



UNIVERSITI TEKNOLOGI MARA
FACULTY OF INFORMATION MANAGEMENT

INDUSTRIAL TRAINING REPORT:

PRISM INTEGRATED SDN. BHD.

2A, JALAN TIANG U8/91,

BUKIT JELUTONG INDUSTRIAL PARK,

40150 SHAH ALAM, SELANGOR.

SPECIAL PROJECT: CASE STUDY OF TRAINING AND CONSULTANCY IN
RECORDS MANAGEMENT FOR COMMERCIAL RECORD CENTER

BY

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IM245 – BACHELOR OF SCIENCE (HONS.)
INFORMATION SYSTEM MANAGEMENT
FACULTY OF INFORMATION MANAGEMENT
UNIVERSITI TEKNOLOGI MARA KELANTAN

01 FEBRUARY 2017 – 30 JUNE 2017

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REPORT SUBMITTED IN FULFILLMENT OF THE
REQUIREMENT FOR THE INDUSTRIAL TRAINING
FACULTY OF INFORMATION MANAGEMENT
UNIVERSITI TEKNOLOGI MARA KELANTAN

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Declaration

I hereby declare that this Industrial Training Report of Industrial Training at Prism Integrated Sdn Bhd is being submitted by me to fulfill the requirements of the subject IMC690 Industrial Training of IM245 Bachelor of Science (Hons.) Management Information System. I write this Industrial Training Report as the result for my own effort and all sources of references has been cited in the references part below. All information in this report is purely for academic purposes.

Signature :

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Abstract

This paper revolves around the information of IMC690 Industrial Training report, which is one of the requirements to obtain a bachelor degree for each UiTM students. This paper also explains about the departments of trainee attached to and the organization itself, which is Prism Integrated Sdn Bhd, an organization that deals with record management. This industrial training report involves all the training activities during the 5 months period, which started from February 2017 until June 2017. The training activities include activities from few departments of the trainee being attached such as the retrieval of picking files, management of JPA files at the open-shelf storage, application of purchase order, management of delivery items, document preparation, file packing. In addition, this paper tells about the special project that develops by the trainee in improving and enhancing the organization daily operations as well as the reflections about the experiences they obtained during the industrial training period.

Keyword: Prism Integrated Sdn Bhd, industrial training, open-shelf storage, Record Management

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Another special thank I dedicated to all of my Internship members especially those from UiTM Machang and UiTM Puncak Perdana whose have enrolled their internship together with me at Prism. During this internship period, they have shared many things with me in order to completing this report. Your willingness in giving some comments to my report and special project is highly important, as without your help it is impossible for me to think for the best ways in doing it.

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CHAPTER 1: INTRODUCTION

CHAPTER 1: Introduction

Chapter 1 discuss about company background, history, objective, mission and vision of company, Prism's product and services and many more. Practical training students were attached to Prism Integrated Sdn Bhd about five months from 1st February 2017 until 30th June 2017.

1.1 Background of the Organization

Prism Integrated Sdn Bhd is a well-known organization that provides products and services in Record and Information Management. The company was established by Mr. Ravindran a/l Kanagasabathy. At first, the company started the business by selling a unique product of Swedish file binder.

Then, their expanded the business by offering full range of products and services in Records and Information Management that was aspired from the needs of their clients. Prism Integrated Sdn Bhd also can be considered as a very successful company because they has a customers in the Asia region which is from Korea, Singapore, Thailand, Bangladesh and for sure, Malaysia.

Prism Integrated and Iron Mountain have been merged on April 2016. Prism is already known in Malaysia that has been complete with 6 facilities with 2.5 million cartons capacity. Prism also manages approximately over 10 million files from different clients either from government or from private company.

Five core industries that related with the record keeping in Prism including banking, insurance, professional services, information technology and the government sector.

The government sector is relates with the National Archive of Malaysia. All of the procedure relate to the government sector will be refer with procedure from National Archive Malaysia. The client of Prism Integrated are consists from

government sector and also private sector. Prism also has sites staff at Perbadanan Tabung Pendidikan Tinggi Nasional (PTPTN) to manage the records there.

On 2014, Prism Integrated Sdn Bhd has been awarded Top 10th place in SME Enterprise 50 Award that presented by YB Dato' Sri Mustapa Bin Mohamed, as Minister of International Trade and Industry (MITI).

Figure 1.1 shows the entrance of main building Prism Integrated Sdn Bhd.



Figure 1.1: Entrance of main building Prism Integrated Sdn Bhd

1.1.1 Mission

To be the pioneer and total solution provider in Records & Information Management in the Asia region. Prism Integrated Sdn Bhd solutions are based from the time records is created until their disposition. Our areas of expertise are:

- Electronic Records and Document Management Software solutions

- Offsite Record Center. Clients store, manage, safe-keep, preserve their records in our records facility for a lower cost and higher security.
- In-source Records Management
 - ✓ We place our personnel at your office to store, manage, safe-keep your records.
- Unique File Folder/Binder invented in Sweden in 1889. It was designed for ultimate durability and Convenience. It is made of wood, can last for 20 years, and recycled.
- Scanning and converting paper records to electronic records
- Storage equipment's: Mechanical Mobile Compactors, Fire Resistant Cabinets and many more.
- Records Management Training & Consultancy Programs: Records Management Program, Records Classification, Records Retention, Records Procedure & Manual, Records Disposition Program, 5S Program and many more.
- Secured Destruction of Records

1.1.2 Vision

Dynamically provide solutions to customers as customer's needs. With more than 30 years of cumulative experience, Prism is trusted by more than 1,000 customers in Malaysia, Bangladesh, Korea and Singapore.

1.1.3 Corporate Logo

Figure 1.2 shows the corporate logo of Prism Integrated Sdn Bhd.



Figure 1.2: Corporate Logo of Prism Integrated Sdn Bhd

1.1.4 Contact details

Table 1.1: Contact details of Prism

Company Address	: No 2A Jalan Tiang U8/91, Bukit Jelutong Industrial Park, 40150 Shah Alam, Selangor Malaysia
Storage/Warehouse Address	: No 2A Jalan Tiang U8/91, Bukit Jelutong Industrial Park, 40150 Shah Alam, Selangor Malaysia.
Telephone Number	: 03-77341111
Fax Number	: 03-77341888 / 03-77340055 / 03-92351110
Email	: admin@prism.com.my recordscenter@prism.com.my
Website	: http://www.prism.com.my

1.1.5 Product and Services

Prism is invented the smart file. Many organizations use this smart for the company record keeping. The smart file has four holes different from the usual file that have only two holes. The paper will be tidier when using this smart file. The grips on the paper make the file easier to flip without cause any damage to the paper inside the file. The color-coding also has been implements at the smart file suitable with the records management.

Figure 1.3 shows product and services of Prism (Prism smart file).



Figure 1.3: Prism smart file

Besides that, Prism also has courier service, which is include delivery. There is team currier that is assign to deliver the file or box to the certain place, as request by customer. There is also delivery of box to Perbadanan Tabung Pendidikan Tinggi Nasional (PTPTN) branch and other product or services.

Other than that, Prism also has pickup services also by currier team. Besides that, Prism also provided consultation from salesperson for new customer or existing for store any document at Prism. Prism's salesperson will meet

individually to prospect by appointment from both sides. Through the consultation or discussion, future customer can decide to use the services based on the package available.

The storage of the file will be located in box. In a box can contain more than 10 files. The storage of the box that is containing with the client's file is at the warehouse or information center. Only authorized person can enter the warehouse because that contain with the client file that is private and confidential. The box will be arranged in the warehouse. The disposition of the records is based on National Archive of Malaysia because Prism also manages the government agency's file and record.

1.1.6 Location

Location of a records center is mainly important and plays vital role in order to ensure it does not gives harm to the records. It is because the records is extremely sensitive and it needs proper care. Thus, good selection for the location to build the records center is needed.

