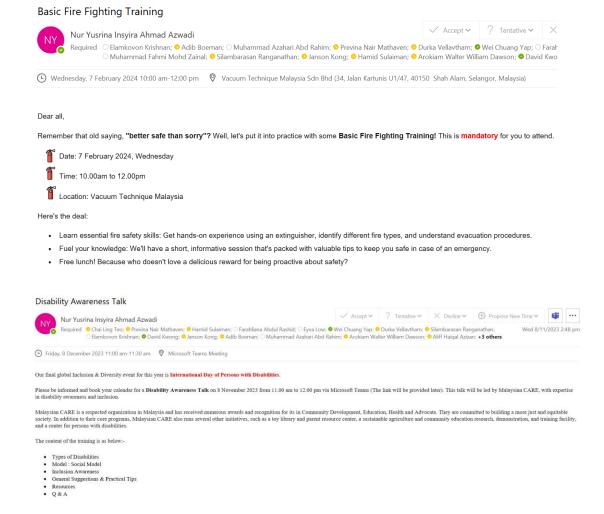
Design event and reminder posters



Organize FIKA event (Sweden culture of coffee and cake break) once a month



Global meeting with Atlas Copco's business areas



Arrange training and events schedule for employees

OURIGINAL REPORT

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