

INDUSTRIAL TRAINING REPORT:
PRISM INTEGRATED SDN BHD

SPECIAL PROJECT: EMERGENCY PHAMPLETS

BY
NORSOLEHAH BINTI MOHAMMED @ABDULLAH

FACULTY SUPERVISOR
MADAM NOOR ARINA BINTI MD ARIFIN

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INDUSTRIAL TRAINING REPORT 1 FEBRUARY – 30 JUNE

2017

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Signed by

—————
Norsolehah binti Mohammed @Abdullah
2013195343

Date of submission: 11 July 2017

ABSTRACT

The trainee did undergo industrial training from 1 February 2017 to 30 June 2017 at PRISM Integrated Sdn. Bhd, Bukit Jelutong Industrial Park, Shah Alam, Selangor. This company was records management center industry that provides physical records managements, storage services, scanning and digitizing, secure shredding and also products. The trainee was located at four (4) departments. Such as Human Resources, Administration and Purchasing Departments, Sales and Marketing Department, Facility, Security, Safety, Healthy, Environment and Quality (FSSHEQ) Department. By rotation departments, trainee will know the working life for each department. The trainee was assigned to handle the new customer, despatch the files and boxes to the customers and also create Emergency Pamphlets for easier the PRISM in guiding employees or visitors when in emergency case. In addition, the trainee need to do some other activities during industrial training in which each activity requires its own skills. The trainee also gained a lot of knowledge and skills that can be used in the future. The industrial training programs run smoothly but there are also some limitations that need to be resolved. Thus, the trainee gives some suggestions to solve the problem. The trainee also gives a personal opinion about the training industry.

Keywords: Industrial Training, Physical Records Management, Storage, Scanning and Digitizing, Shredding, Records Management Center, Rotation

ACKNOWLEDGEMENT

Bismillahirrahmanirahim

Alhamdulillah I'm already finish my industrial training at PRISM Integrated Sdn Bhd. Thank You to my parents who supports my life, thank you to my Faculty Supervisor, Madam Noor Arina Binti Md Arifin, UiTM Kelantan because give me some chance to learn and experiences the life of study and also working environment. Thank you to PRISM because accept me to do Internship at their company and share their knowledge.

With this chance, I'm was leant a lot of new thing such as working environment, dealing with customers, know the workflow of the record center, learn about life, teamwork, friendship and survive my life far from my family and manage my financial with allowance given from company to pay rental house, foods and others expenses.

I like to say that PRISM is a good company to know the process of records and also about the culture. Here, we were work with harmony with Malay staffs, Indian staffs, Sarawakian staffs, Portugal staff and also Indonesian workers.

Last word from me, May God Bless us to become a better person, a better job seeker, a better workers, and better Khalifah. Thank You All !

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CHAPTER 1: INTRODUCTION

1.0 Overview

In final year, trainee are required to on going to Industrial which is also known as an internship program and practical training whereby the program is to expose trainee with the actual environment and practice all the theory that they have learn into real situation, the internship involves training and pre-professional working experience in an organization which is the organization will give a specific tasks and responsibilities to us within a specific period of time. According to UiTM Industrial Training Handbook, Industrial Training is one of the compulsory subjects that need to be completed by undergraduate students to graduate from the academic institution. The trainee is required to go through the industrial training in any organization approved by the academic institutions and undergo a period of internship with five (5) months training as required by the faculty. This program helps trainee to gain new knowledge, skills and experiences at organization and improve their marketability after graduation. Trainee is allowed to do training at government or private organizations or at any institutions related to their field or career goals.

During the period of internship at PRISM Integrated Sdn Bhd, the trainee has been assigned to do a rotation, which is transferred to a various departments such as Human Resource, Admin and Purchasing Department, Sales and Marketing Department, Facility, Security, Safety, Healthy, Environment and Quality (FSSHEQ) Department and Operation Department excluding Finance Department which is the trainee need to know and learn the nature of the work of each department. However, this chapter will discuss in the background of the organization, ISO 9001 (Quality Policy), objectives, vision and mission Company Profile, Address and Maps of PRISM and also products and services provided by PRISM.

1.0.1 Objectives of Industrial Training

- To provide pre-professional work experience with specific assignments and responsibilities.
- To encourage and stimulate a personal career interest, serving as a bridge between university and organization.
- To help students improve their marketability after graduation.
- To enable students the chance to apply the skills and knowledge gained at the university in real working environment to benefit the organizations.

1.1 Background of the Organization



Figure 1: Company's Logo

PRISM Integrated Sdn. Bhd (PRISM) began operations in 2004 in Malaysia. The founder of the PRISM is Mr Ravi Kana. PRISM started the business with just one division specializing in a unique Swedish file binder. PRISM then expanded to offer the full range of products and services in Records & Information Management that was aspired from the needs of their clients. PRISM now have businesses in the ASIA region having customers in Korea, Singapore, Thailand, Bangladesh and Malaysia. There is an extraordinary need for their products and services and it is our belief that we can help companies improve the productivity of their operations. Records Management is a problem solving discipline which requires specialized skills and expertise. PRISM have a decade of experience to back that up.



Figure 2: Iron Mountain Logo

But, on April 2016, PRISM Integrated Sdn Bhd and Iron Mountain merged as a one company. Iron Mountain is a Asian Company. The head quarter of Iron Mountain is located at Hong Kong. Iron Mountain have 21 years of experience in handling record management and it are Nationwide presence that have 6 facilities with 2.5 million cartons capacity and managing over 10 million files. Thousands of media items being transacted daily, millions of pages scanned monthly, over 300 tonnes of shredding capacity annually. Over 2,500 accounts in 5 core industries such as Banking, Insurance, Professional Services, IT & T, and Government Sector. PRISM Integrated Sdn. Bhd also known as Bukit Jelutong Information Center (BJUIC) for Iron Mountain management.

1.1.1 Vision & Mission

To be the pioneer and total solution provider in Records & Information Management in the Asia region! PRISM solutions are based from the time records are created till their disposition.

PRISM areas of expertise are:

- Electronic Records and Document Management Software solutions
- Offsite Record Centers. Clients store, manage, safe-keep, preserve their records in our records facility for a lower cost and higher security.

- In-source Records Management – PRISM place their personnel at customers office to store, manage, safe-keep customers records.
- Unique File Folder/Binder invented in Sweden in 1889. It is designed for ultimate durability and Convenience. It's made of wood and can last for 20 years and recycled.
- Scanning and converting paper records to electronic records
- Storage equipment's: Mechanical Mobile Compactors, Fire Resistant Cabinets etc.
- Records Management Training & Consultancy Programs: Records Management Program, Records Classification, Records Retention, Records Procedure & Manual, Records Disposition Program, 5S Program etc.
- Secured Destruction of Records

1.1.2 ISO 9001 (Quality Policy)

The Quality Policy of PRISM Integrated Sdn. Bhd. is to be the pioneer and total solution provider in Record and Information Management in the Asia Region. We are committed to effective and efficient management practices that meet the business needs, accountability requirement and expectations of customers by:

- a) PRISM commitment is to maintain a shared quality vision and a focus on continuous improvement of our products, process and services to meet the needs of our customers.
- b) All business activities are done in conformance to ISO 9001, PRISM's technical and administrative policies and procedures, legal and regulatory requirements and customer requirements.
- c) Providing a framework for establishing and reviewing quality objectives.

- d) Communicating and ensuring all employees understand the importance of delivering quality products and services in order to achieve customer's satisfaction.
- e) Reviewing for continuing suitability.

1.1.3 Company Profile

Table 1: Company Profile

Name:	PRISM Integrated Sdn Bhd
Company Address:	No 2a, Jalan Tiang U8/91, Bukit Jelutong Industrial Park, 40150 Shah Alam, Selangor, Malaysia
Storage Address:	No 2a, Jalan Tiang U8/91, Bukit Jelutong Industrial Park, 40150 Shah Alam, Selangor
Telephone:	+ 603 7734 1111 or + 603 7734 0033
Facsimile:	+ 603 7734 1888 or + 603 9235 1110
Email:	admin@PRISM.com.my
Website:	www.PRISM.com.my
Registration No.	639513-M
Registration Date:	13-01-2004
Type Of Company:	Sdn Bhd (Pte Ltd)
Paid Up Capital:	RM 300,000.00

1.1.4 Products of Services

The amount of information that others organization produces is always growing, and compliance is critical. Records management helps that company to organize their business information at every step - from the moment a document is created or received to proper destruction and recycling.

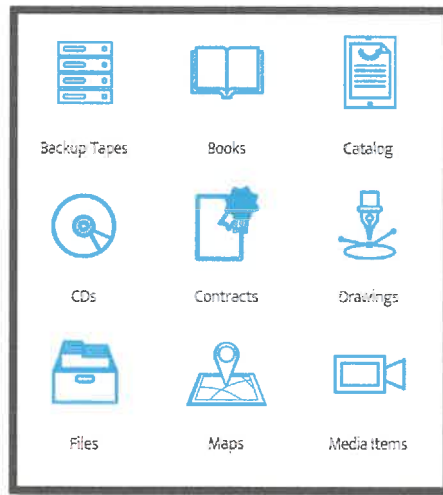


Figure 3: List of Physical Records

Nowadays organization have multifaceted situation, organizations struggle to secure, govern and maintain various types of physical records. So, PRISM was provider of physical records as list in Figure 3. Other than that, PRISM also provides service and digitization services to their customers. The illustration of scanning and digitization process was shown as Figure 4 below. With data logically organized and readily available, organizations can make better decisions, their team members also become more productive and administrative costs go down.



Figure 4: Illustration of Scanning and Digitization Process

For the secure shredding, PRISM was offer custom-tailor a secure destruction program for customers. It will enable the customer to reduce exposure and minimize risk. PRISM also will assess the size and number of customer's bins or consoles as well as the frequency of their service to design a more efficient and effective secure destruction program. Figure 5 shows about Colour Code Filing System for easier retrieval.

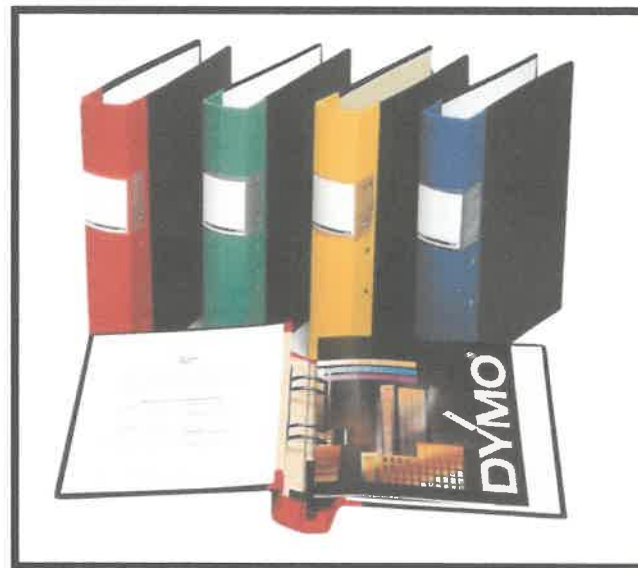


Figure 5: Colour Code Filing System

Others than products, PRISM also provide services such as training for their customers.

Figure 6 shows about Records Management Training for Kementerian Pelajaran.



Figure 6: Records Management Training for Kementerian Pelajaran

1.1.5 Address and Maps of PRISM Integrated Sdn Bhd

2A, Jln Tiang U8/91, Seksyen U8,

Bukit Jelutong Industrial Park,

40150 Shah Alam, Selangor.

Tel: 03-7734 1111, Fax: 03-77341888

Map Coordinates: 3.1105, 101.554

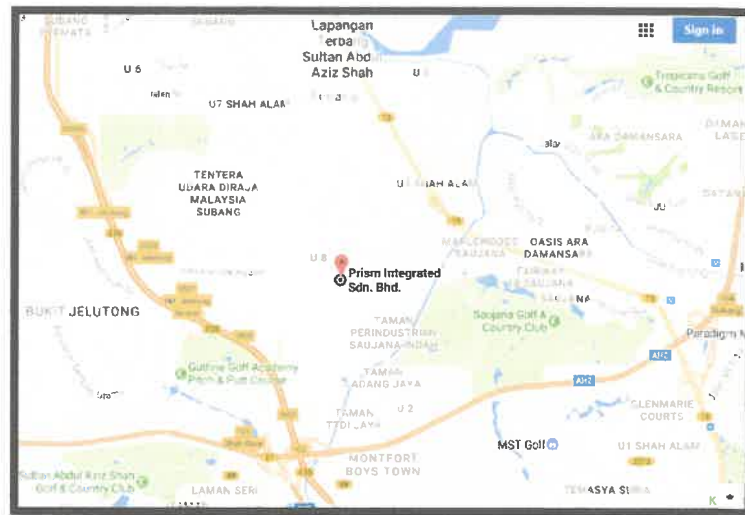


Figure 7: PRISM Maps

1.2 Organizational Structure

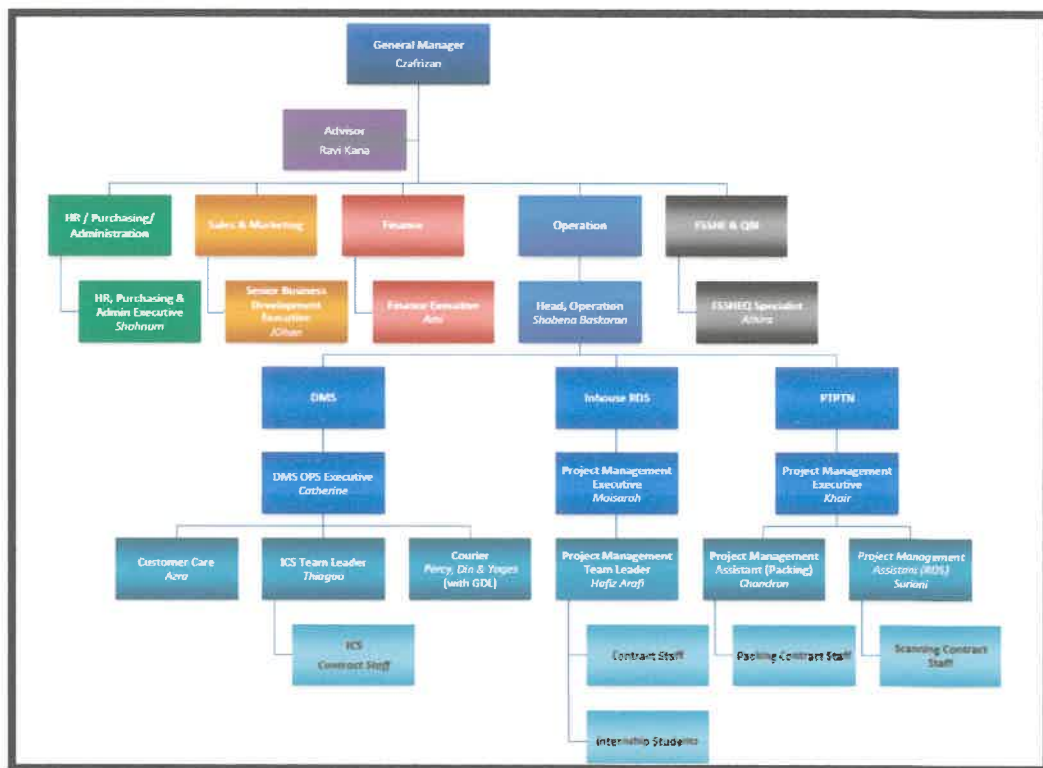


Figure 8: Organization Chart

Figure 8 show about organization chart for PRISM Integrated Sdn Bhd. The different colour for each departments is stand for colour coding classification.

1.2.1 Organizational Structure Details

In PRISM Integrated Sdn Bhd, there are 5 departments such as Human Resource / Admin and Purchasing Department, Sales and Marketing Department, FSSHEQ Department, Operation Department and Finance Department. Each department is located in the same building at Bukit Jelutong Industrial Park, Shah Alam, Selangor. Each department has its own tasks and is essential to the company. For Operation Department, PRISM also has site storage at Perbadanan Tabung Pinjaman Tinggi Nasional (PTPTN), Kuala Lumpur. These departments have the same management but at a different location.

CHAPTER 2: ORGANIZATION INFORMATION

2.0 Departmental Structure

All trainees for UiTM internship students have been placed in 4 departments such as Human Resources / Admin and Purchasing Department, Sales and Marketing Department, FSSHEQ Departments and Operation Departments. Figure shows about Internship Schedule. This rotation was assign by Madam Shahnum bin Shamsuddin as Human Resources Executive. All departmental functions that trainee involved will describe details at below.

2.1.1 Human Resources / Admin and Purchasing Department

This department is combination of two departments (Human Resources and Administration Department and Purchasing Department). Staff that handles this department is Madam Shahnum binti Shamsuddin. In PRISM Integrated Sdn Bhd, Administration, Human Resource and Purchasing Department are responsible in handling the organization day-to-day operation and activities. Each department plays different roles and responsibilities to achieve organizational goals. Figure show that Madam Shahnum needs to get advice or monitor with leader from Padang Jawa Information Centre as central point.