2A, Jalan Tiang U8/91, Seksyen U8, Bukit Jelutong Industrial Park, 40150 Shah Alam, Selangor. The map coordinates is [3.1105, 101.554](#)

Figure 1.4 shows the location of Prism Integrated Sdn Bhd

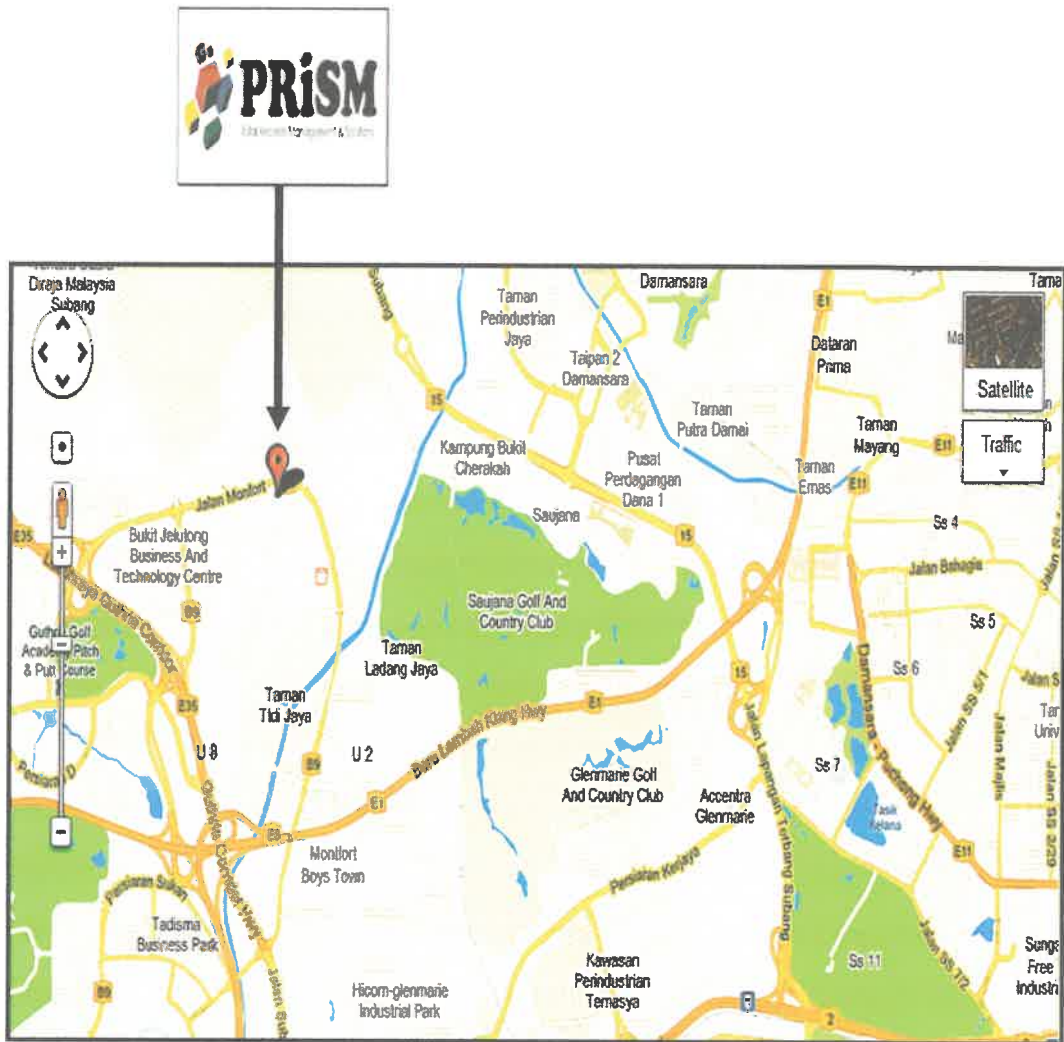


Figure 1.4: The location of Prism Integrated Sdn Bhd

1.2 Organizational Structure

Figure 1.5 shows the organizational chart for Prism Integrated Sdn Bhd.

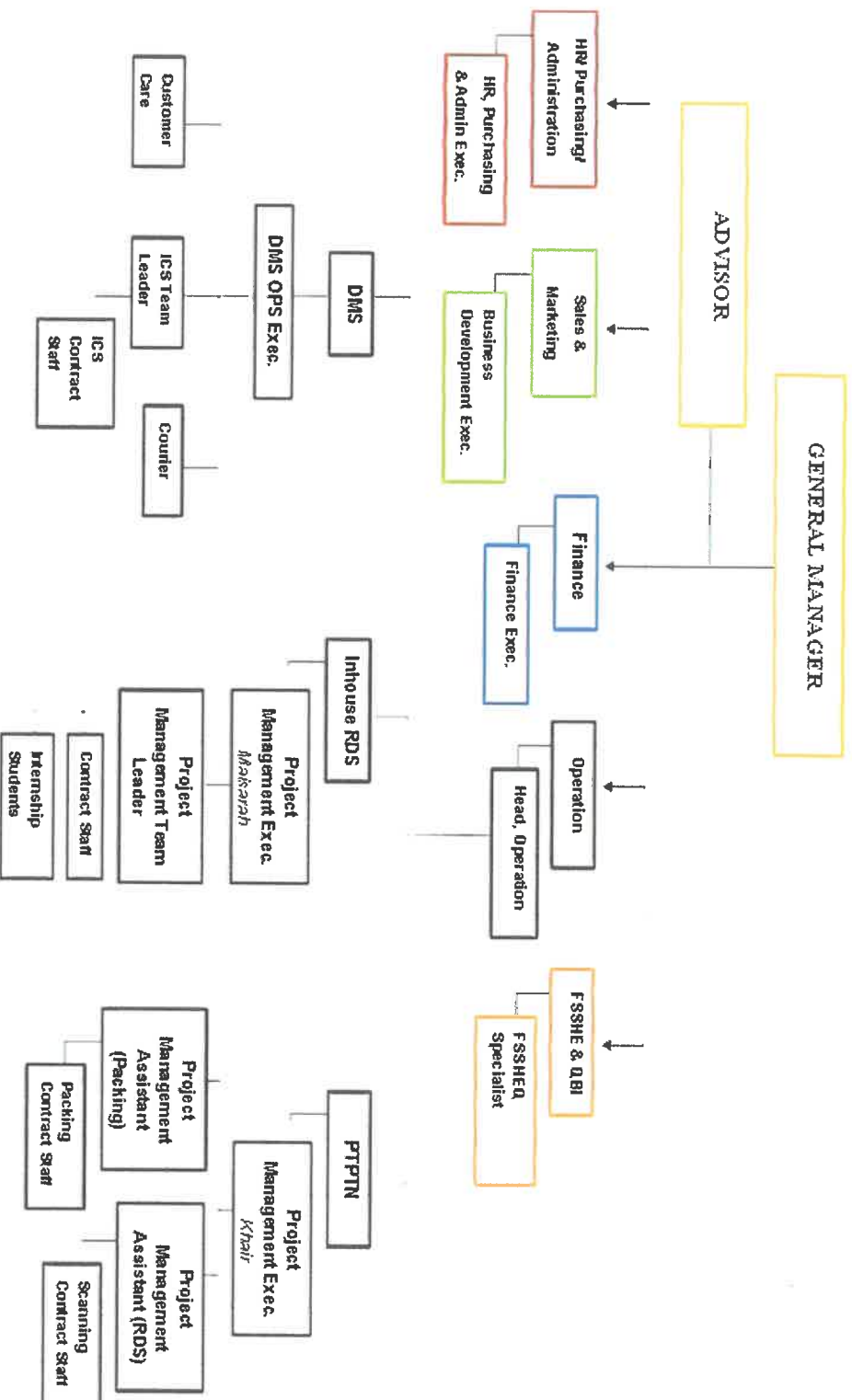


Figure 1.5: Organizational Structure of Prism Integrated Sdn Bhd

CHAPTER 2: ORGANIZATION INFORMATION

CHAPTER 2: Organization Information

2.0 Introduction

Chapter 2 discuss about the departmental information at Prism Integrated Sdn Bhd. At Prism Integrated Sdn. Bhd, there are five main departments. The entire department was run for about 13 years. The department included Human Resources (HR), Purchasing and Administration, Sales and Marketing, Finance, Operation and FSSHEQ (Facility, Security, Safety, Healthy, Environment and Quality). During internship period, rotation every department were assign exclude finance department. The rotation will be change every ten days at the HR, Purchasing and Administration, Sales and Marketing, Operation and FSSHEQ only. The trainee will be assigned to four departments that are Human Resources (HR), Purchasing and Administration, Sales and Marketing, Operation and FSSHEQ (Facility, Security, Safety, Healthy, Environment and Quality).

2.1 Departmental Structure

Figure 2.1 shows the departmental structure available at Prism

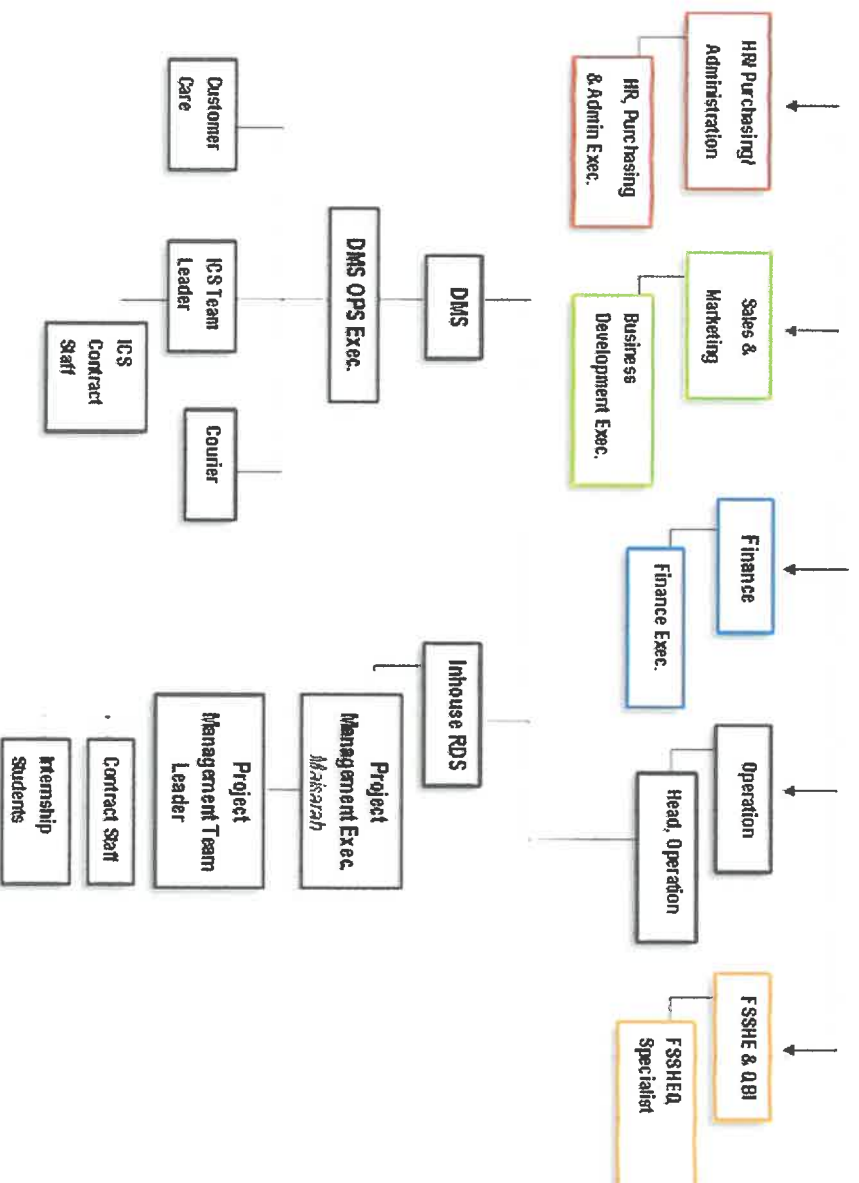


Figure 2.1: The departmental structure of Prism

2.2 Department Function

2.2.1 Operation Department

Operation Department is one of the most important and all the business process is running here. It is where the daily basis activities or any project takes place in here. In Prism Integrated Sdn Bhd, operation department consists of (5) five units which is warehouse unit, project or data entry unit, project or software unit, retrieval unit and delivery unit. Each unit is responsible to do a different task in serving services. This five units managed by Madam Shabena a/p Baskaran as Operation Manager with the help of Miss Azra Syazana, Miss Maisarah Nurhaizan and Ms. Catherine. Madam Shabena is responsible to manages all units to ensure the activities and task done smoothly and she will consult and communicate with customer in all aspects of services that offer by the company.

Table 2.1: The function of Operation department.

Function
<ul style="list-style-type: none">• Responsible to recheck the customer's files or boxes according to the list given• Make sure to send the customers files or boxes to the right locations• Pick-up files or boxes when the customer's request to keep it at the Prism's storage• Scan the barcode before deliver to other location and after successfully delivered• Ensure to deliver the customer's files and boxes on time• Ensures to deliver the service as requested by the customers• Responsible to retrieve back customer file or boxes as follows to the customer's order• Pick up the file or boxes into one location so that easy to recheck before deliver and the delivery unit easy to recognize which of the file or boxes will be delivering on that day• Responsible to update the metadata by key in all the data required• Ensure to have zero mistake when key in the customers' required data• Responsible to manage and arrange all the files and boxes and put into the correct location• Ensure the location for both files and boxes are synchronize as recorded in the system so that it can ease to retrieve back when needed• Responsible to retrieve the customers' files when there is a request for it in estimated time• Responsible to manage the boxes into the correct location and ensure the warehouse is manageable and tidy

2.2.2 Human Resources (HR), Purchasing and Administration Department

This department is more responsible to the staff. HR, Purchasing and Administration department are responsible for the recruitment and training and the purchasing in the Prism Integrated Sdn Bhd. The quality objective of the HR and administration department is to provide the 8 hours training per day for the staff, recruit and select the suitable candidate for vacancy based on the particular application for the certain department and to ensure the document and the records are being properly document, identify and preserved according to the retention period. Besides that, this department also a department that fulfill the staff requirement such as t-shirt, long pants, safety shoes, safety vest, identification tag for staff and visitor and all of the necessary needed.

Table 2.2: The function of Human Resource, Purchasing and Administration department

Function
<ul style="list-style-type: none">• Responsible with the personnel management and recruiting to perform the organization's tasks• To implementing policies, procedures, safety and security rules and regulation, and gives support within the organization• Bring a good relationship and communication with other departments• Assisting line managers to understand and implement policies and procedures• Liaising with person that involves in policy areas such as staffs' performance and health and safety• Develop job description and specification, preparing job adverts, checking application forms, short listing, interviewing and selecting candidates• Create and develop policies on particular issues such as disciplinary procedures, working areas, performance and attendance.• Administering payroll and maintaining employee record• Ensure to directly connect and deliver right information to other departments• Ensure the employee to know their roles in each department• Responsible to prepare minute meeting, performs administrative task and schedule needed• Maintain good relation with employees, suppliers and sponsorships• Organizes management file and records accordingly• Ensure to control the administrative budget and plan any company events• Responsible to purchase all necessary things needed to operate the business• Make research about the vendor or supplier who can give the best products at the best price• Deals with other departments in order to know the necessary products and services that meet the business needs

2.2.3 Sales and Marketing Department

Sales and marketing department are the department that manages the business that is relates to the customer of Prism Integrated Sdn. Bhd. as follows to the ISO 9001 (2008 Quality Procedure for Sales Department). The purpose of this department is to establish a uniform procedure for obtaining and managing sales in Prism Integrated Sdn. Bhd. This quality procedure was helping the department to manage the sales in Prism more systematically and according to the right procedure. The department was follow the same procedure for every customer either new or existing customer. The same procedure makes sure the business with every customer in proper manner and always standardized.

The applicability of quality procedure for sales and marketing department is to help the department in complying with the consistency of getting the sales. The consistency is important because every sale can guarantee the continuous the operation in Prism. Each sales helps Prism to continue the agreement with the existing customer or to get the new customer. This applicability also applies at the operation department. The smooth workflow in the operation department also can help the sales and marketing department. This is because the operation department responsibility to make sure the records are in good condition and make sure there is zero error in manage the new records and the existing records at the Prism.

Table 2.3: The function of Sales and Marketing department

Function
<ul style="list-style-type: none">• Able to well communicate with customers by assist the customers' requirements and needs• Promote, introduce and sell the products and services offered by Prism• Maintain good relation with customers either in persons or via calls and emails• Make an appointment with potential customer for new project• Attend company at trade exhibitions and events• Manages the paperwork development that related with sales and marketing department• Responding to all phone enquiries by the customers

2.2.4 Facility, Security, Safety, Healthy, Environment and Quality (FSSHEQ)

Department

FSSHEQ stands for Facility, Security, Safety, Healthy, Environment and Quality. In general, this department concerned with the surrounding within the organization. Any incidents that related with this department need to be reported to the responsible person because the responsible person in this area is the person that deals with these kind of matters. For instance, if anyone of the staffs involve with an accident, staff needs to report to person in-charged for this department because they need to know everything that happens at the organization. Not only that, all comments and feedbacks related with the security and safety within the organization can be reports and the FSSHEQ department will take action. This department also concerned with the quality to

make sure that all staffs follow all of the standards set by the organization such as the ISO 9001 Quality Management. This department also responsible to ensure that all staffs know the responsibilities like what can do and what cannot within the organization.

The facility is all of the facility that is located in the Prism is belonging to Prism. If there is any damage facility such as the toilet, fire extinguisher, problem with thumb access or any facility concern was solve by the person in charge in this department. For safety, it relates with the human or employee itself. For example, every employee must be providing with the safety shoes. Every employee must wear the safety shoes especially when needs to enter the operation department, warehouse and the open-shelf. This is because the safety shoes can avoid any injury from happen because the safety shoe is made by leather and inside the shoes is equip with the iron to avoid any injured when the weight goods fall on the feet. Besides that, the employee also equips with the helmet and the safety vest especially the warehouse staffs. Meanwhile, for the security aspect, the issues are more from the outside of the Prism building. For the healthy aspect, it relates to the health issues within the Prism building. For environmental aspect, it focuses more on the surrounding of the workplace. For example, the safety aspects from any danger such as the arrangement of the boxes in the information center must be in the suitable arrangement. If this is not being taken into consideration, harm can be happen due to the carelessness of the management. Lastly, for the quality aspects, it focuses more on the ISO 9001. All of the documentation related within the organization must be standardized and follow the standard. If not, it will be a problem when the

management needs to go through the auditing process whether internal or external audit. Through this audit, the organization can at least control and see through the clear view of their services that being served to the customers and sound action can be done to overcome any problem happen.

The FSSHEQ department is also responsible for the maintenance. All of the maintenance must be schedule for regular maintenance. All of the maintenance was done by register vendor from Iron Mountain. For example the fire alarm maintenance needs to be done every month to make sure the alarm function well. Every maintenance was required quotation before proceed every month. Fire alarm need to check based on the bell ringing or not, fire break glass still in good condition, emergency exit door function well, emergency light function, water sprinkler and smoke detector condition and so on. Fire hose reel also need to check every month the condition of hose reel and the fire hydrant water. Besides that, the fire extinguisher maintenance also needs to be done. Fire extinguisher must be check from time to time by responsible person. Fire extinguisher was located at every floor and suitable place that need to place fire extinguisher include warehouse. Warehouse was consuming more fire extinguishers besides the other place. Responsible staff needs to check the pressure, if still in green area or not. Besides that, staff also need check the expiry date, tube condition and the pin still at the fire extinguisher.