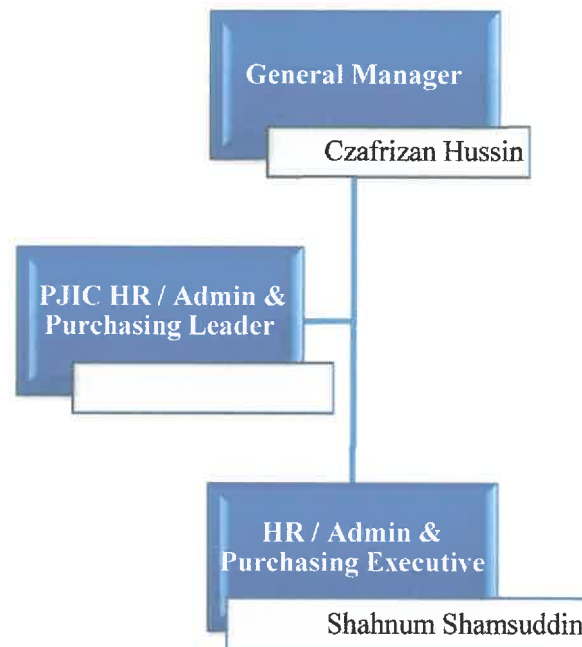


Figure 9: HR / Admin & Purchasing Department Structure

In this department, trainee got tasks from Madam Shahnum binti Shamsuddin as supervisor (SV) and the person who in-charge for this department. The trainee starts the task under this department on 1st February 2017 until 14th February 2017. HR tasks, admin tasks and purchasing tasks are included in this part.

2.1.2 Sales & Marketing Department

Sales and Marketing Department is responsible in accomplishing business development activities by selling and promoting organization's products and services to the customers, doing research and seeking for prospects. In addition, the staff is also required to involve in outreach programs such as exhibition, business program and other promotional activities to promote the organization, products and services. Presently there are five (4) personnel in this department; Mr Czafrizan Hussin, Mr Ravi Kana, Mr Preveen Ganesh and Mr Johan. Figure below shows about sales and marketing structure in PRISM.

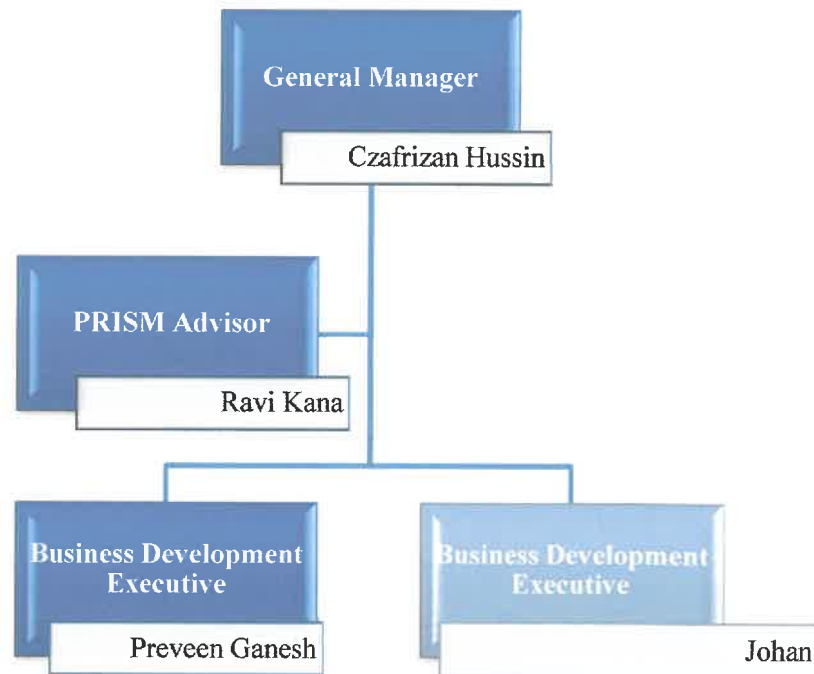


Figure 10: Sales & Marketing Structure

In Sales & Marketing Department the trainee have been assign under Mr Preveen Ganesh Sundiram. The trainee starts the task under this department on 15th February 2017 until 28th February 2017. Others staffs who involved in this department are Mr Czafrizan Hussin, and Mr Ravi Kana. In this department the trainee learn how to make quotation, agreement, deal with customer, and answering call from the client, handle new and existing customers and etc. While in the marketing department the trainee also have been follow Mr Preveen involve in a consultation, in the observation the trainee could learn how to interact with the client and communication with other people especially with the clients.

2.1.3 FSSHEQ Department

This department is combination of two departments (Facility, Safety, Security, Health and Environment Department and Quality Department). Staff that handles this department is Miss Wan Nur Athira binti Wan Mohd Radzi. Basically, each and every one under this department responsible to manages all matters in term of the facilities, safety, security, health, environment and quality at PRISM. The facilities that must be take care of are like air-condition, lockers and toilets. Meanwhile, for the safety it includes the safety of people within the organization and for the security it includes the security in entering PRISM office, warehouse and facilities that provided by company. This department also concerned with the health of all of the staffs where any unexpected accidents that happens within the organization need to be report under this department. Lastly, all of the qualities and standard procedures need to be following to ensure that all staffs will follow all of the standards required by the organization. Figure 11 show that Miss Nur Athira needs to get advice or monitor with leader from Padang Jawa Information Centre as Head Quarters.



Figure 11: FSSHEQ Department Structure

The trainee starts the task under this department on 1st March 2017 until 14th March 2017. Basically, every one under this department is responsible to manages all matters in term of the facilities, safety, security, health, environment and quality at PRISM.

2.1.4 Operation Department

Operation Department is a vital department in PRISM Integrated Sdn. Bhd. It In PRISM Integrated Sdn Bhd, Operation Department is divided into six (6) sub-units to provide good quality service to the customers and achieve organizational goals. Ms. Shabena Baskaran, the Assistant Manager Operation is responsible in managing the whole units of operation department and special projects. She is also responsible in managing customer service which requires her to interact with customers in all aspects of services offered by PRISM Integrated Sdn Bhd. Figure below show about Operation department Structure. The trainee starts the task under this department on 15th March 2017 until 30th June 2017.

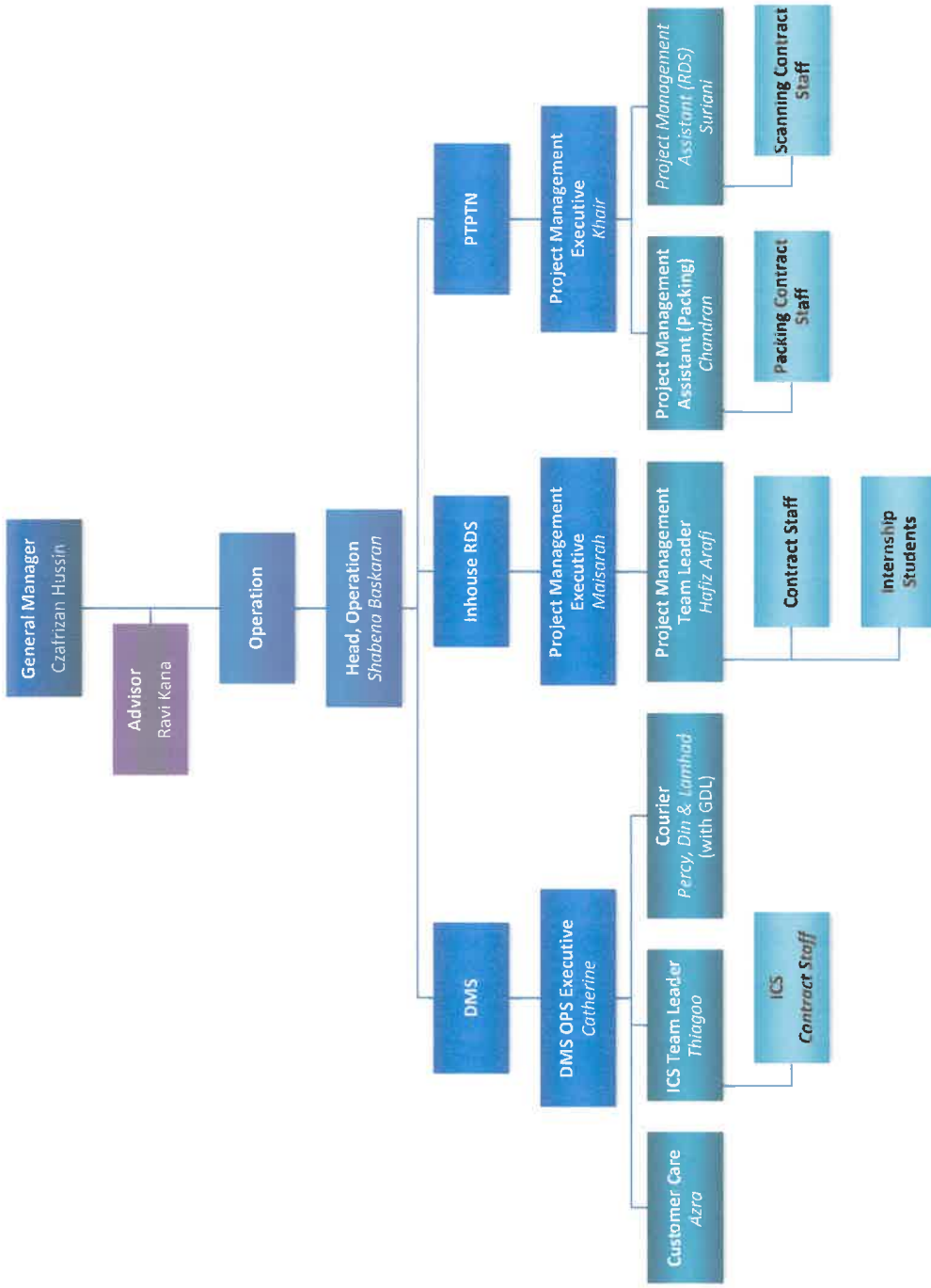


Figure 12: Operation Department Structure

2.2 Department Function

Table 2: Departments Function

Department	Function
Human Resource Department	<p>Human Resource Department (HR) involves personnel management and recruiting to perform organizational tasks. The job descriptions for HR staff to achieve organizational goals are as follows:</p> <ul style="list-style-type: none">• Recruiting staff, including developing job descriptions and person specifications, preparing job adverts, checking application forms, short listing, interviewing and selecting candidates.• Developing and implementing policies on issues like working conditions, performance management, equal opportunities, disciplinary procedures and absence management.• Administering payroll and maintaining employee records.• Preparing training program to the staff within the organization to provide new knowledge and improve their job performance.
Administration Department	<p>This department manages the organization routine operation. This is the backbone of the organization because this department is directly link with other departments and to ensure the information is distributed correctly and</p>

efficiently. The functions include:

- Organize their divisions to make sure their employees know exactly what role they have to play.
- Performs administrative duties
- Maintain and organizes files and records for all efficient operation of the office.
- Maintain good relationship with employees, suppliers and sponsorships.
- Able to develop administrative procedures.
- Able to plan and control administrative budget.
- Ensures the insurance coverage of non-fixed assets.

Purchasing Department

The Purchasing Department, also known as procurement or acquisition department. This department is responsible for procurement of all necessary materials and assets to operate the business. The functions of the Purchasing Department are as following:

- Identifying the necessary products and services that meet the business needs.
- Conducting research to get the best products and suppliers in terms of best value, delivery schedules and quality.
- Liaising between suppliers, manufacturers, relevant internal departments and customers.
- Identifying potential suppliers, visiting

existing suppliers, and building and maintaining good relationships with them.

- Keeping contract files and using them as reference for the future.
- Ensuring suppliers are aware of business objectives.
- Forecasting price trends and their impact on future activities.
- Preparing an organization's purchasing strategy

Sales and Marketing Department

The list below are the job descriptions for sales and marketing staff:

- Site visit and meet prospects.
- Sent proposal to the prospect
- Sent and collect the agreement
- Do consultation with customers about records handling and records management
- .Listening to customer requirements and presenting appropriately to make a sale.
- Maintaining and developing relationships with existing customers in person and via telephone calls and emails.
- Fixed appointment with potential customers to prospect for new business.
- Responding to incoming email and phone enquiries
- Representing their company at trade exhibitions, events and demonstrations
- Checking the quantities of goods on display and in stock

- Recording sales and order information and sending copies to the sales office.

FSSHEQ Department

This department responsible in developing, providing and implementing policies, procedures, and staff friendly guidelines and support within the organization.

- Work closely with various departments, increase in a consultancy role, assisting line managers to understand and implement policies and procedures.
- Liaising with a wide range of people involved in policy areas such as staff health and safety.
- Schedules, prepares agendas, prepare minutes.
- Develops and implements effective, equipment and building maintenance programs.

Operation Department

Delivery Unit

- This unit is responsible for sending customer's files or boxes to the right locations and pick-up files or boxes when the PRISM Integrated Sdn Bhd received the order from the customers.

Retrieval Unit

- This unit is responsible in collecting, searching and locating customer's files and boxes when they received an order from the customers as well as returning the files and boxes into the designed location.

Data Entry Unit

- This unit is responsible in managing, monitoring, and updating metadata stored in the computer or database that has been done by contract staff.

Scanning Unit

- This unit especially at PTPTN site it responsible for scanning customer's documents into digital formats as requested by the customers. Scanning unit also has the same task with data entry unit which require them to managing, assisting, monitoring and updating the scanning output and their subordinates.

Warehouse Unit

- This unit is responsible in warehouse management including receiving, identifying, sorting, dispatching the files and boxes to storage, placing them in storage, storage management, retrieval from storage, packing, and implementing record keeping.

CHAPTER 3: INDUSTRIAL TRAINING ACTIVITIES

Industrial Training Activities

In PRISM Integrated Sdn Bhd, trainee has been given the real situation in the business industry. Especially in record center industry. The trainee has join attachment for about 5 month's internship at four (4) departments. For the trainee activities was divided into three (3), that are training activities, mini project and special projects.

3.1 Training Activities

Training activities are the activities for daily tasks. Figure 13 shows about internship schedule and daily tasks that trainee wrote into log book as shown in Figure 14.

INTERNSHIP SCHEDULE					
Start Date	End Date	HR/Admin & Purchasing	FSSHEQ	Sales & Marketing	Operation
1/2/2017	14/2/2017	Norsolehah	Norfaezah	Mohamad Yusuf	Aisyah, Siti Zuleha, Ameena Affan, Mohamad Azran, Aminnoor, Zahriyahaiza, Muhammad Faiz.
15/2/2017	28/2/2017	Norfaezah	Mohamad Yusuf	Norsolehah	Aisyah, Siti Zuleha, Ameena Affan, Mohamad Azran, Aminnoor, Zahriyahaiza, Muhammad Faiz.
1/3/2017	14/3/2017	Mohamad Yusuf	Norsolehah	Norfaezah	Aisyah, Siti Zuleha, Ameena Affan, Mohamad Azran, Aminnoor, Zahriyahaiza, Muhammad Faiz.
15/3/2017	28/3/2017	Aisyah	Mohamad Azran	Aminnoor	Norsolehah, Norfaezah, Siti Zuleha, Ameena Affan, Mohamad Yusuf, Zahriyahaiza, Muhammad Faiz.
29/3/2017	11/4/2017	Mohamad Azran	Aminnoor	Aisyah	Norsolehah, Norfaezah, Siti Zuleha, Ameena Affan, Mohamad Yusuf, Zahriyahaiza, Muhammad Faiz.
12/4/2017	25/4/2017	Aminnoor	Aisyah	Mohamad Azran	Norsolehah, Norfaezah, Siti Zuleha, Ameena Affan, Mohamad Yusuf, Zahriyahaiza, Muhammad Faiz.
26/4/2017	9/5/2017	Zahriyahaiza	Muhammad Faiz	Siti Zuleha	Norsolehah, Norfaezah, Aisyah, Ameena Affan, Mohamad Azran, Aminnoor, Muhammad Yusuf.
10/5/2017	23/5/2017	Siti Zuleha	Zahriyahaiza	Muhammad Faiz	Norsolehah, Norfaezah, Aisyah, Ameena Affan, Mohamad Azran, Aminnoor, Muhammad Yusuf.
24/5/2017	6/6/2017	Muhammad Faiz	Siti Zuleha	Zahriyahaiza	Norsolehah, Norfaezah, Aisyah, Ameena Affan, Mohamad Azran, Aminnoor, Muhammad Yusuf.
7/6/2017	20/6/2017	Ameena Affan			Norsolehah, Norfaezah, Aisyah, Mohamad Azran, Aminnoor, Muhammad Yusuf, Muhammad Faiz, Siti Zuleha, Zahriyahaiza.
21/6/2017	31/6/2017		Ameena Affan		Norsolehah, Norfaezah, Aisyah, Mohamad Azran, Aminnoor, Muhammad Yusuf, Muhammad Faiz, Siti Zuleha, Zahriyahaiza.