Other than that, FSSHEQ specialist also needs to do monthly checklist of equipment and facility at Prism. Checking including indoor and outdoor facilities that need to ensure there is no harm to staff and building. There are several area that need to check include building exterior, maintenance and

equipment, building interior, fire equipment, first aid kit, safety notice board, security and also environment. These entire checklists consist of hundred questions and allocate one mark for each question. The inspection must do in detail to make sure there is no mistake. This is because the wrong inspection can lead to the any unwanted incident. Detail inspection can avoid any incident at workplace.

The FSSHEQ specialist also needs to do first aid kit checking. First aid kit is one of the main tools that needed in a workplace. The location of first aid kit at Prism is place at lobby, office level two and warehouse. This three boxes first aid kit is locked in order to control the usage of medicine for any unnecessary purpose. When any accident happens, there are emergency response teams that can be contacts by the other staffs. Contact details list for the emergency response team is located besides every first aid kit within the organization.

The First aid kit must contain some basic medicine and tools for early treatment if there is any accident happened. In the first aid kit, the list of item is provided. All of the items in the list must be complete and any particular item that has been used must be refill again. Besides medicine, there is also a guidebook (CPR, AED and Basic First Aid) place in the first aid kit as reference. Before the staff want to use any medicine in the first aid kit, there is a form that needs to be fill in which is accident application form first. This is to track any item that was used, amount of item remain and purpose of the usage for any injury. The form is located in the first aid kit for easy retrieval.

CHAPTER 3:

INDUSTRIAL TRAINING ACTIVITIES

CHAPTER 3: Industrial Training Activities

3.0 Introduction

The industrial training was held in Prism Integrated Sdn Bhd which is the internship student requires a (5) five month training. It starts from 1 February 2017 until 30 June 2017. During the internship duration time, the industrial trainee in Prism Integrated Sdn Bhd was entitled practical student as their position and they required to follow the company policies and procedures.

The objective of this industrial training is to give an opportunity to practical student gain an experience, practice knowledge that already learn from the university, and acknowledge how the work environment feel like. Here, the trainee will assign practical student with specific assignment or daily task and responsible to finish it before the due date. It is also helps to improve student marketability after graduation, encourages students in applying all the skills and knowledge gained and gets new knowledge from the staff as well. Final year students from the Faculty of Information Management are compulsory to go for industrial training. This program purposes to train them and prepare student before they enter the real working environment.

During the internship, the trainee has been monitored by company supervisor who responsible to supervise and evaluate the trainee. At Prism Integrated Sdn Bhd, practical student will go through certain stages of training phase. Here, not only do a practical task in one department but also at other department. There are (4) three department which is Operation department, Human Resources, Administration, Purchasing Department, Sales and Marketing Department and finally the FSSHEQ Department.

Firstly, the first stage for a practical student is that they will be assign at the Operation Department whereas all the process from start until complete will be doing in this

department. In this department, practical student requires to experience all different task and responsibility every day. There are several task will be assign here such as doc-prep, scanning document, ensure document quality control, data entry, checking, and sorting. All of these activities are based on the project on going follow the customer request orders.

Secondly, practical student must follow a schedule that already made by Madam Shahnum. In this schedule, each of practical student required to rotate a position every (2) two weeks either in the Human Resources, Administration and Purchasing Department or FSSHEQ Department. It is one of a good opportunity for practical student in Prism Integrated Sdn Bhd because they will experience many different fields of works and not only focus in one department. Practical student gain new experience, working environments, and deal with many people who experience in each department.

Other than that, practical student not only learn and practice about what they learn in university but as well to improve their communication skill with the staff in the company and clients as well. In Operation department, most of practical student will deals with the staff and make a good relationship with them. After that, the practical student can improve their communication skill, market the product and services offered by the Prism Integrated Sdn Bhd and most important increase self-confident in dealing business with important persons. Last but not least, the Human Resources, Administration & Purchasing Department had taught many thing not only adding a new knowledge for a practical student but they know a little bit policies and procedures in doing this job scope. Figure 3.1 below is the rotation schedule for the trainee provided by Madam Shahnum.

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, Zahriyuhaza, Muhammad Faiz
15/2/2017	28/2/2017	Norfaezah	Mohamad Yusuf	Norsolehah	Aisyah, Siti Zuleha, Ameena Affan, Mohamad Azran, Aminnoor, Zahriyuhaza, Muhammad Faiz
1/3/2017	14/3/2017	Mohamad Yusuf	Norsolehah	Norfaezah	Aisyah, Siti Zuleha, Ameena Affan, Mohamad Azran, Aminnoor, Zahriyuhaza, Muhammad Faiz
15/3/2017	28/3/2017	Aisyah	Mohamad Azran	Aminnoor	Norsolehah, Norfaezah, Siti Zuleha, Ameena Affan, Mohamad Yusuf, Zahriyuhaza, Muhammad Faiz
29/3/2017	11/4/2017	Mohamad Azran	Aminnoor	Aisyah	Norsolehah, Norfaezah, Siti Zuleha, Ameena Affan, Mohamad Yusuf, Zahriyuhaza, Muhammad Faiz
12/4/2017	25/4/2017	Aminnoor	Aisyah	Mohamad Azran	Norsolehah, Norfaezah, Siti Zuleha, Ameena Affan, Mohamad Yusuf, Zahriyuhaza, Muhammad Faiz
26/4/2017	9/5/2017	Zahriyuhaza	Muhammad Faiz	Siti Zuleha	Norsolehah, Norfaezah, Aisyah, Ameena Affan, Mohamad Azran, Aminnoor, Muhammad Yusuf
30/5/2017	31/5/2017	Siti Zuleha	Zahriyuhaza	Muhammad Faiz	Norsolehah, Norfaezah, Aisyah, Ameena Affan, Mohamad Azran, Aminnoor, Muhammad Yusuf
24/5/2017	6/6/2017	Muhammad Faiz	Siti Zuleha	Zahriyuhaza	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, Zahriyuhaza
21/6/2017	31/6/2017		Ameena Affan		Norsolehah, Norfaezah, Aisyah, Mohamad Azran, Aminnoor, Muhammad Yusuf, Muhammad Faiz, Siti Zuleha, Zahriyuhaza

Figure 3.1: The trainees' department rotation schedule

3.1 Training Activities

3.1.1 Staff briefing and introduction briefing

Introduction briefing was done to introduce internship student to all of the staff at Prism Integrated Sdn Bhd. Introduction was conducted by FSSHEQ specialist. Briefing to staff was held every week to remind rules and regulation or staff was issued any matter rise at every department. Attendance was taken by each of staff write down name in the briefing attendance form as record. The briefing only takes an hour more or less. Next, the internship briefing continues to introduce and site visit at Prism.

Firstly, all trainee and staff requested to assemble at lobby. All of the staffs have been introduced and all of the trainees were introduced to Prism's staff. Miss Athira as FSSHE specialist discusses few issues about rule and regulation

at Prism. After finish briefing for staff, all the staff was dismiss. All internship students have another briefing with Miss Athira and Mrs. Shahnum from HR, Purchasing and Administration department. Trainees need to fill up forms about personal as procedure. Besides that, trainee also needs to sign letter of consent from Prism and Recall in two versions Malay and English. After that, trainee needs to provide a picture in passport size to Madam Shahnum to do identity card that contain identity number each. After that, trainees need to fill up form to request safety shoes to be wearing during the working period. After get the right size of safety shoes, trainee needs to approve at the space provided as the evidence have receive the safety shoes. This is because safety shoes need to be return back when last day at Prism. After that, trainee was visiting operation area, warehouse, and office level, open shelf at level one, two and three.

3.1.2 Sticker labeling

Sticker labeling is the activity that was assign by operation department. Sticker labeling was done to identify barcode for each Jabatan Perkhidmatan Awam (JPA) file that will be move from warehouse to open shelf at level one, two and three. Sticker was paste at cover of the file to ease the barcode scanning process. The sticker is contains the customer key (cust key), number of the file, name of the file, box number and the barcode. Every each barcode are different each file and boxes. For example, the customer key (cust key) of Jabatan Perkhidmatam Awam (JPA) is J007, number of the file is JPA/PRO/236571, name of the file is Abdul Razak bin Abdul Rahman and the box number is 025684 and then the barcode of the file.

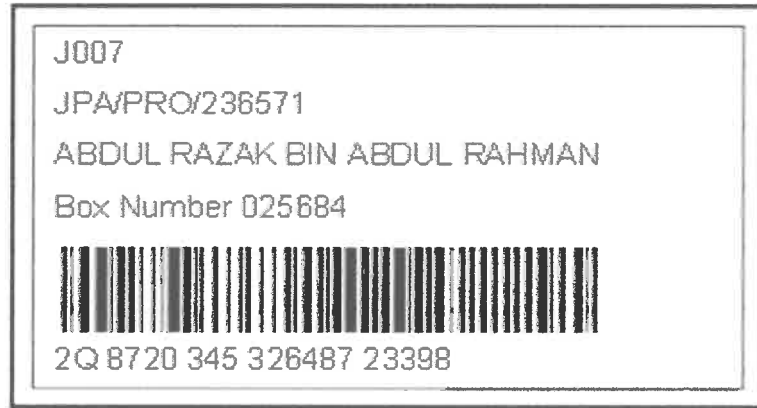


Figure 3.2: Example of file barcode sticker

First, box was entering operation department area through warehouse. The number of boxes need to written down and pass the number of boxes to Mrs. Catherine to print out the barcode sticker for each file in a box. After barcode sticker for each file, complete printed, check the condition of the barcode first. If the barcode complete without damage, paste the barcode sticker at cover of file. If the barcode damage, inform Mrs. Catherine to reprint again damage barcode. Also, if there is any file that did not have the barcode, trainee need to inform Mrs. Catherine file number and box number to print the barcode. After complete, put again the entire file in the box. Arrange the box before the box move to open shelf.

3.1.3 Data Entry

Data entry activity will be happen when there is any packaging from Prism's staff to customer place or customer personally send the box that contain documents to Prism to manage. The amount of the data entry was related to the amount of the document that needs to manage. In a box can be contain about 4

big files, 9 personal files but the weight must not more than 16 kg. This is to ensure when the box is stored in the warehouse, the rack in the warehouse can handle those boxes, as the weight of the boxes can be control. Before using the system, the typist need fill Daily Working Sheet. For data entry, Prism use EDC data capture system. Data entry must do for every file in a box. There is little information that needs to fill for data entry. The information needed was already request by the client, which is the owner of the file. For example, the compulsory information is the number of the file, other information include the name of the file, close date of the file, first date of the content, department of the document, box number, batch name and the username that key in the data. This username is including ensuring only the authorized person can do the data entry.

Firstly, double click the software then enter the number of the boxes and typist name. Then search the name of the related customer in the list of customer and fill the information given. The way to key in the information also needs to be standardized. For example, the name AISYAH BT AMINUDIN is written at the file but the system have been standardized which is required to type as AISYAH BINTI AMINUDIN. It needs to be type in the full spelling. The typist needs to count sum of the files or documents in every box and write in the form. If there is any title at the name, the typist needs to refer to the operation manager either to put it or ignore it. Miscellaneous document also need to be key in the information. Miscellaneous document is the document that did not have the file name or file number. If realize any mistake after key in and save the information, this software also can be edit. Just double click then edit the

required information then save again. After complete key in the data, the file need to be put in the box and the white sticker need to be paste beside the barcode on the box to indicate the box have done the data entry process.

3.1.4 Checking

Checking activity is the process that takes place after data entry activity. Checking need to be done in order to make sure that the data that have been entering was zero error. Checking activities will be done using Volen software. The software can be use after the operation manager already uploads the data entry activities. After done upload it, the checking activities can begin.

To start checking, firstly the checker needs to fill the same form, which is Daily Working Sheet but chose checking option. To open the Volen software, double click the shortcut icon at the desktop. Then enter the customer name or project then the box number or batch. After insert the customer name and the box number, the data entry information was appearing based on the fixed information. The checker need to check every single word and every single symbol based on the file in the box. If there is information that can be finding during the data entry, the checker needs to find it. This is because there is probability that the typist during the data entry did not notice the information given. This also same goes to the information that have been key-in. If there information has been key in during data entry, the checker also need to find the location of the information in the document. If there is any different information about the same person like old and new identity card number, the checker needs to refer to the operation manager to decide which one of the

information can be inserting in the index. The checker can edit any mistake that can be detected during checking. After done edit, the checker must click the button commit changes to make sure that the information that has been edit saves safely. If the typist during the data entry leaves the document unconditionally without key in the information, so the checker need to key in the information manually. This is also the function of checking activities. After done checking, the checker needs to count the sum of the document in the box must be tally with the data entry. Then paste the green sticker at the box barcode to show that the box already been checking. Figure 3.3 shows the example of Volen software's interface.

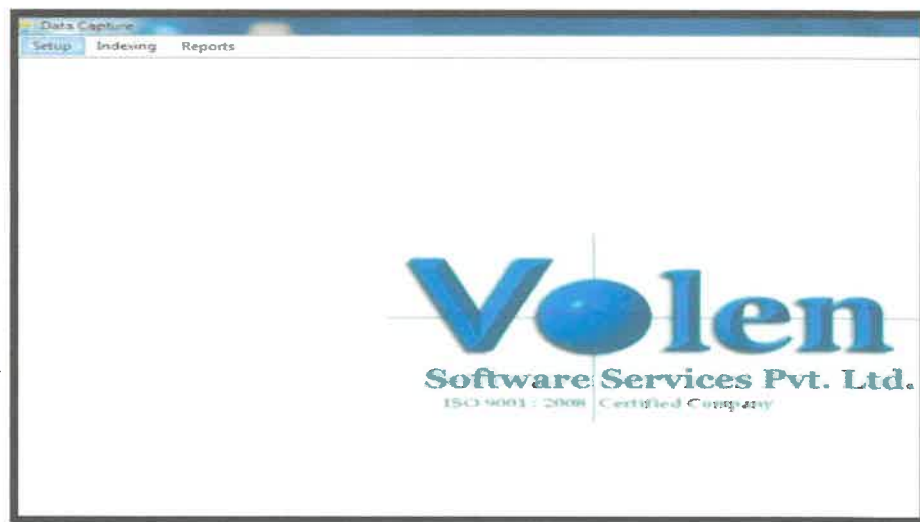


Figure 3.3: Example of Volen software interface

3.1.5 Box Management (Packing activity)

A box management activity is folding the incomplete Prism box (Figure 19) to make actual box. There is number as the instruction to form the box. Learn to fold the box from the staff. The folding action must be neat to avoid the box broken and damage.

Firstly, get an incomplete box. Place at the huge space. Fold the box based on the instruction to make sure the box in the good shape and can be used for long-term period. The box that has been fold completely will be filled in with documents or files from the new customer get from packing activity. Mark the number of file in a box. Paste barcode sticker at the box. Figure 3.4 shows some activities done for the packing process.



Figure 3.4: Some activities of packing process

3.1.6 Box management (open shelf)

Another box management takes place when the entire file from the box has been move to the open shelf. The empty boxes need to fold and separate between the old box and new box. Boxes need to be press until there is no air. The boxes need to arrange by stack each of the box together. At the same amount, the stack being tied with rope or being wrap and place at the required place. Figure 3.5 shows the folded old boxes.



Figure 3.5: The folded old boxes

Figure 3.6 shows the folded boxes that have been wrapped.



Figure 3.6: Wrapped folded boxes

3.1.7 Find Requested File by Client

Find the file at the open shelf. This is a tough task because the file has been arranged at the open shelf with other thousands file and if the file is missed scan during the barcode scanning then it will become a problem to find it. The staff needs to look each of the files at the racks as referred to the location provided from the system. The operation staff will check the location of the file first through the system and if the location is available it will then being given to the in-charge person to look for the file. After the file already found, it must be paste with the picking barcode, which is a specific barcode to be pasted if the file want to be transfer out to the customers. This picking barcode is important and act as reference to be referred if there is any issues arise regarding that file.

For example, if the file already being sent to the customers but they insist that they do not receive the file, in this regard the picking barcode can be as reference to recheck the movement of the file. The location given is based on the row and level at the open shelf. Figure 3.7 is the examples of picking barcode that will be used when retrieve the client's file.



Figure 3.7: Example of picking barcode

3.1.8 Arrange and Scanning File at Open Shelf

The arrangement of the file cannot be done if the box did not being move from the operation department at the ground floor to the open shelf at the second floor. The boxes will be move manually through the stairs step to step. Every operation staff will be involved in helping moving the boxes to the second floor

open shelf. After done move the boxes that have been paste by the barcode sticker, the boxes will be arrange in every partition in every row. Every shelf has six rows. Every row has 2 partitions. Earlier, a box will be place in a partition. The empty box will be fold and tie based on the old and new Prism box. After complete fill every partition with a box, scanning process will be held. Every partition has been paste by the barcode that contain the location of the row. The barcode location is important to make sure the location is the right location to place the file. The damaged barcode must be replace by requested to reprint the barcode before place the file.

Scanning process is a process to identify the location of the file. The exact location of the file must be identify and important because the exact location will be search if the file have been requested by the client. Every file that has been removing the location need to be scans using the scanner provided. The scanning process will be conduct by the operation staff to avoid any mistake during scanning. First step is the barcode location must be scans as the way to open location of the row before arrange the file. Then, the file that have been remove from the box will be scan based on the barcode sticker that have been paste at the operation department. After all of the file in a box complete scan, the remaining space at the partition can be fulfilling with the other file from other box. The file from other box also needs to be scan by using the same location. The partition need to be arranging neatly and easy to retrieve. The arrangement must not too tight and not too loose. After complete a partition, the barcode location needs to scan again to close the location. Every partition can be filling based on the thickness of the file. The same step needs to repeat for

the next partition. Figure 3.8 shows how the process of moving the boxes from operation to open-shelf looks like.