Figure 13: Internship Schedule

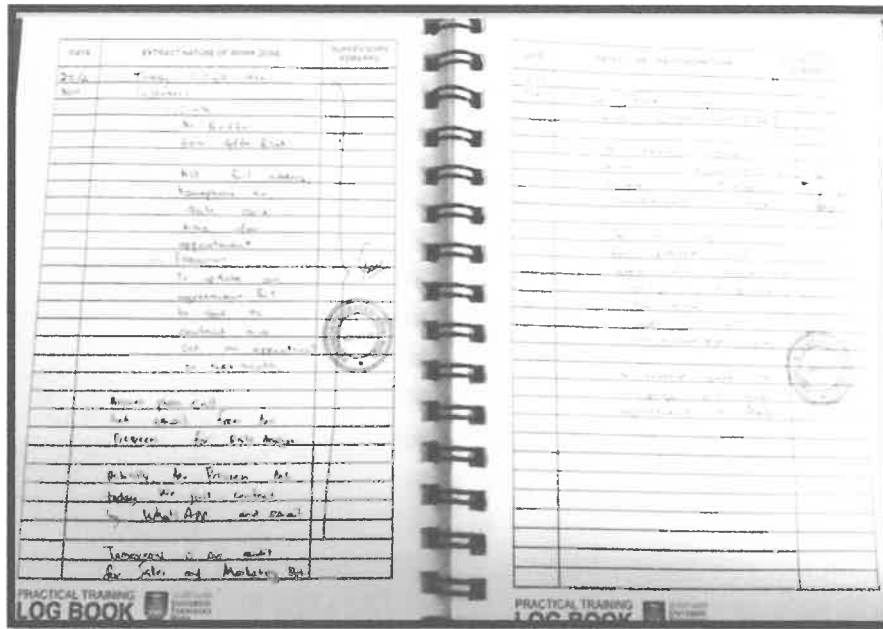


Figure 14: Practical Training Log Book

3.1.1 Create ID Tag for Internship Students

Madam Shahnum was given a task for trainee to create ID Tag for Internship students. Trainee need to create ID tag by using template in Microsoft Excel. First for all, trainee need to open Microsoft excel. Then, types all internship students name and ID at each template. ID was given by Madam Shahnum. Trainee will print the template and cut and paste it into card. The last steps is, stick internship passport picture and distribute to the students with lanyard and cover card. Table and Flow chart below shows about the task profile and flow chart of process for this task.

Table 3: Task Profile for Create ID Tag for Internship Students

Task	Create ID Tag for Internship Students
Scope	Human Resource
Duration	1 February 2017 – 6 February 2017
Task Supervisor(s)	Madam Shahnum bin Shamsuddin
Hardware / Device	Desktop, Printer
Software	Microsoft Excel

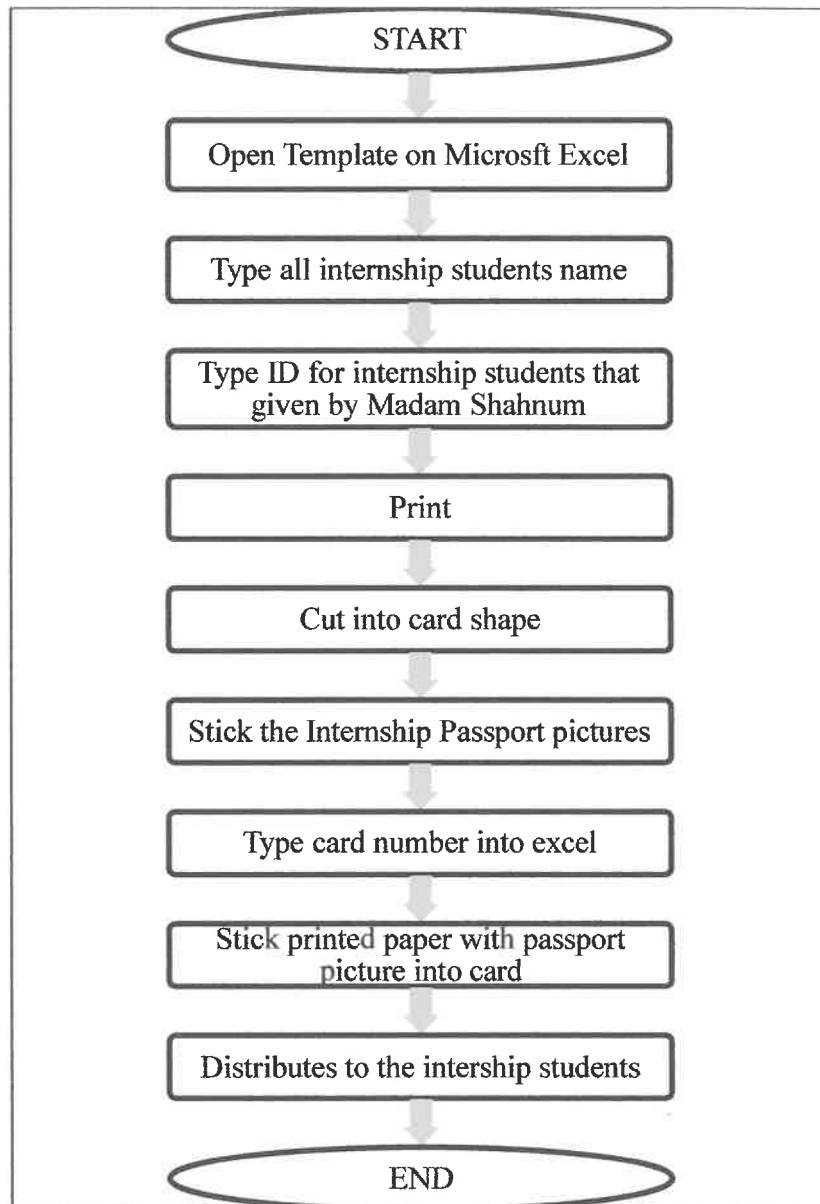


Figure 15: Internship ID Tag Flow Chart

3.1.2 Labelling Files

Trainee got task from Madam Shahnum to print files label for handed written label in files racks.

Table 4: Task Profile for Labelling Files

Task	Labelling Files
Scope	Administration
Duration	1 February 2017 – 14 February 2017
Task Supervisor(s)	Madam Shahnum bin Shamsuddin
Hardware / Device	Desktop, Printer
Software	Microsoft Excel

First for all, trainee needs to open Microsoft Excel to write file name into template and change template header with red colour for Administration Files.

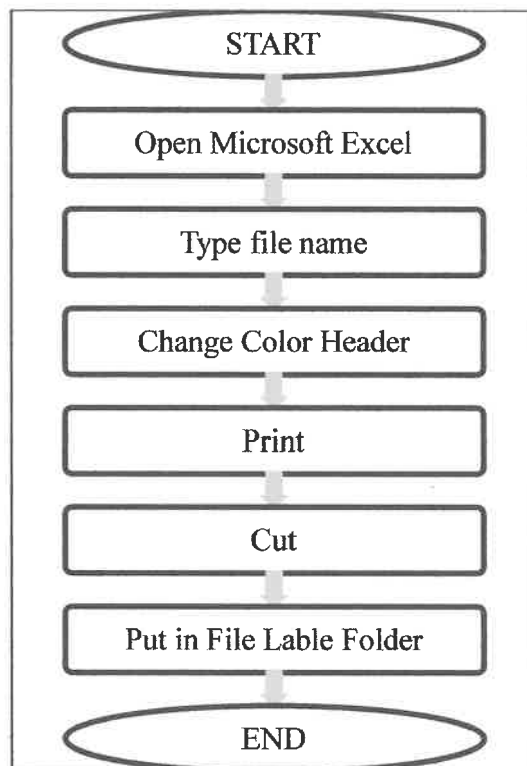


Figure 16: Labelling Files Flow Chart

3.1.3 Data Entry for Purchase Order (PO)

Table 5: Task Profile for Purchase Order Data Entry

Task	Data Entry for Purchase Order
Scope	Purchasing
Duration	1 February 2017 -- 14 February 2017
Task Supervisor(s)	Madam Shahnum bin Shamsuddin
Hardware / Device	Laptop
Software	Microsoft Excel

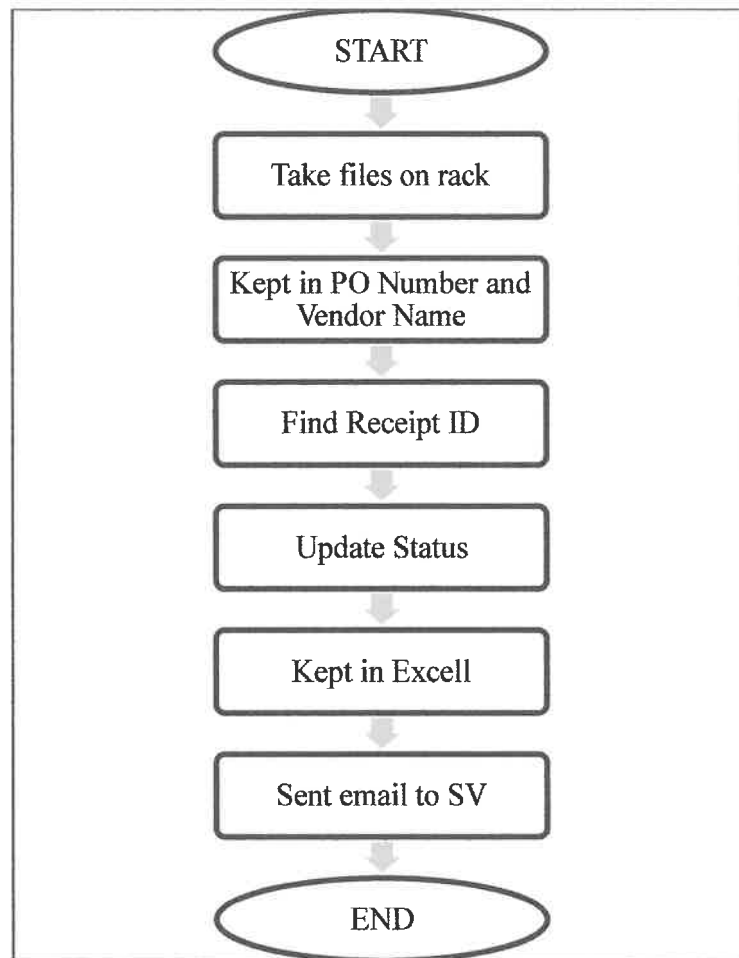


Figure 17: Purchase Order Data Entry Flow Chart

Table 5 shows about task profile for purchase order. The figure 17 show the flow of purchase order form the start to the end.

3.1.4 Purchasing Order

Table 6: Task Profile for Purchase Order

Task	Purchase Order
Scope	Purchasing
Duration	1 February 2017 – 14 February 2017
Task Supervisor(s)	Madam Shahnum bin Shamsuddin
Hardware / Device	Canning Machine, Laptop
Software	Oracle System

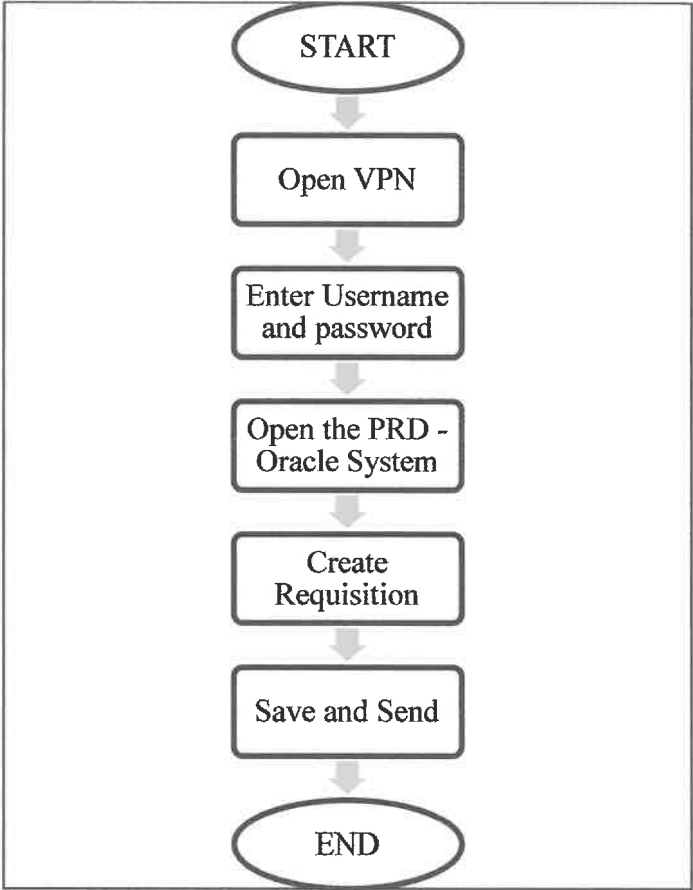


Figure 18: Flow for Purchase Order



Figure 19: Oracle System

All transaction in this system needs to have internet connection. The task profile and flow of the process in making purchase order can refer in Table 6 and Figure 18.

3.1.5 Calculate Evaluation Score for Vendor

Table 7: Task Profile for Calculate Evaluation Score for Vendors

Task	Calculate Evaluation Score for vendors
Scope	Purchasing
Duration	1 February 2017 – 14 February 2017
Task Supervisor(s)	Madam Shahnum bin Shamsuddin
Hardware / Device	
Software	

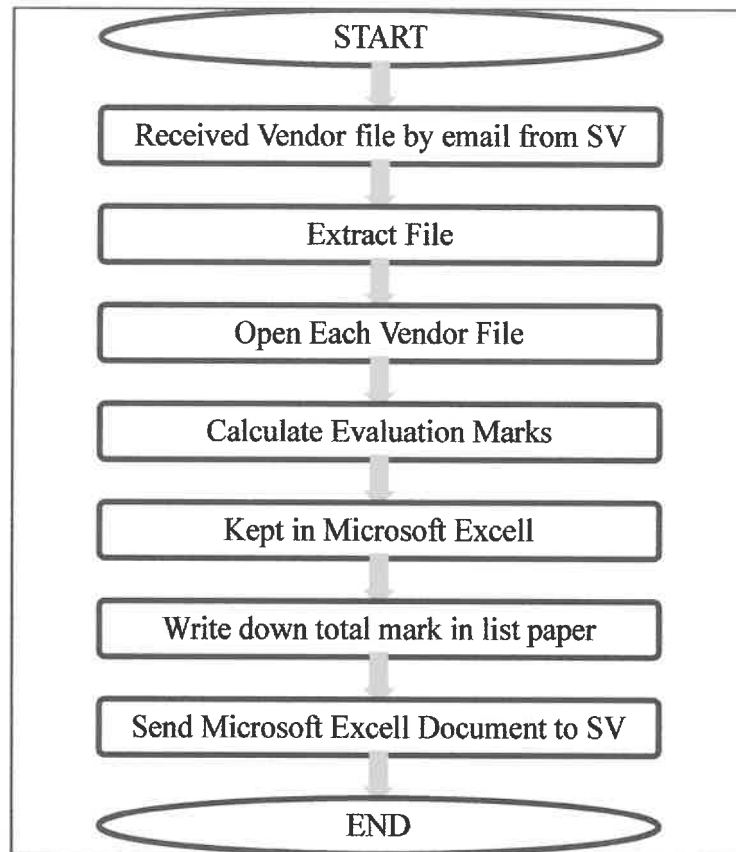


Figure 20: Flow Chart for Calculate Evaluation Score for Vendor

3.1.6 Calculate Guards Salary

Table 8: Task Profile for Calculate Guards Salary

Task	Calculate Guards Salary
Scope	Human Resource
Duration	1 February 2017 – 14 February 2017
Task Supervisor(s)	Madam Shahnum bin Shamsuddin
Hardware / Device	
Software	

For this activity, trainee was calculating the total of working hours and Over Time hours. All will times with RM6 per hours, then will times with 2.0 for working day, 3.0 for Public holiday.