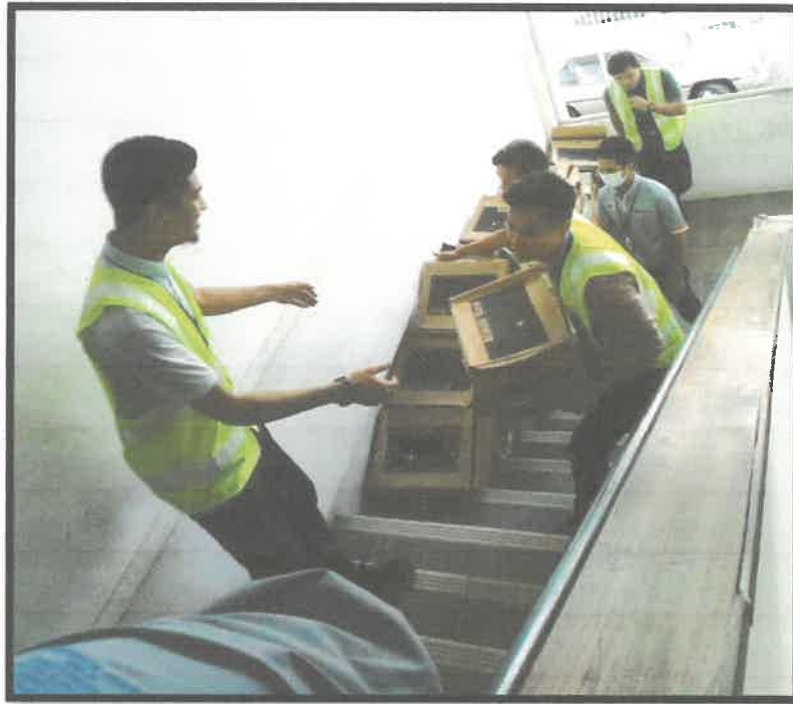


Figure 3.8: Move boxes from operation to open-shelf



Figure 3.9: Some task of files scanning process at open-shelf

3.1.9 Packing at PTPTN (Perbadanan Tabung Pendidikan Tinggi Nasional)

Prism also has staff at the PTPTN to manage the record of user such as agreement at level six of Menara PTPTN. The staff requested help from Prism's staff to packing the new agreement of student for year 2016 and 2017. The packing activity involve all of the internship students for a week either female or male student that is assigned at the operation department. The head of department will determine the packing activity. An operation staff will accompany the internship student during the packing. Before the packing, the boxes need to be fold to fill with the bundle of agreement later. Another two staff at the PTPTN also help with packing. After done fold the box, the barcode for the box will be paste.

During that day, four batches of agreement have been complete being packs. First step is the staff will be open the Microsoft Excel that have the batch number. The trainee just required to key in the barcode Prism by using the scanner. Click ctrl (control) F (find) because need to enter the number of batch. Every batch contains twenty agreement of borrower. A person will read the batch number then another person will type at the Finding pop up box. Then click the number batch and then scan the barcode of the box that have been paste before. The number of the box barcode will be entered automatically at the barcode prism column in the Microsoft Excel. If using scanner, the number will be automatically enter. The manual also can be used but did not prefer to avoid any mistake during typing. Repeat the same step until done a batch of agreement. Every box only can fill with the six to seven bundle of agreement. This is because the limit weight of Prism box can endure.

3.1.10 Repacking Boxes

Repacking the box will be done when the packing team comes from the customer location and get the box that contain document. Box will be repacking by move the document into the Prism's box. The content in the box must be based on the box weight endurance. Sometimes Prism's staff will get the box at the new or existing customer's place. After done packing, the boxes that arrived at Prism will be unpacked and pack again into Prism's box. After that, all of the file will be update by data entry activity.

3.1.11 Training

The training that has held at Prism is Fire Drill and Evacuation Path Training. This training involve all of the Iron Mountain staff include Prism, Recall and PTPTN staff, total about 50 people. The training was start at 9.00 a.m. until 5.15 p.m. on 25th March 2017. For the morning session, the Recall FSSHEQ manager, Mr. Nizam, gave the theory class. The theory class was held at the operation department. During the training, Mr. Nizam explain about the type, usage of fire extinguisher. Besides that, also learn about the way to control and extinguish the fire during emergency and the exit emergency door.

After theory class, the practical training and site visit session was held. The site visit session is where all the participants will bring around the Prism building. Start from the third floor, the exit door at the every floor include in the warehouse. The emergency light and the break glass are shown. After that, the participants have been trained when in the emergency. There is limit time to assemble at the assembly point. After done assemble, there is training about the way to use fire extinguisher. There are two types of fire extinguisher available at Prism, which is ABC powder and CO2 powder. Fire was burn in the iron container then each person required to extinguish the fire completely. After rest about ten minutes, Q & A session was held. The training is end after the Q&A session. .

Training was held on 19th April 2017 start at 8.30 a.m. until 11.30 a.m. This training is about the Zeroharm Standown. This Zeroharm principle is the principles in safety and security of staff under the Iron Mountain company whole world. This training is about the vision, types of incident that need to

avoid, how to overcome the incident if happen in workplace, suitable position during work and any other related safety and security issues. Every employee must try to implement this and commit with the principle. Figure 3.10 shows the Prism's teams that join the training.



Figure 3.10: The Prism teams that join the training

3.1.12 Document Preparation (Doc-Prep)

Document preparation is the initial stage of the scanning process. Before the document being scan, it will be pack from the client's place and being separate in small boxes. Then, the small boxes are put in the Prism's box. Firstly, the employee needs to fill a form that contain the name of employee, file number, start time, finish time, the total of A4, A3, A2, A1 and A0 papers contain for each file. The sum of papers will be jot down after done sum up the total. After that, the document will be separate and remove the stapler or any paper clip or

cello tape and binding that have been attached at the document. To avoid any misunderstanding when doing document preparation, paper separator being used in order to divide the document. Each printed page needs to be count. After done counting the total of printed pages including the paper sizes, it next needs to be record in a form. Figure 3.11 shows the doc-prep session.



Figure 3.11: The doc-prep process

3.1.13 Weekly Briefing

Every week will be held a briefing. Briefing will be involving only certain staff like every head of department and the assistant. Briefing was done to discuss any rising matter around Prism. All of the matter that has been discussed will be written in a form. The attendance of the staff that is involved also will be filling in the form. The student that is assign will be writing down the topics that have been discussed during briefing. The form that has been filling up can be as evidence and the reference for complete a certain job.

3.1.14 Staging

Staging is the first process before delivery file to the customer. Staging is the process of transfer the information of the document into the system using a barcode scanner, the barcode will be scan and the information will be store into the scanner and later will be transfer into the system, it is also being used to identify the quantity of document with the order from the client which is need to be the same quantity. Then the information from the scanner will be uploading into the system. The staging have its own code, which is use on the scanner before scan the document which is (0 – ENTER – 3 – 6 – SCAN – 0 - ENTER – CLEAR.)

3.1.15 Currier/Delivery

The currier or delivery process which is the practical student need to follow the responsible staff which is Mr Percy and Mr Kevin that deliver the document to the client or pickup any document and boxes from their place to the PRISM: As

for the delivery, Prism offer their client delivery service, which is urgent, or next day retrieval. For the urgent service prism offer two (2) hour or four(4) hour delivery which is according to the destination and the condition of traffic.

Delivery

The delivery of the file or boxes needs to be done as per request by the client.

As mentioned, Prism has offer urgent delivery, which is two (2) hour delivery, and four (4) hour delivery but the delivery need to be according to the destination and the condition of traffic. The practical students have undergo the delivery at various places such as:

Regalia > Iron Mountain

PRISM > Gonathan Loh (Damansara)

PRISM > Bar Council (KL)

PRISM > Amanah Raya Berhad (ARB) (Seksyen 14, Shah Alam)

PRISM > Oil & Gs Transportation (Klang)

PRISM > Pejabat Tanah & Daerah Klang

PRISM > Wezmart, (Puchong)

PRISM > KWAP (Cyberjaya)

PRISM > Rajanathan

PRISM > MQA

3.1.16 Pickup

- Pusat Perubatan Universiti Malaya (Petaling Jaya) > PRISM
- Iron Mountain > PRISM
- Bar Council > PRISM

- Amanah Raya Berhad > PRISM
- Synergy Oil & Gas (Subang Jaya) > PRISM
- MQA > PRISM
- PTPTN > PRISM
- Taylor Nelson Sofres Malaysian SDN BHD (Menara Millenium, Damansara) > PRISM

3.1.17 Loading

The practical student should not enter warehouse, but because limited of work force in the warehouse, the practical student had been ask to help IC staff to do loading. The box should send back to the customer because the customer did not want to continue their contract. So, the practical student should help the IC staff to loading box into the lorry. It is about 2500 boxes to clear their storage but one day PRISM only do delivery it's about 150 to 200 boxes per day.

3.1.18 First Aid Kit Briefing

First aid kit briefing was done to make sure all the staff knows the location of the first aid kit and how to use it. However, only certain people that can be access the first aid kit. Before using any medical or tool in the first aid kit, the responsible person needs to fill the form first before take out any tool in the first aid kit. Then, every month checking will be done to list any needed medicine or tool that need to buy for replace the used one. Then, any medicine and tool must be update from time to time. Figure 3.12 shows the briefing of first aid conducted by Miss Athira.



Figure 3.12: The briefing of first aid session

As for the marketing department, the practical student have been assign under Sir Preveen and Sir Johan which the staff that in charge in the marketing department, in the marketing department the practical student learn how to make quotation, deal with customer, answering call from the client, make a failing and etc.

Furthermore, the duty of this department is to market product and service offered by Prism Integrated Sdn Bhd. Sales person will promote it to the individual or any organization that interested in Records and Information Management. This company not only deals with the records management services but as well sells a product such as **box, clip, puncher, barcode, file** and many more. Whereas, **services** that offered by the Prism Integrated Sdn Bhd is **scanning, records storage, data entry, packaging the files**, and the one that needs a **consultancy** in record management.

Besides that, practical student also responsible to receive incoming letters and updated it into the Microsoft Excel. After update into the system, practical student has to scan the letters so that it will appear in the CATPC and give the letters related to the department. Practical student also has to face to face with the vendors or customer who comes to the company to introduce their new products or visits.

Below are the job scopes of the marketing department.

- 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

3.2 Special Project

During this (5) five month internship training, the practical student has been assign to do a special project. It is important for the final year student to do the special project, because to evaluate the student skills in the specific task, which is what have they learn at the university and applied it in the internship program.

3.2.1 Case study of Training and Consultancy in Records Management for commercial Record Center

Abstract

This case accounts the experience of a Malaysian commercial records center, which is Prism Integrated Sdn. Bhd. in providing the Training and Consultancy in Records Management service. Commercial records center seems to be speedily growth from time to time as many companies now see the potential in involving themselves into this industry. Although, some of them do not have any background from records management but they seems to have interest within this field. The commercial records center is not a well-known industry in Malaysia since few years back. The records management field itself not being recognizes by most people especially the government and private sectors. They do not know and expect that this industry can be so much important to their organizations' business activities from past, now and forever. Due to this, all organizations, both private and government want to learn more about the records management and they are looking for the opportunity of having training as well as consultation regarding this field so that they can improve their way in handling records in a better way.

Keywords: Training, Consultancy, Records Management, Commercial Records Center

Introduction

According to IRMT (1999) Records Management can be defined as “an area of general administrative management concerned with achieving economy and efficiency in the creation, maintenance, use and disposal of the records of an organization throughout their entire life cycle and in making the information they contain available in support of the business of that organization” (p.9). For instance, records management program aimed to provide an economic and efficient transaction of current business in an organization. Because of all organization deals with records every day, it is either paper-based or electronic format so that the records created need extra care and proper handling. In this regard, many efforts need to be pouring into it in order to achieve the desired results. The efforts are include the staffs, management practices and others. In basic, the staffs can be the most important element or factor that can assist in determining the life span of a record as well as the efficiency of the records management practices in that organization. A good staffs should have a least a bit of knowledge about the records management and the right ways in managing those records.

According to Anderson (2007) “the professionals should also “know how” to implement that knowledge according to the principles absorbed during their professional education, and “know how” to go about a range of common tasks or skills to a standard agreed by the profession at large” (p.94). Based on this statement, it clearly stated that the staffs especially the one who comes from the field to be knowledgeable in all areas. This is because they have gone through their professional education where they can get all the knowledge about some particular areas or subject. In this regard, they should know on how to apply the knowledge in the right way in order for it to be useable. However, not all can provide the right way of records’ handling, it is because some people assume that handling

records is easy without knowing the principles and guidelines that should be referred when managing the records. Nowadays, many organizations want to move to the real records management principles in managing their records that are created daily in order to support their business transactions. According to Asamoah (2015) a sound recordkeeping infrastructure is essential to conduct business and make public administration more efficient and effective. In this regard, all organizations today have to move to the records management environment so that an efficient and effective business transaction can be conducted. By holding to this saying, the training and consultancy program or service can be used by the organization in order for them to get more knowledge about the records management field. After that, they can implement the knowledge to their organization so that all of the records can be handled in a better way with referring to the suitable guidelines and principles of records management.

Literature Review

Introduction

According to a website, Business Dictionary (2017) training is an organized activity aimed at imparting information and/or instruction to improve the recipient's performance or to help him or her attain a required level of knowledge or skill. In other words, training can be defined as an activity provided for personnel in order to deliver some sets of skills or information or knowledge for the purposes of improving his performance. Meanwhile, the Consultancy.uk website (n.d) defines a consultant as a person who provides professional or expert advice in a particular field of science or business to either an organization or individual. Thus this can be concluded that consultancy is a professional activity or program that requires an expert in particular field to give advices, opinions and even solutions to the

clients. The website also mentioned, “a client hires a consulting firm to provide expert advice that ultimately (should) lead to the resolution of an issue within the client's organization”. As for this statement, it clearly says that a client will hire a consultant because they possess some knowledge advantages. Therefore, by hire the consultant, the clients can get advantage in gaining advance and expert knowledge to solve particular problems within their organizations.

Records management is a practice of managing the abundance of records right from the creation of records until the disposition of records. The amount of records being created daily to comply with the business conduct increased and will need such great control so the records will not being unorganized. The organized records in an organization reflect the smooth management of the organization as they have the records they need either in making decision or in fulfilling the client's needs of information. It is impossible for the unorganized records keeping system will enable better access or even better care of the records. The improper care of records will be a lost to the organization in terms of providing the reference and evidence to support the organization growth. The information recorded in each of the records created is crucial for the current business and fails in providing such information will affect the accountability of an organization. Thus, it is important to understand on the responsibility hold in managing the records so that future problem can be avoids. However, many organization as well as personnel do not have any background about records management thus it leads them to choose for records management training and consultancy in order to gaining more information and knowledge regarding this filed.

Challenges for Training and consultancy?

Trainer's knowledge is important in order to clarify the trainees' queries, also to deliver good knowledge to the trainees. "The more the clarity of the trainer in responding to the questions asked by the participants, the more would be the level of enthusiasm of the participants thus it can be infer that knowledge of the trainer is of utmost importance to attain trainee satisfaction ". (*Ghosh et al., 2012, p.199*) This point also supported by Chickillo & Kleiner (1990, p.29) where they mentioned that "their (consultants) level of skills and knowledge must be even more varied when want to sole client's problems". In this regard, the trainers must have knowledge and expert in the subject that the trainers give training to the trainees. This is because the training session can be participated with participations from various places and background. Due to this, it is important for the trainer to have high level of knowledge because the trainers will act as the source of information to the participations.

The next one is interpersonal skills of the trainers is important because beyond the subject matter being covered, the comfort zone between the trainer and participants would be instrumental in determining the success of a program, and this can be achieved by way of interactions between the trainer and the trainees. (*Ghosh et al., 2012, p.199*) The interpersonal skills of the trainer are the one of the most crucial part where it also plays vital roles during the training session. This is because the trainers have to build a strength and good relation with the participations in order to make the participation feels comfort and happy during the training. By having this skill, the trainers can make a good two communication with the trainees so that the training session will run smoothly and the trainers will get a positive feedback from the participations.

“Consultants must have ability to work with groups of people and most important skill is diagnosis of the problem.” (*Chickillo & Kleiner, 1990, p.29*) According to that statement, the consultants or even trainers must have the ability to work with group of people as well as able to diagnose a problem. This is because as the source of information of the participants and clients, the trainers and consultants will always be referred when the clients have queries to be answered so that a problem need to be diagnose before a solution can be propose. In addition, the trainers specifically have to be able to work with groups of people because the nature of work as a trainer is interacting with a large group of people. In this regard, the ability of trainers and consultants within these two particular areas is important as it can assist both the trainers and consultants to have a good session of training and consultancy.

Not only that, in regard with the training and consultancy program, costing is one of the challenges that will be faced by most of people. “A challenge that constantly faces consultants working to overhaul records management systems is the transformation of an organization’s systems without incurring high consultancy costs”. (*Mazikana, 1998*) For instance, the training and consultancy will cost a bit high amount of money yet it still good to have it when it comes to gain some advance and expert knowledge in solving problems. The cost for these services, especially the consultancy is a bit high because the service itself usually needs few sessions to be done. Due to this, the cost is includes for every session it is held.

Discussion

As known, Prism Integrated Sdn Bhd is an organization that provides solution in records management and one of the services include is the training and consultancy in records

management. The company was set up in 2004 and since then the training and consultancy service is serve to the customers. For now, it is already 13 years the company serves this service.

According to the Prism’s current advisor, Mr. Ravindran a/l Kanagasabathy (2017) the average total sessions training and consultancy service provided by Prism has already being done for almost 8,000 to 9,000 hours and 10,000 to 11,000 hours respectively. Usually, the full training session will be done for about one or two days and sometimes it can be for a few months service, it depends on the customers’ request. Meanwhile for the consultancy service, it cannot be done in two or three daytime. It is because the consultation process is more practical where the customer will ask for the consultant’s advice personally regarding particular areas. The consultation service provides by Prism to the customers will at least takes place for about three months. Even though these two services are provided together, but there are slightly different for both the training and consultancy service. The difference between these two services as stated below in Table 3.1.