3.1.7 Calls and Emails for purchasing quotations

Table 9: Task Profile for Calls and Email for Quotations

Task	Calls and Emails Purchasing Quotation
Scope	Purchasing
Duration	1 February 2017 – 14 February 2017
Task Supervisor(s)	Madam Shahnum bin Shamsuddin
Hardware / Device	Telephone, Laptop
Software	Email

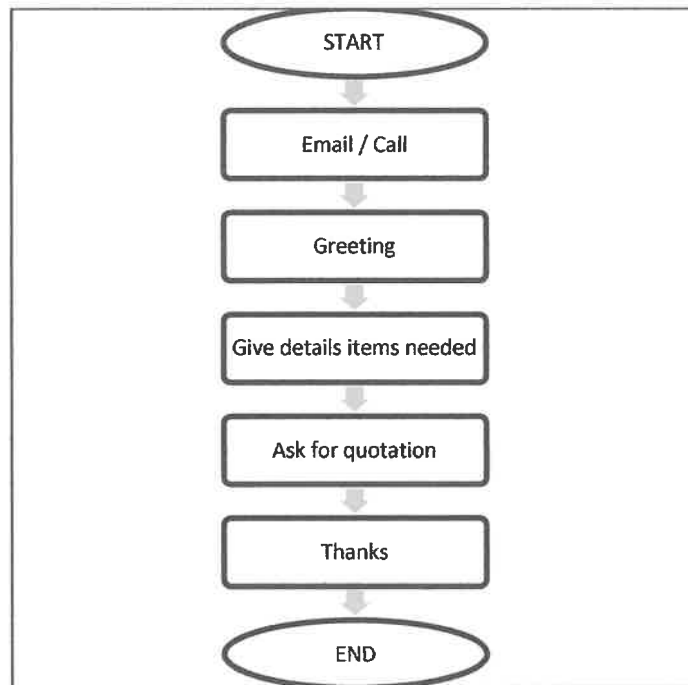


Figure 21: Calls or Emails for Quotation

3.1.8 Follow up Vendors

Table 10: Task Profile for Follow up Vendors

Task	Follow-up Vendors
Scope	Purchasing
Duration	1 February 2017 – 14 February 2017
Task Supervisor(s)	Madam Shahnum bin Shamsuddin
Hardware / Device	Telephone, Laptop, Wifi
Software	Email

The details of purchasing for Table 9, Table 10 and Figure 21 as shown in Figure 22. After sent the email, trainee will call the vendor to follow up replying email from them.

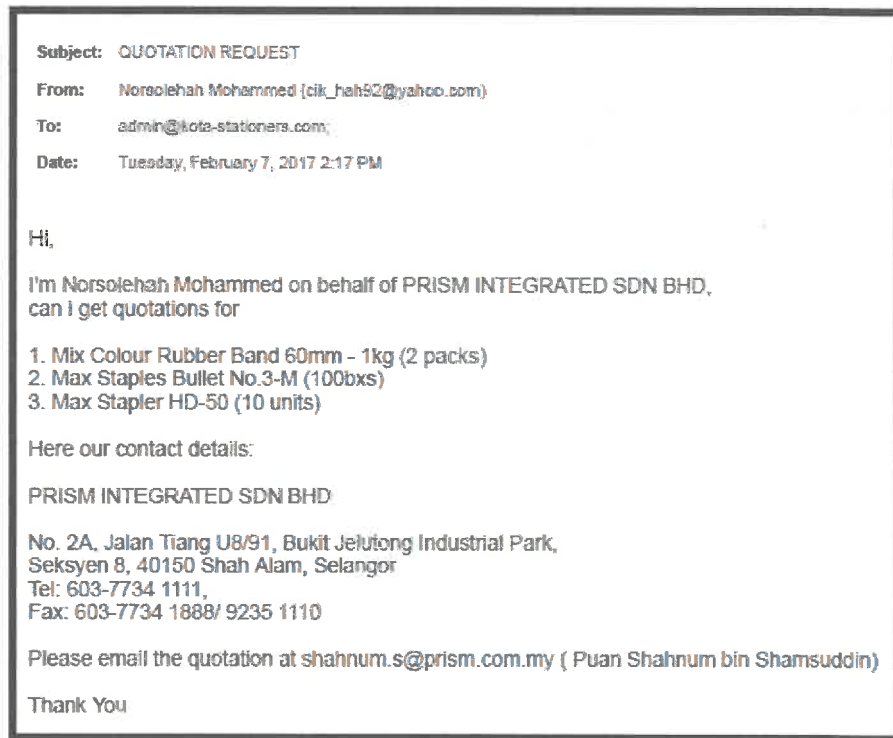


Figure 22: Quotation Email

3.1.9 Contact Customers

Table 11: Task Profile for Contact Customers

Task	Contact Customers
Scope	Sales and Marketing
Duration	15 February 2017 – 28 February 2017
Task Supervisor(s)	Mr Preveen Ganesh
Hardware / Device	Telephone, Laptop, Wifi
Software	Microsoft Excel

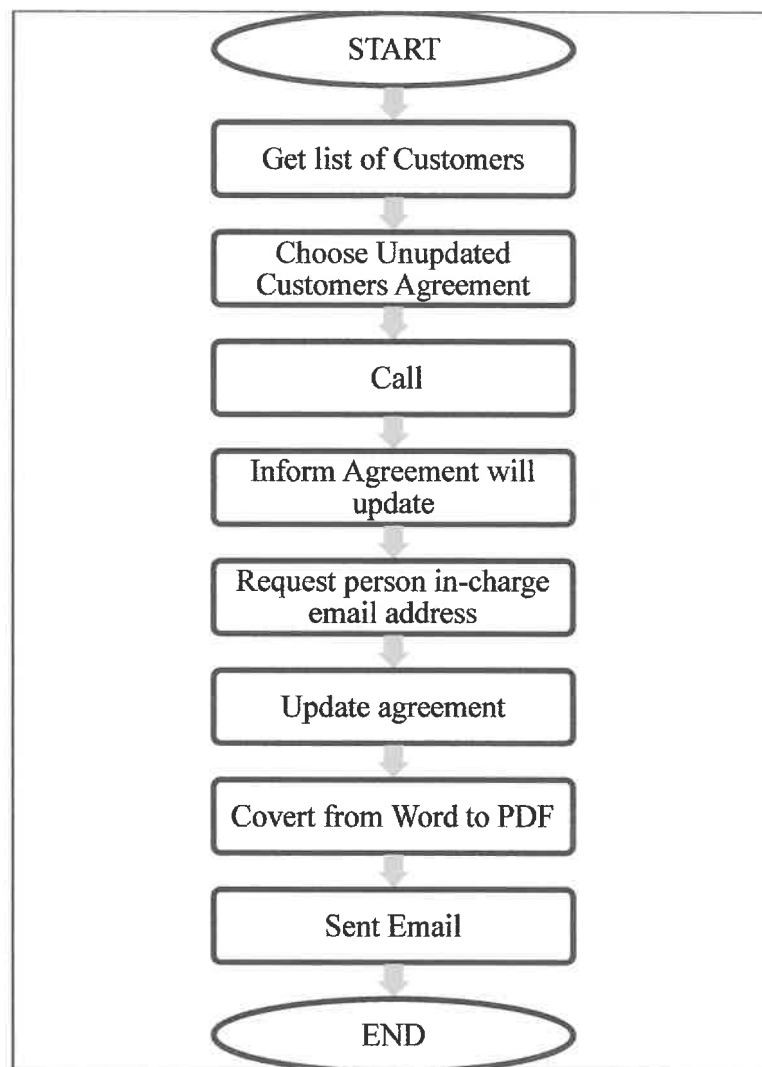


Figure 23: Flow Chart for Contact Customers

Table 11 and Figure 21 show about task profile and flow of contact customers' activity. Trainee does this task on Sales and Marketing department. All customer lists will be shown in appendix as "LIST OF CUSTOMERS".

3.1.10 Create Quotation / Proposal for Prospects

Table 12: Task Profile for Create Quotation Proposal for Prospects

Task	Create Quotation / Proposal for Prospects
Scope	Sales and Marketing
Duration	15 February 2017 – 28 February 2017
Task Supervisor(s)	Mr Preveen Ganesh
Hardware / Device	Telephone, Laptop, Wifi
Software	Microsoft Office, PDF, Email

After call the customers, trainee needs to create proposal as flow in Figure 24. Example of quotation and proposal will show in appendix as “EXAMPLE OF CUSTOMERS QUOTATION AND PROPOSAL”. For Government Sector, all quotation or proposal in Bahasa Melayu.

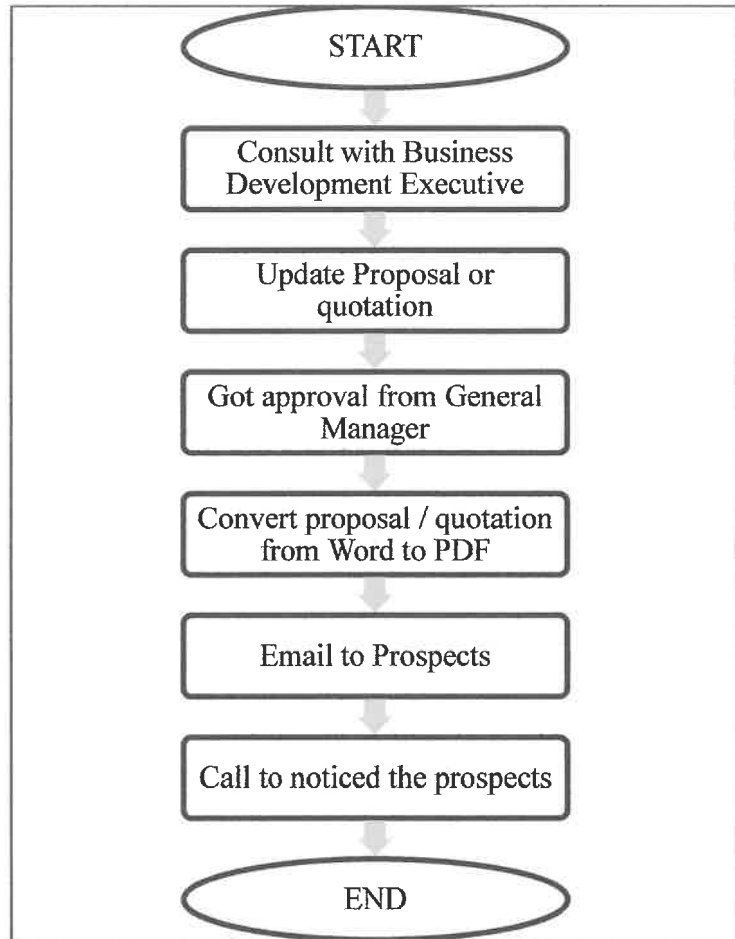


Figure 24: Create Quotation / Proposal for Prospects

3.1.11 Update Sales Force

Table 13: Task Profile for Update Sales Force

Task	Update Sales Force
Scope	Sales and Marketing
Duration	15 February 2017 – 28 February 2017
Task Supervisor(s)	Mr Preveen Ganesh
Hardware / Device	Laptop, Wifi
Software	Sales Force Website

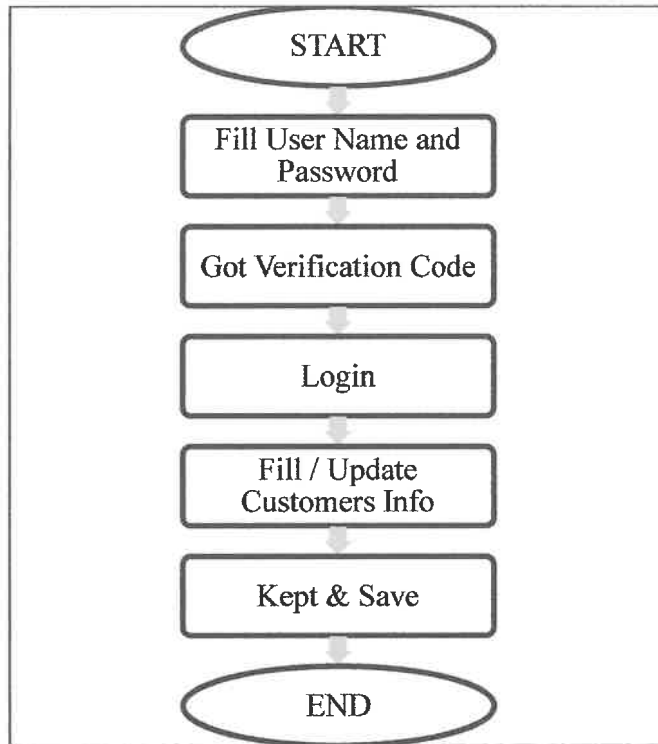


Figure 25: Flow chart for Update Sales Force

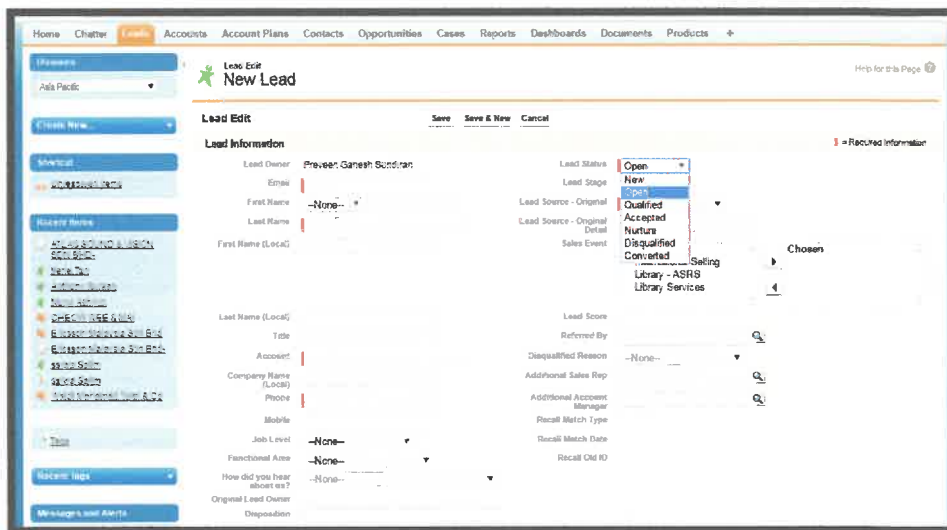


Figure 26: Sales Force

After sent all the agreement draft, trainee needs to update the customer's information in Sales Force like Figure 26. But, for the first login, trainee need to fill username and password. Then, verification code will send to Mr Preveen. Trainee request code, then login back to update and save customers info.

3.1.12 Create or Update Agreement Draft

Table 14: Task Profile for Create or Update Agreement

Task	Create or Update Agreement Draft
Scope	Sales and Marketing
Duration	15 February 2017 – 28 February 2017
Task Supervisor(s)	Mr Preveen Ganesh
Hardware / Device	Telephone, Laptop, Wifi
Software	Microsoft Office, PDF, Email

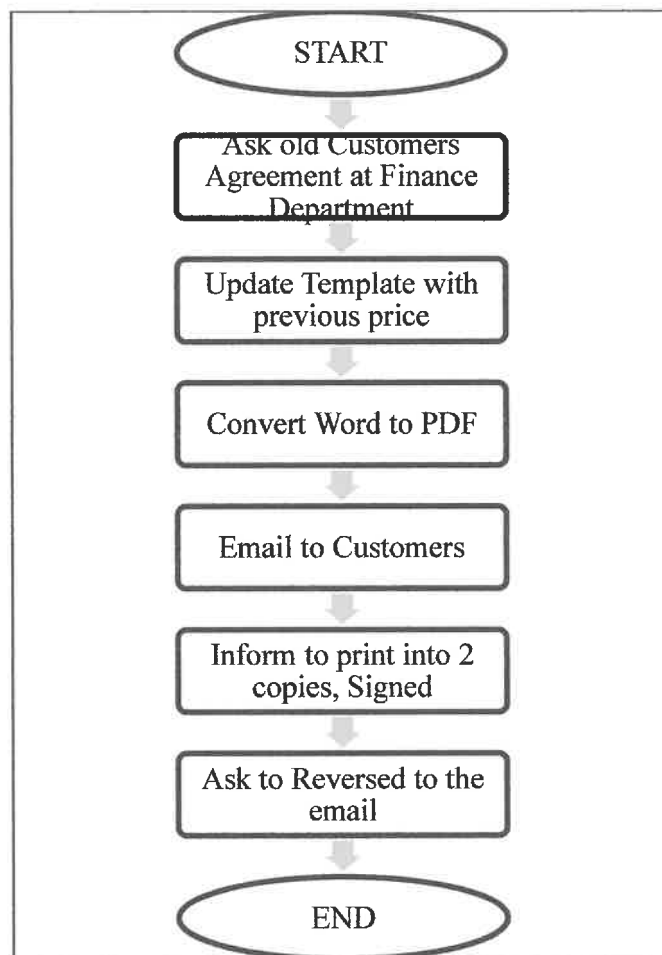


Figure 27: Flow chart for Create or Update the Agreement

Examples of full agreement draft will show in appendix as “EXAMPLE OF AGREEMENT DRAFT”

3.1.13 Follow-up Customers

Table 15: Task Profile for Follow-up Customers

Task	Follow-up Customers
Scope	Sales and Marketing
Duration	15 February 2017 – 28 February 2017
Task Supervisor(s)	Mr Preveen Ganesh
Hardware / Device	Telephone, Laptop, Wifi
Software	Email

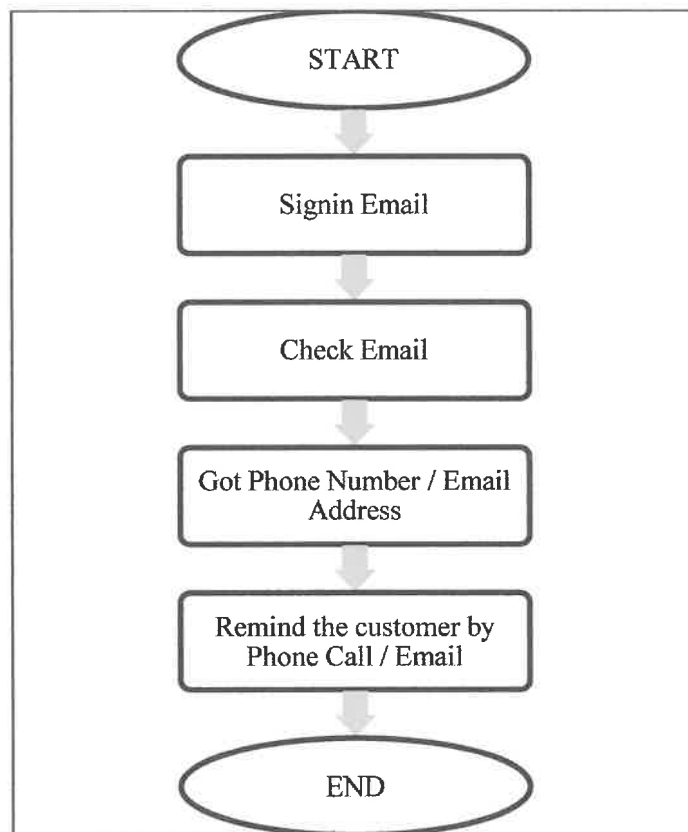


Figure 28: Flow chart for Follow-up Customers

Table 15 and Figure 25 show about follow-up customers. Example of follow-up as shown in Figure 29.



Figure 29: Customer Follow-up

3.1.14 Collect Agreement

Table 16: Task Profile for Collect Agreement

Task	Collect Agreement
Scope	Sales and Marketing
Duration	15 February 2017 – 28 February 2017
Task Supervisor(s)	Mr Preveen Ganesh
Hardware / Device	Telephone
Software	

After follow-up the customers, trainee will set an appointment as flow in Figure 30 with customer, and collect the agreement as show in Figure 31. Agreement will give to General Manager to sign the agreement before staff of Finance Department get duties stamp. After stamped, one copy of agreement will give back to the customers. And other one, PRISM will keep as references.

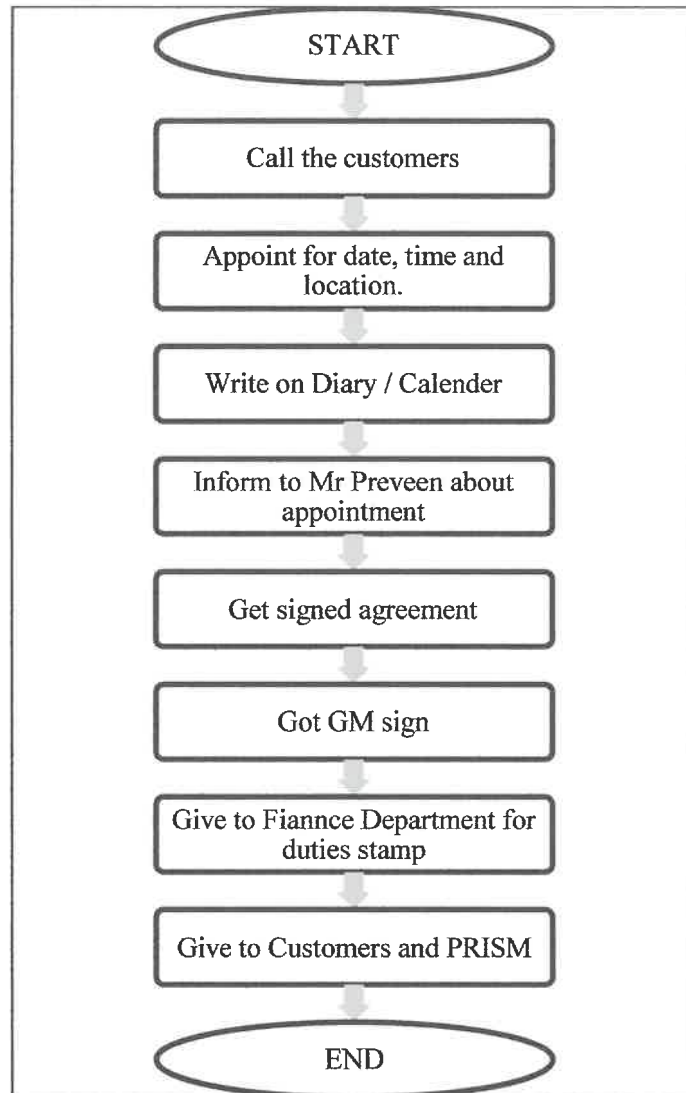


Figure 30: Flow Chart for Collect Agreement



Figure 31: Collect Agreement at KWAP

3.1.15 Customer Consultation

Table 17: Task Profile for Customer Consultation

Task	Consultation
Scope	Sales and Marketing
Duration	15 February 2017 – 28 February 2017
Task Supervisor(s)	Mr Preveen Ganesh
Hardware / Device	Telephone, Laptop, Wifi
Software	

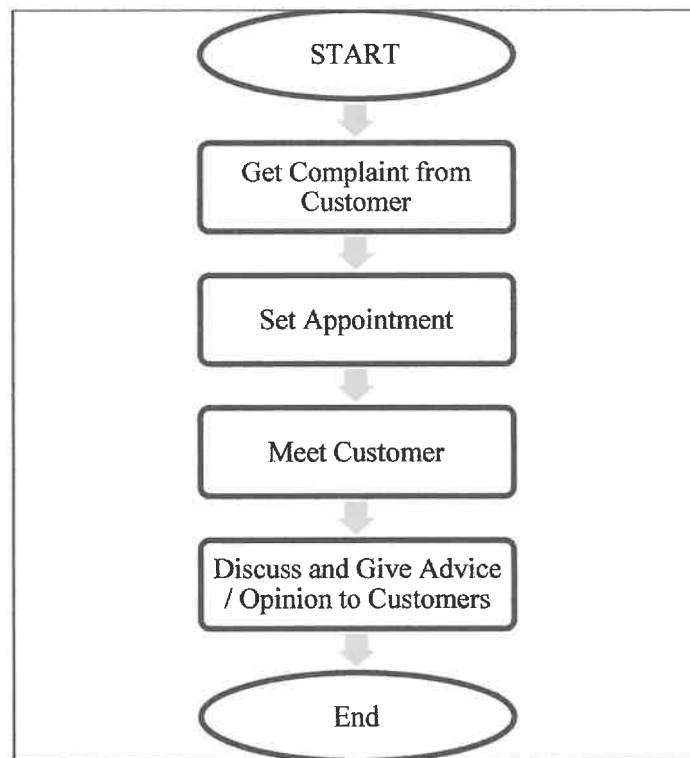


Figure 32: Flow chart for Customer Consultation

Figure 33 show about trainee follow Mr Preveen at Sungei Wei to consult the customer about storage and boxes problem in their storage.



Figure 33: Consultation at Sungei Wang

3.1.16 VESDA

Table 18: Task Profile for Configure VESDA Smoke Detector

Task	Configure VESDA Smoke Detector in Warehouse
Scope	FSSHE
Duration	1 March 2017
Task Supervisor(s)	Miss Wan Nur Athira
Hardware / Device	VESDA Smoke Detector
Software	

On first day in FSSHEQ Departments, trainee was follow Miss Wan Nur Athira into warehouse at 6.00 pm because of she get message from VESDA system. The flow of the task was shows in Figure 34. Figure 35 show about status of LED for VESDA Smoke Detector.

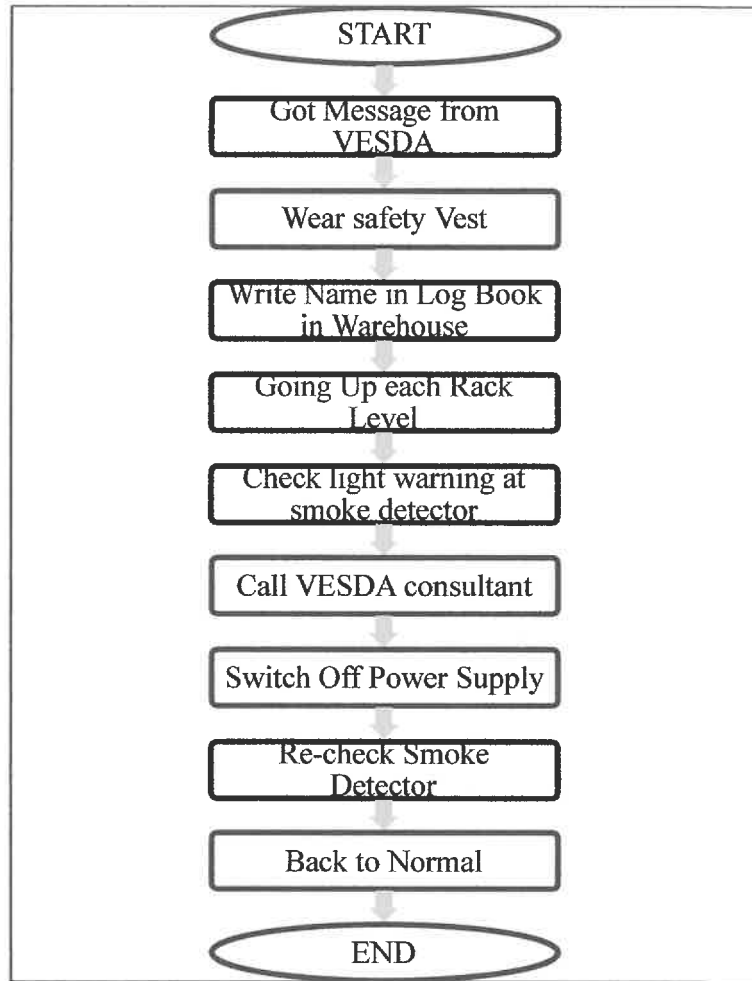


Figure 34: Flow chart for VESDA configure Smoke Detector

2.3.1 Status LEDs

The VESDA-E VED-410 detector features a range of LED indicators which illuminate when the activation conditions are met.

Table 2-1 LED Indicators

LED	Symbol	Description
Fire 2		The Fire 2 LED is lit when the Fire 2 Alarm threshold is reached.
Fire 1		The Fire 1 LED is lit when the Fire 1 Alarm threshold is reached.
Action		The Action LED is lit when the Action threshold is reached.
Alert		The Alert LED is lit when the Alert threshold is reached.
Disabled		The DISABLED LED is lit continuously when the detector is disabled and flashes once every two seconds when the detector is in Standby mode.
Fault		The FAULT LED is lit when a fault condition is detected. Refer to Chapter 8 for information on troubleshooting.
Power		The POWER LED illuminates when the detector is powered up.

LEDs are tested during the power up cycle. To manually test the LEDs, run the Unit via VSC.

Figure 35: Status LED for VESDA

3.1.17 Briefing

Table 19: Task Profile for Briefing

Task	Briefing
Scope	FSSHEQ
Duration	1 March 2017 – 14 March 2017
Task Supervisor(s)	WanNur Athira
Hardware / Device	
Software	

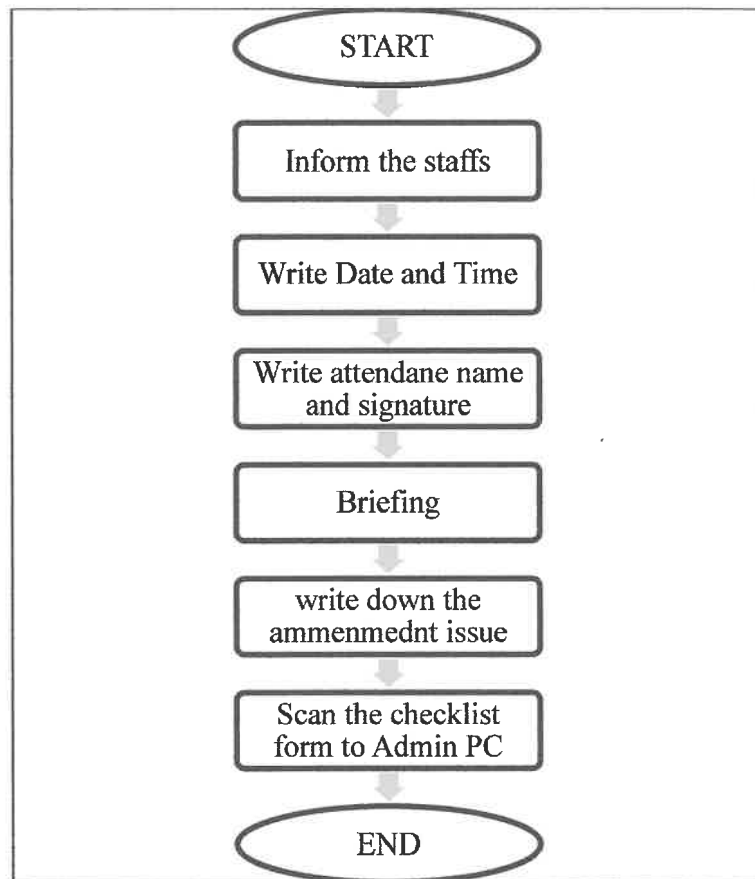


Figure 36: Flow chart for Briefing

3.1.18 Clocking

Table 20: Task Profile for Check Clocking Log

Task	Check Clocking Log
Scope	FSSHE
Duration	1 March 2017 – 14 March 2017
Task Supervisor(s)	WanNur Athira
Hardware / Device	Clocking, Clocking Reader
Software	

For this task, trainees need to take log book at post guards. Next is Put the clocking into reader, the load the data. After that, check the info to make sure tally with systems.

3.1.19 Fire Maintenance

Table 21: Task Profile for Fire Maintenance

Task	Fire Maintenance
Scope	FSSHE
Duration	1 March 2017 – 14 March 2017
Task Supervisor(s)	WanNur Athira
Hardware / Device	
Software	

For this activity, trainee needs to follow the Mr Azmi to check the fire host.

3.1.20 Preparation for Fire Training

Table 22: Task Profile for Fire Training

Task	Prepare for Fire Training
Scope	FSSHE
Duration	3 March 2017 – 7 March 2017
Task Supervisor(s)	WanNur Athira
Hardware / Device	Laptop, Camera, Wifi
Software	Microsoft Office, Microsoft Excel, Email

3.1.21 Mock Test

Table 23: Task Profile for Mock Test at PTPTN

Task	Mock Test at PTPTN site
Scope	FSSHE
Duration	3 March 2017 – 7 March 2017
Task Supervisor(s)	WanNur Athira
Hardware / Device	
Software	

3.1.22 Incident Report (Theft)

Table 24: Task Profile for Incident Report

Task	Meeting with Mr Nizam at Iron Mountain
Scope	FSSHE
Duration	3 March 2017
Task Supervisor(s)	Mr Nizam WanNur Athira
Hardware / Device	Laptop, Wifi
Software	Microsoft Office, Email

3.1.23 Data entry

Table 25: Task Profile for Data Entry

Task	Data Entry
Scope	Operation
Duration	15 March 2017 – 23 June 2017
Task Supervisor(s)	Miss Maisarah Nurhaizan Mr Hafiz
Hardware / Device	Desktop
Software	

3.1.24 Checking

Table 26: Task Profile for Checking

Task	Checking
Scope	Operation
Duration	15 March 2017 – 23 June 2017
Task Supervisor(s)	Miss Maisarah Nurhaizan Mr Hafiz
Hardware / Device	Desktop
Software	



Figure 37: Data Entry and Checking Work Place area

3.1.25 Stick Barcode Sticker on Files

Table 27: Task Profile for Barcode Sticker on Files

Task	Stick Barcode Sticker
Scope	Operation
Duration	15 March 2017 – 23 June 2017
Task Supervisor(s)	Miss Maisarah Nurhaizan
Hardware / Device	
Software	

Before stick barcode sticker, all boxes need to scan after transferring boxes from warehouse to operation workplace.



Figure 38: Boxes Scan

3.1.26 Doc- Prep / Re-Prep

Table 28: Task Profile Doc-Prep

Task	Doc-Prep
Scope	Operation
Duration	15 March 2017 – 23 June 2017
Task Supervisor(s)	Mr NurHafiz Arafi Mr Tengku Aizuddin
Hardware / Device	
Software	

Table 29: Re-Prep

Task	Re-Prep
------	---------

Scope	Operation
Duration	15 March 2017 – 23 June 2017
Task Supervisor(s)	Mr NurHafiz Arafi Mr Tengku Aizuddin
Hardware / Device	
Software	



Figure 39: Doc-Prep and Re-Prep Area

3.1.27 Quality Control

Table 30: Task Profile for Quality Control

Task	Quality Control
Scope	Operation
Duration	15 March 2017 – 23 June 2017
Task Supervisor(s)	Mr NurHafiz Arafi Mr Tengku Aizuddin
Hardware / Device	Desktop
Software	Microsoft Excel, PDF

3.1.28 Move Boxes

Table 31: Task Profile for Move Boxes to IC Level 1 and Level 2

Task	Move Boxes to IC Level 2 and Level 1
Scope	Operation
Duration	15 March 2017 – 23 June 2017
Task Supervisor(s)	Mr Shah Rizal
Hardware / Device	
Software	

3.1.29 Open Shelves (Scan Files Location)

Table 32: Task Profile for Open Shelves

Task	Open Shelves
Scope	Operation
Duration	15 March 2017 – 23 June 2017
Task Supervisor(s)	Mr Shah Rizal
Hardware / Device	
Software	



Figure 40: Scan Files in Open Shelves Area

First for all, trainee will scan the location for open the new location. After scanned location barcode and file barcode, all files will move and arranged into scanned location on shelves. Usually, the quantities of files for one location up to 35 files and below based on thickly of files. When one location full, trainee will scan the location barcode once again for closed the location and move to next location. Figure below shows the full of open shelves with files.



Figure 41: Open Shelves area

3.1.30 Fold boxes

Table 33: Task Profile for Fold Boxes

Task	Fold Boxes
Scope	Operation
Duration	15 March 2017 – 23 June 2017
Task Supervisor(s)	Mr Shah Rizal
Hardware / Device	
Software	

Know how to fold the new and old Prism boxes.



Figure 42: Fold Boxes



Figure 43: Tied the Boxes

3.1.31 Packing at PTPTN site

Table 34: Task Profile for Packing

Task	Packing document bundles into boxes at PTPN
Scope	Operation
Duration	6 April 2017
Task Supervisor(s)	Mr Hafiz
Hardware / Device	Laptop, Scanner
Software	Microsoft Excel

Miss Maisarah was assign trainee to do packing at PTPTN on 6 April 2017. Trainee from TTDI Jaya on 6.50 am and arrived at PTPT on 8.10 am. Firstly, trainee needs to open the new boxes and stick the boxes barcode. Then, trainee move the blank boxes to the room to put the bundle of documents. Before put the documents in boxes, trainee need to scan the boxes number and also bundle number into the Microsoft Excel. After settle all the 300 bundles, trainee back to the PRISM at 5.20 pm.

3.1.32 Outreach Program

Table 35: Task Profile for Outreach Program

Task	Outreach Program
Scope	Company
Duration	10 March 2017 - 15 April 2017
Task Supervisor(s)	Mr Preveen Miss Shabena Mr Czafrizan
Hardware / Device	Laptop, Telephone, Smartphone, WiFi
Software	Microsoft Word, Microsoft Power Point and Microsoft Excel

PRISM was received invitation letter from UiTM Segamat as exhibitor. Based on invitation letter, trainee was discusses with Mr Preveen to tend an Outreach Program as my Special Project. So, others trainees also can do their special project especially for multimedia bureau. Trainee was create paperwork and request quotation for printing. After submit the paperwork to General Manager, we have a meeting with General Manager, Mr Preveen, Miss Shabeena, Mis Maisarah and also others trainee to discuss and proposed the program. General Manager was proceed this program, but unfortunately the number of prospects for this program are limited, so it cannot be generate as income to investment. So, after discuss back with General Manager, program need to cancel.

3.1.33 Fire Training

Table 36: Task Profile for Fire Training

Task	Training
Scope	Company
Duration	25 March 2017
Task Supervisor(s)	Miss Wan Nur Athira
Hardware / Device	
Software	



Figure 44: Fire Training

3.1.34 ZERO HARM

Table 37: Task Profile for ZERO HARM

Task	Attend ZERO HARM Training
Scope	Company
Duration	19 April 2017
Task Supervisor(s)	Miss Wan Nur Athira
Hardware / Device	
Software	

3.1.35 Mini Projects

Mini projects are the task given that different with daily tasks. It also can be as special projects.

3.1.35.1 Mini Project Overview

In this activity, Mr Preveen Ganesh Sundiran was assigned me to handle a new customer (BiO-Life Marketing) from the earliest step until the storage step. All details about this task, I will explain in Mini Project section.

Table 38:: Task Profile for Handle New Customer

Task	Handle a new customer (BIO-LIFE)
Scope	Sales & Marketing
Duration	19 April 2017
Task Supervisor(s)	Miss Wan Nur Athira
Hardware / Device	
Software	

Trainee got task from Mr Preveen to handle the customer. Trainee was creating the quotation and agreement to customers. The medium for contact the customer is by email.

Bio-Life on behalf was asking the documents from trainee to create the vendor account. Trainee was get some trouble when the person who hand the documents requested always not in office. But, the progress still on when trainee got all documents and send to Bio-Life on behalf.

Vendor Master Data Request Form (Vendor to complete).xlsx

Open with Google Sheets

MALAYSIA Vendor Master Data Request V 1.0 DKSH

Submission via email to BPO : BPO MY AP/KUL/DKSH (excel softcopy and PDF copy verified by BU Finance)

General Info

Request mode

Account group

Company Code

Purchase Org.

Recon. Account

Address info

*All info must in Capital Letter

Name Tax Number 1

Sales term

Figure 45: Vendor Master Data Request Form

Figure above show about vendor master data that need to fill and submit to Bio-Life.

All details about transaction trainee was put in appendic.

As a conclusion, trainee suggestion for handle the customers, sales person need to brief details about the services we provide. So, this task was give some experience to the trainee about working life as sales person.

Second mini project is courier. Trainee was got the task to follow for retrieving and picking the boxes and files in seven company. Trainee was follow Mr Percy from PRISM to Kuala Lumpur and also Petaling Jaya. Below is a process for staging, picking and retrieving the files.

Table 39: Task Profile for Staging

Task	Staging
Scope	Courier (Operation Department)
Duration	9 June 2017
Task Supervisor(s)	Miss Ara Mr Percy
Hardware / Device	Barcode Scanner
Software	EDCRC System

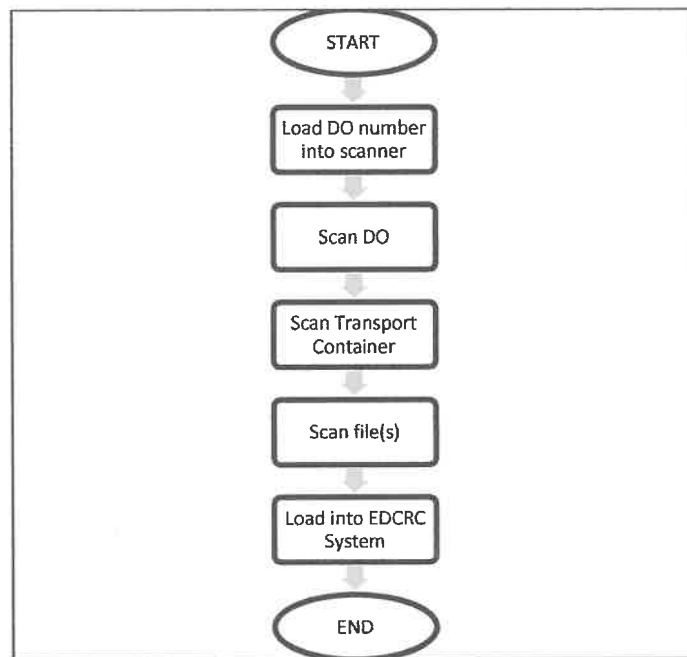


Figure 46: Flow for Staging



Figure 47: Containers in PRISM Van



Figure 48: Blue Bins



Figure 49: Scan the Files at KWAP

As a conclusion, we got traffic light jammed since it a Friday. So, we were rushing to deliver all files and boxes to the customer. But, we complete our despatch before 5 pm.

3.2 Special project

According to guideline given by faculty, special project can be any suitable project to be proposed to the industrial supervisor or faculty supervisor in improving the process and procedure that could beneficial to the organization or any other suitable or various projects that can beneficial to the organization that proposed by trainee or faculty supervisor or instructed or planned by the organization.

3.2.1 Special Project Overview

This special project suggested by Supervisor Company for Facility, Security, Safety, Healthy and Quality Department. By creating pamphlets and brochures for Emergency Plan, it will be easier for the company to distribute this information to their employees and also their visitors who come to the PRISM. And also, it will be as a source and guideline for emergency case.

3.2.2. Project Objectives

- To distribute the information about Emergency Plan to the PRISM employees
- To guide the employees when have emergency case
- To be as a reading source at PRISM Lobby

3.2.2 Software Used

a) Canva

Canva is an online design tool that idea comes when Melanie Perkins was teaching graphic design programs at University of Western Australia. Melanie taught that students use the programs that hard to learn and even harder to use such as InDesign and Photoshop. But partnering with Cliff Obrecht who launched Fussion Books, they realized that the technology that they had developed might be used more roughly. Trainee was used Canva for pamphlets design.

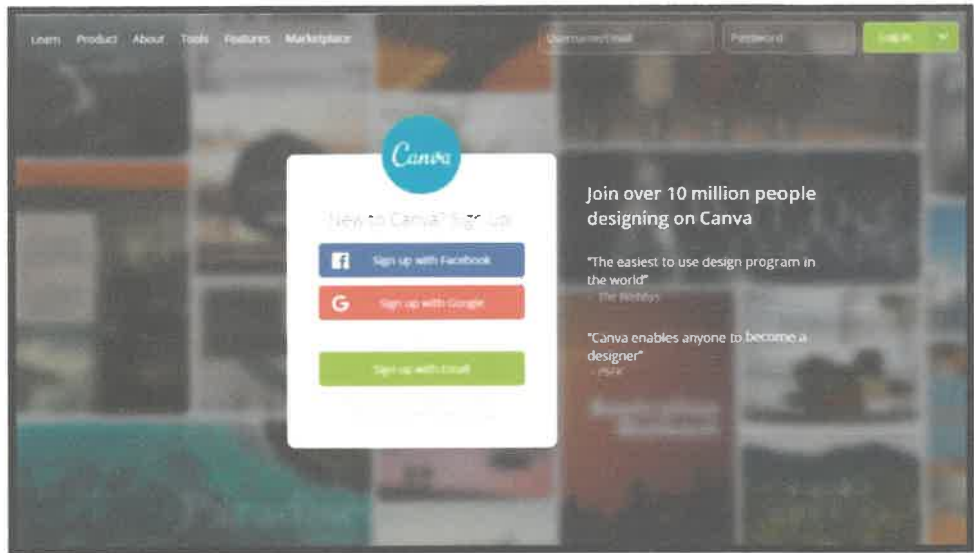


Figure 50: Canva website

3.2.3 Design of Pamphlets

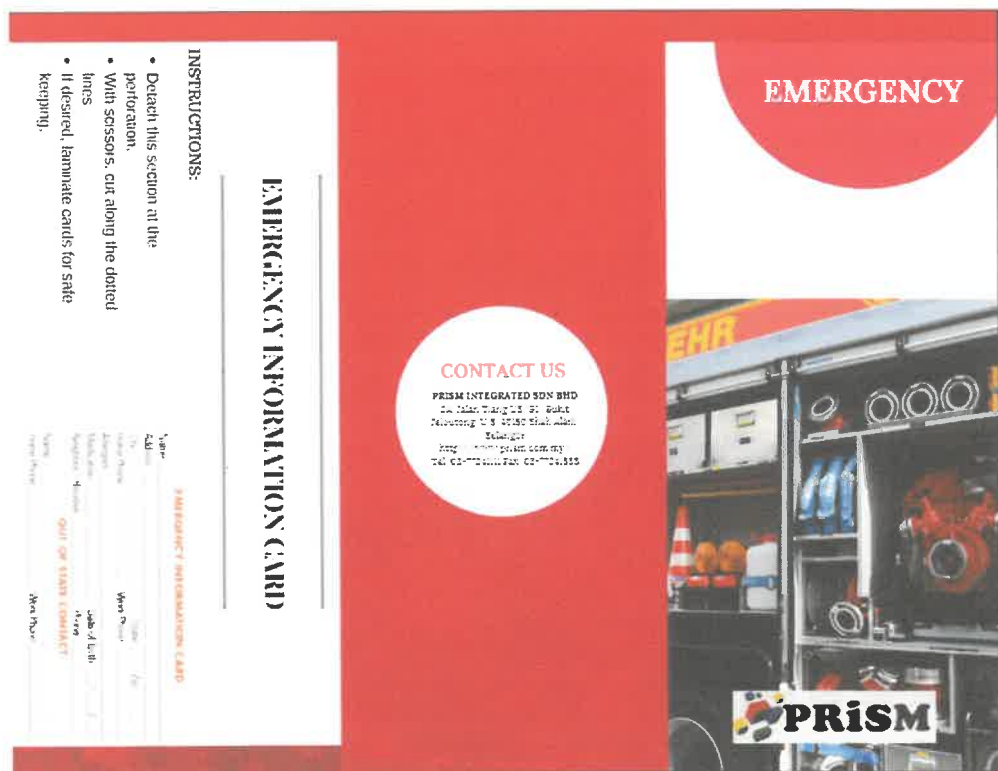


Figure 51: Pamphlet 1

HOW TO PREPARE FOR MAJOR EMERGENCIES

HOW TO PREPARE

Every FRISM employee should be prepared for emergencies by learning basic emergency procedures and maintaining a small personal emergency kit in their office and vehicle. Read this pamphlet several times and keep it handy.

STAY CALM AND REACT SENSIBLY

The success of any emergency plan will depend on the thoughtful and cooperative response by all campus personnel pulling together.

AT WORK YOU SHOULD:

- Be familiar with your building's floor plan
- Know where the stairs and fire extinguishers are located
- Enroll in a first-aid CPR class
- Identify your Building Marshal. Complete the information on the backside of this pamphlet. Get to know your building marshal.

EMERGENCY PHONE NUMBER

Emergency
Dial 9-9-9 or 1-1-2 in an Emergency


Bomba:
9-9-4
Bomba Bukit Jelutong: 03-73484611, 42211
Bomba Subang Jaya: 03-56343444, Bomba Sungai Buloh: 03-6157 5155 5157

Police
Hotline: 603-85102999
PDRM: 603-22616555
Bakar Puchong: 603-82762223
Rakan Cop: 603-21139999
OPS CARGO-03-0182 4418 (Vehicle theft & hijack)

Insurance Provider:
Alliance – Kay Wei – 012-2838433 Insurance Policy No: 09PKU913975
Mutual Fuzhou – Bai Salmi – 010-3994845
Insurance Policy No: FR-40141059-AG, GME-6005873-AG, GEG-60041417-AG, CGT-M0095920-AG, LFP-00015555-AG

Security Company
Secom Malaysia – 1800880163
Mainline: 03-75991373

Restoration Vendor:
Arkib Negara Malaysia – 03-62010688



BE PREPARED
BE CALM
BE SAFE




Figure 52: Pamphlet 1



CZAFRIZAN HUSSIN

General Manager

WAN NUR ATHIRA WAN MOHD RADZI

BCP Team Leader

PREVEEN GANESH SUNDHAR

Emergency Team Leader
Fire Fighting Prevention & Recovery Procedure

CONTACT

FRISM INTEGRATED SDN BHD
2A, Jalan Tiang, 40131,
Bintaro, Seremban, N.S.R.
47150 Shah Alam, Selangor
<http://www.frism.com.my/>
Tel: 03-77341111
Fax: 03-77341888

FIRE FIGHTING PREVENTION & RECOVERY PROCEDURES | ACTION PLAN

DISASTER

Figure 53: Pamphlet 2

3.2.4 Suggestions

Prism can use these pamphlets and also other pamphlets that trainees created to put in the lobby room. Staffs also can cut the Emergency Information Card in pamphlets 1 as staffs emergency cards.

3.2.5 Conclusion

The simple way to distribute the information is by create or distribute info in simple or creative medium. So, all staffs or customers will easy to take note the info.

CHAPTER 4: CONCLUSION

4.1 Application of knowledge, skills and experience in undertaking the task

(Knowledge gained)

Various skills gained by the trainee during the internship programme in this company.

All skills gained are important and useful to trainee in facing the real working industry for future. Mostly, the new knowledge is different with knowledge and experiences gained in university.

Table 40: Task, Knowledge, Skills and Experiences gained

Tasks	Knowledge	Skill(s)	Experience(s)	Related Course(s)
Administrative Tasks	Know how to make a calls and answer incoming calls	- Communication Skills - Confident	- Trainee need to call vendors - Trainee need to answer external and internal incoming call	BEL403 Language Enrichment BEL492 Presentation Skills
Purchase Order	Learn and know process before make a purchased (procurement)	- Listening Skills	- Trainee learn with Madam Shahnum to create Purchase Order	MGT420 Principles And Practice Of Management
Make an agreement	Learn how create agreement and learn the	- Communication Skills - Writing Skills	- Trainee creates and updates agreement with customers.	IMS657 Legal And Ethical Aspects Of Information Systems BEL482 Business And

	Professional Communication
importance of make an agreement with customers	BEL422 Report Writing
Know how to deal with customers	MGT420 Principles And Practice Of Management
<ul style="list-style-type: none"> - Soft skills - Patient - Time management 	<ul style="list-style-type: none"> - Trainee got change to follow Mr Preveen to meet customer for consultation
Know to encourage customer problem	IMR455 Administration Of Archives
	<ul style="list-style-type: none"> - Trainee need to handle emails and calls from customer that request their file listed in PRISM storage. - Trainee got a chance to consult and handle a new customer.

Data entry

Know how to

use the data entry system.

Know the

important data

that need to

kept-in into the

database.

IMS506 Database

Application For

Information Management

IMR455 Administration Of

Archives

IMR504 Classification And

Filing System

- Trainee learn what the

important data need to

keep

- Do data entry and

checking with KPI

Open Shelves

Handle the

records

IMR659 Management Of

Manuscripts And Personal

Paper

IMR504 Classification And

Filing System

- Trainee can handle the

records process from

records move from

warehouse to the

operation workplace, scan

all boxes, write the boxes

number, stick barcode

stickers, move boxes to

IMR454 Management Of

	IC(open shelves), scan location and files barcode.	Records Repository
Handle new customer	Know types of person who we deal with	IMR455 Administration Of Archives
	<ul style="list-style-type: none"> - Listening skills - Communication skills 	<ul style="list-style-type: none"> - Trainee handle customer from Bio-LIFE from the create quotation, do agreement, create vendor account and handle storage form.
Courier	Learn how the process of ordering records as record center	IMR455 Administration Of Archives
	<ul style="list-style-type: none"> - Management skills - Learning skills - Management time skills 	<ul style="list-style-type: none"> - Trainee go to picking and retrieving boxes and also files at 7 places (7 customers).
		IMR454 Management Of
		Records Repository

Others Task

- IMR455
Administration Of
Archives
- CTU553 Ethnic
Relations
- IMC401
Foundation Of
Information And
Communications
Technology
- ENT300
Fundamentals Of
Entrepreneurship

4.3 Personal thoughts and opinion (Reflective tone)

The results obtained by the trainee during study in university helped trainee to get involved with the development of this system. However, the trainee thought that the faculty should give more exposure practical and not only focus on theory alone. This is because almost the entire development process of the system requires high technical skills and is not focus on theory only.

4.4 Lesson learnt

Lesson learnt is lessoning that trainee acquired at PRISM during 5 months industrial training session.

4.4.1 Communication

The trainee was experience and able to communicate up and down the communication chain in the PRISM. For example communicate with Top Management verses guards. Trainee also able to recognize that good communication skill also help to reduce the barrier erected because of language and cultural different, since the staffs at PRISM not only Malay staffs, but also Indians, Portugal, Sarawakian and Indonesian. The involvement of trainee in meeting and contact the customers, vendors and PTPTN site staffs.

4.4.2 Time Management

During the internship in this company, the trainee must always be concerned about time management. The trainee needs to make sure to accomplish the works on time given by supervisors and also to try harder

to satisfy the customer's request in getting the answers of their request. Based on this situation, the trainee understands that the efficient time management is very important in everyday life.

4.4.3 Language

The trainee also realizes that the requirement to speak in different languages is a necessity in the professional work nowadays. It is not a mandatory requirement, but it will help improve the performance of the company. This is because in a professional job sector, many companies carry out cooperation with companies from abroad. These skills also can improve relations between staff of different race and religions. The trainee learned by experience that the trainee herself needs to speak in English with some customers who are not proficient in speaking Malay.

4.4.4 Self-confident

In Sales and Marketing Department, trainee was upgrade the level of self-confident when trainee get the task to contact the customer via telephone call and also by email. Before this, trainee always feel nervous to speak with the customers.

4.4.5 Problem solving

The trainee is involved in many activities in each Department since we have rotation department for internship students. And, each task in each department surely has some problem in accomplishing the task. From this problem, the trainee learns how to solve the problem by referring to the trainee's supervisor, friends and other staff of PRISM. The trainee

realized that the pattern of problem solving is important to ensure that problems could be resolved in a right method.

4.4.6 Critical Thinking

When customers need on the spot answer or documents, trainee try to solve it as soon as possible.

4.4.7 Respect each other

The trainee learns how to respect the teammates and also to hear instructions with better way. This is the result of a relationship between the trainee with other staff and superiors. The trainee understands that respecting each other is a win-win situation.

4.4.8 Teamwork

Trainee learn how to interact in a better way and more friendly with each other to ensure that the project especially open shelves to be run smoothly without any problems.

4.4.9 Responsible

Trainee still feel responsible to customers who their handle in Marketing Department. Especially customers who their contact before for agreement and also consultation whatever ever she is already in others department.

4.5 Limitations and Recommendations (recommendation utk faculty jugak)

4.5.1 Limitations

4.5.1.1 Documents Accessible

The important documents that sales person used but have limitations in accessible are Service Level Agreement, Forms and Bank Statement. These documents can be access only when Madam Amy staff of Finance Department available at PRISM. Since she always (ulang-alik) at Iron Mountain, and also she got morning sickness, this is difficult to staffs especially from Marketing Department to access all the important documents. This will delay the sales and marketing works. Especially for creation new vendor account, tender and make agreements draft for customers.

4.5.1.2 Lack of Security at Information Center Level 1 (Open Shelves).

The second limitation is lack of security at Information Center Level 1 (Open Shelves). The shutter switch box on Level 1 can be open by using any kind of keys or material. So, the probability for unauthorized person get access into IC is high. And, this will expose to the inaccessible of unauthorized person to others level in the building by using the emergency stairs in open shelves. The level and workplace that can be access by using emergency stairs are Open Shelves Level 2, Main Office, Server Room Level 2, and Open Shelves Level 3.

4.5.1.3 Humidity of Paper Based Records

The third limitation is humidity of paper based records. The environment in the Open Shelves Level 1 and Open Shelves Level 2 are not suitable for record keeping and record preservation, since in these rooms do not practice the records preservation such as do not have air-condition, humidifier and also higher lighting to maintain the humidity of the rooms. This will contribute to the records damage.

4.5.1.4 Workers Health and Records Preservations

Next limitations are workers health and record preservation. The workers who involve in data entry and stick the barcode sticker each file will affect their health such as asthma, and allergies because of dust and also bare hand. The chemical reaction in using bare hand also will affect the records life span.

Other than that, workers backbone also affected when they move the boxes by manual for the long term time.

4.5.1.5 Lack of Barcode Scanner

PRISM should provide barcode scanner for open shelves itself. What trainee was experienced, when Mr Percy and Mr Kevin go out for picking and retrieving files or boxes, both of them will use the barcode scanner. So, the process in open shelves will delay.

4.5.1.6 Lack of Operation Man Power

The staffs for operation man- power especially for open shelves only five (5) person. Since the numbers of staffs on open shelves just 5 staffs,

4.5.1.7 Lack of Records Keeping Knowledge

4.5.1.8 Security Guards always Change

When security guards always change, the security of PRISM also will be unsafe. It is because they already know the layout plan of PRISM and maybe have the probability to them for sabotaging the security and safety of PRISM.

4.5.1.9 Information not standardized.

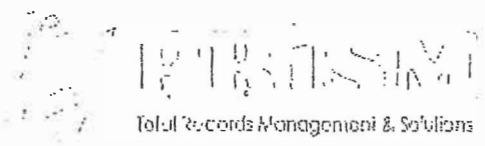
A trainee noticed that a sales person did not really acknowledge with the process in the Operation Department. This happened when the trainee was assigned by one of the sales persons to handle a new customer. The customer ordered PRISM to pick up their documents at their company on the day they submitted the Requisition Form. When the trainee submitted and informed the Operation Department, they said we cannot pick up their documents, since the customer has not yet received the boxes for packaging and the process of picking up the documents cannot proceed on the same day as submitting the Requisition Form. A few weeks after this case, the customer's sales person should know all the basic processes and needs to make sure they are consistent with the information they give to customers.

4.6 Recommendations

- i- My recommendation for documents accessible is, since only a staff in Finance Department, PRISM or Iron Mountain should hire a new staff as a backup for PRISM finance staffs. So, it will prevent in delaying the process of getting
- ii- Change the Shouter key box. Only authorized staffs can access the open shelves at Level 1.
- iii- Information Center (open shelves especially) should have air-condition to protect the humidity of paper-based records environment.
- iv- Kindly provide cotton glove or any suitable gloves to the staffs who handle the files or any paper-based records. (For healthy and records preservation).
- v- We should have two (2) barcode scanners. One for courier and another one for operation (office). So, it will ease the staffs for move, trace or scan the location of the records or files in IC or Open Shelves IC.
- vi- Internship students should have a site visit to the Iron Mountain (PJIC) or follow the couriers. Especially female students. So, we know the real Record Center 'life'.

APPENDICES

APPENDICES A: MC / LETTER



LEAVE APPLICATION FORM

(Please submit the Leave Application Form to your Supervisor or Team Leader/ Head of Department/ Division/ Operations Director/ Executive Director/ Managing Director at least seven working days prior to the date of the planned leave)

Name	NORSOLEHAH MOHAMMED @ABDULLAH
Department	OPERATION
Date Joined	1/2 / 2017

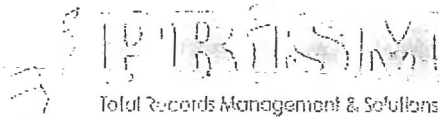
I would like to apply leave for 1 day(s) from 17/4/2017 to -

FOR HR/ADMIN USE

Annual Leave / Emergency Leave	<input checked="" type="checkbox"/>	(a) Leave/MC Entitlement Yr 2015 --	
Medical Clinic / Hospitalization	<input type="checkbox"/>	(b) Leave/MC B/F Previous Year --	
Compassionate Leave	<input type="checkbox"/>	(c) Total Annual Leave/MC (a)&(b) --	
Marriage / Maternity / Paternity Leave	<input type="checkbox"/>	(d) Leave/MC Taken To date --	
Examination / Unrecorded Leave	<input type="checkbox"/>	(e) Leave/MC Apply --	
Unpaid Leave	<input type="checkbox"/>	(f) Leave/MC Balance (c) - (d) - (e) --	

***Please provide supporting documents if you are applying for Examination/ Marriage/ Maternity/ Paternity Leave. Please submit Reason Using Emergency Leave Form if you are applying for Emergency Leave.

Date: <u>12/4/2017</u>	
<p>Recommended / Not Recommended (Supervisor / Team Leader)</p> <p>Signature: _____</p> <p>Date: <u>12/4/2017</u></p> <p>Comments (if any)</p> <hr/> <hr/> <hr/>	<p>Date: <u>14/4/2017</u></p> <p>Comments (if any)</p> <hr/> <hr/> <hr/>



LEAVE APPLICATION FORM

(Please submit the Leave Application Form to your Supervisor or Team Leader/ Head of Department/ Division/ Operations Director/ Executive Director/ Managing Director at least seven working days prior to the date of the planned leave)

Name	NORSOLEHAH MOHAMMED
Department	OPERATION
Date Joined	1/2/2017

I would like to apply leave for _____ day(s) from

2/5/17 to

FOR HR/ADMIN USE

Annual Leave / Emergency Leave

(a) Leave/MC Entitlement Yr 2015 --

Medical Clinic / Hospitalization

(b) Leave/MC B/F Previous Year --

Compassionate Leave

(c) Total Annual Leave/MC (a)&(b) --

Marriage / Maternity / Paternity Leave

(d) Leave/MC Taken Todate

Examination / Unrecorded Leave

(e) Leave/MC Apply

Unpaid Leave

(f) Leave/MC Balance (c) - (d) - (e) --

***Please provide supporting documents if you are applying for Examination/ Marriage/ Maternity/ Paternity Leave. Please submit Reason Using Emergency Leave Form if you are applying for Emergency Leave.

Applicant's Signature:

Date: 27/4/2017

Recommended / Not Recommended
(Supervisor / Team Leader)

Approved / Not Approved
(Head of Department / Division / Operations Director, Executive Director, Managing Director)

Date: 28/4/17

Comments (if any)



LEAVE APPLICATION FORM

(Please submit the Leave Application Form to your Supervisor or Team Leader/ Head of Department/ Division/ Operations Director/ Executive Director/ Managing Director at least seven working days prior to the date of the planned leave)

Name	Noralehah binti Mohammed @Abdullah
Department	Operation
Date Joined	1/2 / 2017

I would like to apply leave for 1 day(s) from 29/5/2017 to 29/5/2017 :

FOR HR/ADMIN USE

Annual Leave / Emergency Leave	<input type="checkbox"/>	(a) Leave/MC Entitlement Yr 2015 --
Medical Clinic / Hospitalization	<input type="checkbox"/>	(b) Leave/MC B/F Previous Year --
Compassionate Leave	<input type="checkbox"/>	(c) Total Annual Leave/MC (a)&(b) --
Marriage / Maternity / Paternity Leave	<input type="checkbox"/>	(d) Leave/MC Taken To date --
Examination / Unrecorded Leave	<input type="checkbox"/>	(e) Leave/MC Apply --
Unpaid Leave	<input type="checkbox"/>	(f) Leave/MC Balance (c) - (d) - (e) --

***Please provide supporting documents if you are applying for Examination/ Marriage/ Maternity/ Paternity Leave. Please submit Reason Using Emergency Leave Form if you are applying for Emergency Leave.

<p style="text-align: right;">Date: <u>22/5/17</u></p> <p>Recommended / Not Recommended (Supervisor / Team Leader)</p>	<p>Approved / Not Approved (Head of Department / Division / Operations Director, Executive Director, Managing Director)</p> <p>Signature: _____</p> <p>Date: <u>22/5/17</u></p> <p>Comments (if any)</p> <p style="text-align: center;">"</p>
---	--



LEAVE APPLICATION FORM

(Please submit the Leave Application Form to your Supervisor or Team Leader/ Head of Department/ Division/ Operations Director/ Executive Director/ Managing Director at least seven working days prior to the date of the planned leave)

Name	NORSOLEHAH BINTI MOHAMMED @ ABDULLAH
Department	OPERATION
Date Joined	1 / 2 / 2017

I would like to apply leave for 3 day(s) from 28/6/17 to 30/6/17

FOR HR/ADMIN USE

Annual Leave / Emergency Leave	<input type="text" value="/"/>	(a) Leave/MC Entitlement Yr 2015	--
Medical Clinic / Hospitalization	<input type="text"/>	(b) Leave/MC B/F Previous Year	--
Compassionate Leave	<input type="text"/>	(c) Total Annual Leave/MC (a)&(b)	--
Marriage / Maternity / Paternity Leave	<input type="text"/>	(d) Leave/MC Taken To date	--
Examination / Unrecorded Leave	<input type="text"/>	(e) Leave/MC Apply	--
Unpaid Leave	<input type="text"/>	(f) Leave/MC Balance (c) - (d) - (e)	--

***Please provide supporting documents if you are applying for Examination/ Marriage/ Maternity/ Paternity Leave. Please submit Reason Using Emergency Leave Form if you are applying for Emergency Leave.

Date: 14 / 6 / 17

Recommended / Not Recommended
(Supervisor / Team Leader)

Approved / Not Approved
(Head of Department / Division / Operations Director, Executive Director, Managing Director)

Signature:

Signature:

Date: 20/6/17

Date: 20/6/17

Comments (if any)

Comments (if any)

APPENDICES B: COPY OF ATTENDANCE

Date	Weekday	Day Type	Schedul	In	Break	Resume	Out	OT	Done	Work	Overtime	Short	Leave Taken	Remark
06/02/2017	Monday	WORKDAY	0	08:04	13:48		17:38			3:41	0:08			
07/02/2017	Tuesday	WORKDAY	0	08:04	14:23		17:33			9:00	0:03			
08/02/2017	Wednesday	WORKDAY	0	08:06		12:37	17:35			9:00	0:05			
09/02/2017	Thursday	WORKDAY	0										ABSENT	
10/02/2017	Friday	WORKDAY	0	08:00	12:17	12:33	17:44			9:00	0:14			
11/02/2017	Saturday	RESTDAY	0											
12/02/2017	Sunday	RESTDAY	0											
13/02/2017	Monday	WORKDAY	0	07:58	12:03	12:44	17:30			9:00				
14/02/2017	Tuesday	WORKDAY	0	08:09		12:44	17:53			9:00	0:23			
15/02/2017	Wednesday	WORKDAY	0	08:07		12:49	17:46			9:00	0:16			
16/02/2017	Thursday	WORKDAY	0	08:08			17:37			9:00	0:07			
17/02/2017	Friday	WORKDAY	0	08:04	12:11		17:46			9:00	0:16			
18/02/2017	Saturday	RESTDAY	0											
19/02/2017	Sunday	RESTDAY	0											
20/02/2017	Monday	WORKDAY	0	08:04	12:32	12:48	17:56			9:00	0:26			
21/02/2017	Tuesday	WORKDAY	0	07:58		12:15	17:40			9:00	0:10			
22/02/2017	Wednesday	WORKDAY	0	08:17		12:14	17:33			9:00	0:03			
23/02/2017	Thursday	WORKDAY	0	08:07		12:58	18:05			9:00	0:35			
24/02/2017	Friday	WORKDAY	0	08:09		12:44	17:46			9:00	0:16			
25/02/2017	Saturday	RESTDAY	0											
26/02/2017	Sunday	RESTDAY	0											
27/02/2017	Monday	WORKDAY	0	08:12		12:30	17:33			9:00	0:03			
28/02/2017	Tuesday	WORKDAY	0	08:14		12:05	17:40			9:00	0:10			
Total Days		Present	Absent	Work	Overtime	Short Minutes	ASSENT ANNUAL	1,000						
WORKDAY		17	16	138:41	3:15	5:19								
HOLIDAY		6												
RESTDAY														
OFFDAY														
		23	16	138:41	3:15	5:19								1,000

Supervisor /Date: 23/2/2017
Norsolehah Binti Mohammed @ Abdullah /Date:

PRISM SUB

Date	Weekday	Day Type	Schedule	In	Break	Resume	Out	OT	Done	Work	Overtime	Short	Leave Taken	Remark
01/03/2017	Wednesday	WORKDAY	0	08:11			18:09			9:00	0.39			
02/03/2017	Thursday	WORKDAY	0	08:16		11:20	17:35			9:00	0.05			
03/03/2017	Friday	WORKDAY	0	08:00	13:58		18:05			9:00	0.35			
04/03/2017	Saturday	RESTDAY	0											
05/03/2017	Sunday	RESTDAY	0											
06/03/2017	Monday	WORKDAY	0	08:16			17:42			9:00	0.12			
07/03/2017	Tuesday	WORKDAY	0	08:21		10:21	17:46			9:00	0.16			
08/03/2017	Wednesday	WORKDAY	0	08:07		10:42	17:38			9:00	0.08			
09/03/2017	Thursday	WORKDAY	0	08:04	12:14		17:33			9:00	0.03			
10/03/2017	Friday	WORKDAY	0	07:54			17:34			9:00	0.04			
11/03/2017	Saturday	RESTDAY	0											
12/03/2017	Sunday	RESTDAY	0											
13/03/2017	Monday	WORKDAY	0	08:01	12:56		17:33			9:00	0.03			
14/03/2017	Tuesday	WORKDAY	0	08:06		12:51	18:49			9:00	1.19			
15/03/2017	Wednesday	WORKDAY	0	08:08		10:39	17:38			9:00	0.08			
16/03/2017	Thursday	WORKDAY	0	08:05			17:50			9:00	0.20			
17/03/2017	Friday	WORKDAY	0	08:00		10:42	17:32			9:00	0.02			
18/03/2017	Saturday	RESTDAY	0											
19/03/2017	Sunday	RESTDAY	0											
20/03/2017	Monday	WORKDAY	0	08:11		10:45	17:34			9:00	0.04			
21/03/2017	Tuesday	WORKDAY	0	08:06		12:56	17:36			9:00	0.06			
22/03/2017	Wednesday	WORKDAY	0	08:08		10:48	18:40			9:00	1.10			
23/03/2017	Thursday	WORKDAY	0	08:16		11:20	17:53			9:00	0.23			
24/03/2017	Friday	WORKDAY	0	08:13		12:33	17:42			9:00	0.12			
25/03/2017	Saturday	RESTDAY	0					08:44	15:06		6.22			
WORKDAY			18		182.00		5.49							
HOLIDAY			7											
RESTDAY			1				6.22							
OFFDAY			19		182.00		12.11							
			25											0.000

Supervisor /Date: 23/6/2017

Norsolehah Binti Mohammed @ Abdullah /Date:

PRISM SUE

Date	Weekday	Day Type	Schedul	In	Break	Resume	Out	OT	Done	Work	Overtime	Short	Leave Taken	Remark
26/03/2017	Sunday	RESTDAY	0							9.00	0.04			
27/03/2017	Monday	WORKDAY	0	08:10		10:51	17:34			9.00	0.05			
28/03/2017	Tuesday	WORKDAY	0	08:09	12:04		17:35			9.00	0.01			
29/03/2017	Wednesday	WORKDAY	0	08:30			17:31			9.00	0.22			
30/03/2017	Thursday	WORKDAY	0	08:10		12:19	17:52			9.00	0.17			
31/03/2017	Friday	WORKDAY	0	08:09		12:19	17:47			9.00				
Total Days		Present	Absent	Work	Overtime	Short Minutes								
WORKDAY		5	5	45:00	0.49									
HOLIDAY														
RESTDAY														
OFFDAY														
		5	5	0	45:00	0.49								

23/6/2017

Supervisor /Date: Norsolehah Binti Mohammed @ Abdullah /Date:

PRISM S08

0.000

Date	Weekday	Day Type	Schedule	In	Break	Resume	Out	OT	Done	Work	Overtime	Short	Leave Taken	Remark
01/04/2017	Saturday	RESTDAY	0											
02/04/2017	Sunday	RESTDAY	0											
03/04/2017	Monday	WORKDAY	0	08:22		10:36	17:38			9:00	0:08			
04/04/2017	Tuesday	WORKDAY	0	08:04		11:58	17:57			9:00	0:27			
05/04/2017	Wednesday	WORKDAY	0	08:17		10:46	17:41			9:00	0:11			
06/04/2017	Thursday	WORKDAY	0	08:29		13:17	18:25			9:00	0:55			
07/04/2017	Friday	WORKDAY	0	08:29		13:17	17:48			9:00	0:18			
08/04/2017	Saturday	RESTDAY	0											
09/04/2017	Sunday	RESTDAY	0											
10/04/2017	Monday	WORKDAY	0	08:07		13:08	17:38			9:00	0:08			
11/04/2017	Tuesday	WORKDAY	0	08:07		14:13	17:42			8:57	0:12	0:03		
12/04/2017	Wednesday	WORKDAY	0	08:05		11:40	17:42			9:00	0:12			
13/04/2017	Thursday	WORKDAY	0	08:05		10:40	18:03			9:00	0:33			
14/04/2017	Friday	WORKDAY	0	08:13		13:23	17:39			9:00	0:09			
15/04/2017	Saturday	RESTDAY	0											
16/04/2017	Sunday	RESTDAY	0											
17/04/2017	Monday	WORKDAY	0	08:23		12:01	17:36			9:00	0:06			
18/04/2017	Tuesday	WORKDAY	0	08:06		12:53	17:41			9:00	0:11			
19/04/2017	Wednesday	WORKDAY	0	08:01		12:12	17:51			9:00	0:21			
20/04/2017	Thursday	WORKDAY	0	08:05		12:26	17:38			9:00	0:08			
21/04/2017	Friday	WORKDAY	0											
22/04/2017	Saturday	RESTDAY	0											
23/04/2017	Sunday	RESTDAY	0											
24/04/2017	Monday	WORKDAY	0	08:14		12:05	17:33			9:00	0:03			
25/04/2017	Tuesday	WORKDAY	0	08:05		10:46	17:35			9:00	0:05			
26/04/2017	Wednesday	WORKDAY	0	08:07		10:46	17:36			9:00	0:06			
27/04/2017	Thursday	WORKDAY	0	08:11		10:48	17:39			9:00	0:09			
28/04/2017	Friday	WORKDAY	0											
29/04/2017	Saturday	RESTDAY	0											
30/04/2017	Sunday	RESTDAY	0											
WORKDAY	Total Days	Present	Absent	Work		Overtime		Short Minutes		ABSENT ANNUAL		Short		
HOLIDAY	10	18	2	152.57		4.22		0.03		2.000				
RESTDAY	30	18	2	152.57		4.22		0.03						
OFFDAY														

Supervisor /Date: 23/6/2017

Norsolehah Binti Mohammed @ Abdullah /Date:

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Date	Weekday	Day Type	Schedul	In	Break	Resume	Out	OT	Done	Work	Overtime	Short	Leave Taken	Remark
01/05/2017	Monday	WORKDAY	0										ABSENT	
02/05/2017	Tuesday	WORKDAY	0	08:02		11:44	17:31			9.00	0.01		ABSENT	
03/05/2017	Wednesday	WORKDAY	0	08:11		11:57	17:39			9.00	0.09			
04/05/2017	Thursday	WORKDAY	0	08:09		10:56	17:42			9.00	0.12			
05/05/2017	Friday	WORKDAY	0											
06/05/2017	Saturday	RESTDAY	0											
07/05/2017	Sunday	RESTDAY	0											
08/05/2017	Monday	WORKDAY	0	08:06		12:01	17:33			9.00	0.03			
09/05/2017	Tuesday	WORKDAY	0	08:09		10:55	17:37			9.00	0.07			
10/05/2017	Wednesday	WORKDAY	0										ABSENT	
11/05/2017	Thursday	WORKDAY	0	08:07		10:37	17:38			9.00	0.08			
12/05/2017	Friday	WORKDAY	0	08:15		10:48	17:44			9.00	0.14			
13/05/2017	Saturday	RESTDAY	0											
14/05/2017	Sunday	RESTDAY	0											
15/05/2017	Monday	WORKDAY	0	08:00		10:47	17:33			9.00	0.03			
16/05/2017	Tuesday	WORKDAY	0	08:10	12:09	13:09	17:33			9.00	0.03			
17/05/2017	Wednesday	WORKDAY	0	08:15		12:04	17:42			9.00	0.12			
18/05/2017	Thursday	WORKDAY	0	08:04		10:44	17:36			9.00	0.06			
19/05/2017	Friday	WORKDAY	0	08:00		10:37	17:36			9.00	0.06			
20/05/2017	Saturday	RESTDAY	0											
21/05/2017	Sunday	RESTDAY	0											
22/05/2017	Monday	WORKDAY	0	08:17		10:54	17:36			9.00	0.06			
23/05/2017	Tuesday	WORKDAY	0	08:07		11:53	17:37			9.00	0.07			
24/05/2017	Wednesday	WORKDAY	0	08:07		10:33	17:44			9.00	0.14			
25/05/2017	Thursday	WORKDAY	0	08:18		10:56	17:43			9.00	0.13			
26/05/2017	Friday	WORKDAY	0	08:09		10:53	17:46			9.00	0.16			
27/05/2017	Saturday	RESTDAY	0											
28/05/2017	Sunday	RESTDAY	0											
29/05/2017	Monday	WORKDAY	0										ABSENT	
30/05/2017	Tuesday	WORKDAY	0	08:03		12:37				8.31	0.29			
31/05/2017	Wednesday	WORKDAY	0	07:59	14:44					8.36	0.24			
Total Days		Present	19	4	17:07	2:20				0.53	4.000			
Day Type		WORKDAY	20											
HOLIDAY		RESTDAY	8											
OFFDAY			31	19	4	17:07	2:20			0.53				4.000

Supervisor /Date: 23/6/2017

Norsolehah Binti Mohammed @ Abdullah /Date:

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Date	Weekday	Day Type	Schedule	In	Break	Resume	Out	OT	Done	Work	Overtime	Short	Leave Taken	Remark
01/06/2017	Thursday	WORKDAY	0	08:01	11:22	14:08	17:03			8.33			0.27	
02/06/2017	Friday	WORKDAY	0	08:04	14:11	14:14	17:05			8.35			0.25	
03/06/2017	Saturday	RESTDAY	0											
04/06/2017	Sunday	RESTDAY	0											
05/06/2017	Monday	WORKDAY	0	08:11	13:23	18:22	17:02			8.32			0.28	
06/06/2017	Tuesday	WORKDAY	0	08:01	13:00	13:14	17:03			8.33			0.27	
07/06/2017	Wednesday	WORKDAY	0	08:03	12:41		17:04			8.34			0.26	
08/06/2017	Thursday	WORKDAY	0	08:08	13:45		17:00			8.30			0.30	
09/06/2017	Friday	WORKDAY	0	07:48			17:02			8.32			0.28	
10/06/2017	Saturday	RESTDAY	0											
11/06/2017	Sunday	RESTDAY	0											
12/06/2017	Monday	WORKDAY	0											
13/06/2017	Tuesday	WORKDAY	0	08:21	10:20	14:03	17:02			8.32			0.28	
14/06/2017	Wednesday	WORKDAY	0	08:12	12:08	13:47	17:00			8.30			0.30	
15/06/2017	Thursday	WORKDAY	0	08:10	11:53	14:26	17:17			8.41			0.19	
16/06/2017	Friday	WORKDAY	0	08:07	11:59	13:48	17:08			8.38			0.22	
17/06/2017	Saturday	RESTDAY	0											
18/06/2017	Sunday	RESTDAY	0											
19/06/2017	Monday	WORKDAY	0	08:08	11:40	11:52	17:06			8.36			0.24	
20/06/2017	Tuesday	WORKDAY	0	08:21	11:53	13:38	17:02			8.32			0.28	
21/06/2017	Wednesday	WORKDAY	0	08:07	10:22	12:03	18:44			9.00	1.14			
22/06/2017	Thursday	WORKDAY	0	08:08	13:45	13:49				5.15			3.45	
23/06/2017	Friday	WORKDAY	0	08:00	10:53	11:48				2.23			6.37	
24/06/2017	Saturday	RESTDAY	0											
25/06/2017	Sunday	RESTDAY	0											
26/06/2017	Monday	WORKDAY	0											
27/06/2017	Tuesday	WORKDAY	0											
28/06/2017	Wednesday	WORKDAY	0											
29/06/2017	Thursday	WORKDAY	0											
30/06/2017	Friday	WORKDAY	0											
Total Days		Present	Absent	Work	Overtime	Short Minutes	ANNUL	SICK	HOLIDAY	VACATION	UNPAID LEAVE	PTD/PAID TIME		
		22	16	127:56	1.14	16.04								
WORKDAY		8	16	127:56	1.14	16.04								
HOLIDAY														
RESTDAY														
OFFDAY														

Supervisor /Date: 27/6/2017

Norsolehah Binti Mohammed @ Abdullah /Date:

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APPENDICES D: INTERNSHIP SCHEDULE

INTERNSHIP SCHEDULE

Start Date	End Date	HR/Admin & Purchasing	FSSHEQ	Sales & Marketing	Operation
1/2/2017	14/2/2017	Norsolehah	Norfaezah	Mohamad Yusuf	Aisyah, Siti Zuleha, Ameena Affan, Mohamad Azran, Aminnoor, Zahrilyuhaiza, Muhammad Faiz,
15/2/2017	28/2/2017	Norfaezah	Mohamad Yusuf	Norsolehah	Aisyah, Siti Zuleha, Ameena Affan, Mohamad Azran, Aminnoor, Zahrilyuhaiza, Muhammad Faiz,
1/3/2017	14/3/2017	Mohamad Yusuf	Norsolehah	Norfaezah	Aisyah, Siti Zuleha, Ameena Affan, Mohamad Azran, Aminnoor, Zahrilyuhaiza, Muhammad Faiz,
15/3/2017	28/3/2017	Aisyah	Mohamad Azran	Aminnoor	Norsolehah, Norfaezah, Siti Zuleha, Ameena Affan, Mohamad Yusuf, Zahrilyuhaiza, Muhammad Faiz
29/3/2017	11/4/2017	Mohamad Azran	Aminnoor	Aisyah	Norsolehah, Norfaezah, Siti Zuleha, Ameena Affan, Mohamad Yusuf, Zahrilyuhaiza, Muhammad Faiz
12/4/2017	25/4/2017	Aminnoor	Aisyah	Mohamad Azran	Norsolehah, Norfaezah, Siti Zuleha, Ameena Affan, Mohamad Yusuf, Zahrilyuhaiza, Muhammad Faiz
26/4/2017	9/5/2017	Zahrilyuhaiza	Muhammad Faiz	Siti Zuleha	Norsolehah, Norfaezah, Aisyah, Ameena Affan, Mohamad Azran, Aminnoor, Muhammad Yusuf
10/5/2017	23/5/2017	Siti Zuleha	Zahrilyuhaiza	Muhammad Faiz	Norsolehah, Norfaezah, Aisyah, Ameena Affan, Mohamad Azran, Aminnoor, Muhammad Yusuf
24/5/2017	6/6/2017	Muhammad Faiz	Siti Zuleha	Zahrilyuhaiza	Norsolehah, Norfaezah, Aisyah, Ameena Affan, Mohamad Azran, Aminnoor, Muhammad Yusuf
7/6/2017	20/6/2017	Ameena Affan			Norsolehah, Norfaezah, Aisyah, Mohamad Azran, Aminnoor, Muhammad Yusuf, Muhammad Faiz, Siti Zuleha, Zahrilyuhaiza
21/6/2017	31/6/2017		Ameena Affan		Norsolehah, Norfaezah, Aisyah, Mohamad Azran, Aminnoor, Muhammad Yusuf, Muhammad Faiz, Siti Zuleha, Zahrilyuhaiza