Table 3.1: shows the difference between training and consultancy service

	Training	Consultancy
Period	<ul style="list-style-type: none"> One or two days or even months 	<ul style="list-style-type: none"> Approximate three months and above
Fees	<ul style="list-style-type: none"> Speaker fee: RM 1,500 to RM 2,000 Training fee: RM 3,000 to RM 4,000 	<ul style="list-style-type: none"> A half-day session: RM 1,500 to RM 3,000 Package for total session: RM 30,000 (three to six months with specified at least 10 sessions)

Place	<ul style="list-style-type: none"> • Public training programs: Usually in hotels • In-house training: at the requested company or any dedicated participants such as the company's branches 	<ul style="list-style-type: none"> • Customer's place or company
Participants	<ul style="list-style-type: none"> • Large number of participants from any background of interest 	<ul style="list-style-type: none"> • More specific usually consult with the person in-charge of the records within a department
Module	<ul style="list-style-type: none"> • Provided for the training session to be refer by the participants 	<ul style="list-style-type: none"> • No specific module provided. Consultation session provided depends on the customer's areas of problems faced
Areas covered	<ul style="list-style-type: none"> • Basic training - File operation such as classification, indexing, disposal, retrieval and so on. • Specific area as requested by customers for example focus on the disposal so the area covered will only focus in depth on the disposal subject matters. 	<ul style="list-style-type: none"> • No specific areas covered. It depends on the customers' problems to be solved.
Medium	<ul style="list-style-type: none"> • Face to face. No web-based training been done before. 	<ul style="list-style-type: none"> • It has to be face to face and no web-based training been done before.

Limitation and Recommendation

The participants background of interest and knowledge

The participants' background of interest and knowledge can act as the limitation to this because the knowledge being delivered might not be received at the best way. During the training session, the trainee can come from various backgrounds of interest and knowledge. For instance, these trainees do not have any records management knowledge. Maybe some of the only join the training due to the compulsory in attending the training provided by the trainees' company. Due to this, the trainees tend to not giving full attention during the training session takes place.

Recommendation:

In this regard, the trainers' position will play the vital roles in effectively gaining the participants attention. This is because by capturing and gaining the participants attention, it will be easier for the trainers to deliver the knowledge to the participants. In order to do this, the trainers can use any interesting ways in order to capture the participants' attention. Maybe in this case, the trainers can use some interesting method in presenting the content and use the two way communication with the participants.

Conclusion

The training and consultancy can be the most crucial part for any organization that does not have basic to start with the records management. Although, many organization still cannot see the benefits in implementing records management in their daily task, but it is important for them to apply the records management program. In this regard, it becomes the responsibility of the records center to promote this field to the outside world. Perhaps by conducting the training and consultancy in records management to the private and government sectors can help in building more awareness to the records

management fields thus it can be as a medium to raise more awareness among public about the important of records management.

3.3 Additional Tasks

The additional tasks are the tasks that been doing as an effort from the trainees in showing the existing knowledge and skills in order to fulfil the tasks given by the upper management. For example, few staffs have told that there is a problem with the forms management for the customers. In this regards, a pair of trainees from both UiTM Puncak Perdana and UiTM Machang has proposed to the management to develop the electronic form so that the forms can be serve electronically to the customers. Not only have that, during the exhibition preparation, some of the trainees been assigned as the Multimedia committee members. In this regard, the trainees have designs bunting and pamphlet for the event. All of the additional tasks details are as follows.

3.3.1 Proposal of Electronic Form

Project Overview

This project accounts the experience of the Prism's customers in order to have some particular forms whenever they want to fill in before request for a service. Usually the customers will ask the person in-charge from the Prism's Operation department when they want any official forms from the company. However, this process will only make things slow because the customers need to go through some procedure if they want the forms for example they have to make calls to Prism and ask for the forms and then they have to wait for the Prism's staffs to send those forms needed to them. Somehow, they now realize that the procedure is troublesome and they need some improvement to be done in order to make they serve a better service thus it can assist in reducing the customers' time consumed when they want to use the Prism's services.

Due to this problem, an electronic form or e-form service is proposed to Prism. This service is actually a service that enables the customers to get the forms electronically where they can just fill in through an online transaction on the

system provided by Prism. By doing this, it can help them to have a speedy action when they want to request for a service. This service also will assist the customers to reduce their time in requesting the services, as well as the Prism's staffs itself in handling the services requested by the customers. Perhaps by implementing this electronic form can help in gaining and covers more productive task among the Prism's staffs.

Problem Statement

From the observation, the current services provided by Prism especially the services that relate with any forms, it needs to be done by asking those forms from the person in-charge such as Miss Azra from the Customer Care unit. According to Miss Azra, this kind of workflow will only make things slow because the customers need to contact her in case they want any form related to the services they want to request to be fill in.

Not only that, by practicing this scope of job, it will become a burdensome to her as she needs to handles other things at the same time. Due to this, if there is a system that can be built in order to assist them in handling this kind of matter, it would be the best solution at the time being because they can handle those filled up forms of the requested services from customers and also other jobs at the same time. Just imagine, if there is few customers ask for some particular forms at different time in a day, then the person in-charge have to do the same thing for the same task in a day.

Objectives

Based on the problem statement, few objectives have been identified includes:

- To enable the customer to make and use online transaction and services at anywhere and anytime
- Minimizes the production of paper-based form to be disseminate to customers
- To save customers' time in doing transaction for services
- To have a structured system and easily manage the records electronically
- To facilitate Prism's staffs to update customer information quickly

Scope of Project

The project focus on online transactions in which users or customers will make the transaction or service request through online without need to deals with the Prism's staffs in order to get the forms. This will ease the process of requesting the services and for the purposes of securing the information of all users, only registered users can use and log in into the system. The Prism's staffs will make the registration and ID also the password will be given to the customers once they already being registered. To ensure that this e-form application can be use systematically, it will also being linked with the Prism's EDC software.

Application Used for Development

Application used to develop a system is important in order to ensure that the system can function correctly and suitable to be use by the users. In this regard, it is important to select the suitable application or software as it can help to ease the development process. Table 3.2 shows the description of the software use for the system development

Table 3.2: The software used for the system application

Visual Basic 6.0	Microsoft Access
<p>According to Rouse (n.d) it being mentioned “Visual Basic (VB) is a programming environment from Microsoft in which a programmer uses a graphical user interface (GUI) to choose and modify preselected sections of code written in the basic programming language”. For instance, this software functions in designing the interface of the e-forms. It also functions in doing the coding for the e-forms in order to make it supports some</p>	<p>“The Access Jet engine supports most database features, such as referential integrity, row-level locking and multiuser support with up to 255 concurrent user connections. Access is well suited for creating small databases such as those used by single departments. It is not suitable for larger, enterprise-level databases. For these, Microsoft offers its SQL Server database engine” (Techopedia, 2017). For instance, Microsoft Access is majorly used as a database to store the information captured from the linked software. For an example, after the data being captured from the Visual Basic software it will then being</p>

functions to be used by the users. It is one of the software that quite user friendly where it is easy to be use as it gives the users opportunity to write the coding by just using the basic programming language.

stored in Microsoft Access. However, this two software need to be first being link together before it can function correctly. Not only that, Microsoft Access also supports in doing coding by using simple programming language which Structured Query Language or SQL. It is a standard language to communicate with a database.

System Description (The functions and features)

The records system being developed in order to enable the application of the records components such as data entry and the evidence report. This system involves all of the components as well as for the backup and transfer of the file.

The e-form is being proposed to Prism in regard to assist in handling the customers' request of using the services. By implementing this, it can help to ease the process of filling up forms whenever needed. Not only for the customers, the staffs also can do less work when they need to fill up the form such the personal information form. For instance, the paper-based forms of that personal information that being filled up by the staffs will be extract and those information will be store electronically. Instead of doing the same two works, it is better if directly ask the required staff to fill in the electronic form as it is costless without have to produce the paper-based form and it also can avoids in misunderstanding of spelling written on the paper form.

By using this electronic form also, it can offer the company with structured and systematic management. It is because they can monitor the process of the transactions and everything that takes place between them and the other parties. For instance, by using the e-form, every transaction that happened before can be track and the information of it can easily being trace by just log in into the system. For information, usually the records system application will come together with the evidence trail or evidence report where it functions to track and come out with evidence for some particular issues or anything that needs the evidence report. Figure 3.13 shows the example of e-form of Personal information (for staffs) designed using Visual Basic to be propose to Prism.

Staff Information

Search

Name
 C
 Position
 Department
 ID
 Grade
 Rate

Keyword:

Table	

Profile

Name:

C: DOB: Age:

Nationality: Yes No Race: Gender: Male Female

State (Other Nationality):

Address:

Postcode: State:

Home:

Office: Qualification:

Email:

Marital Status: Health Status:

State (Other Health):

Job Descriptions

Position:

Department:

ID: Start Date: Grade:

Supervisor Details

Name:

i/F: E-mail:

Office:

Login Info

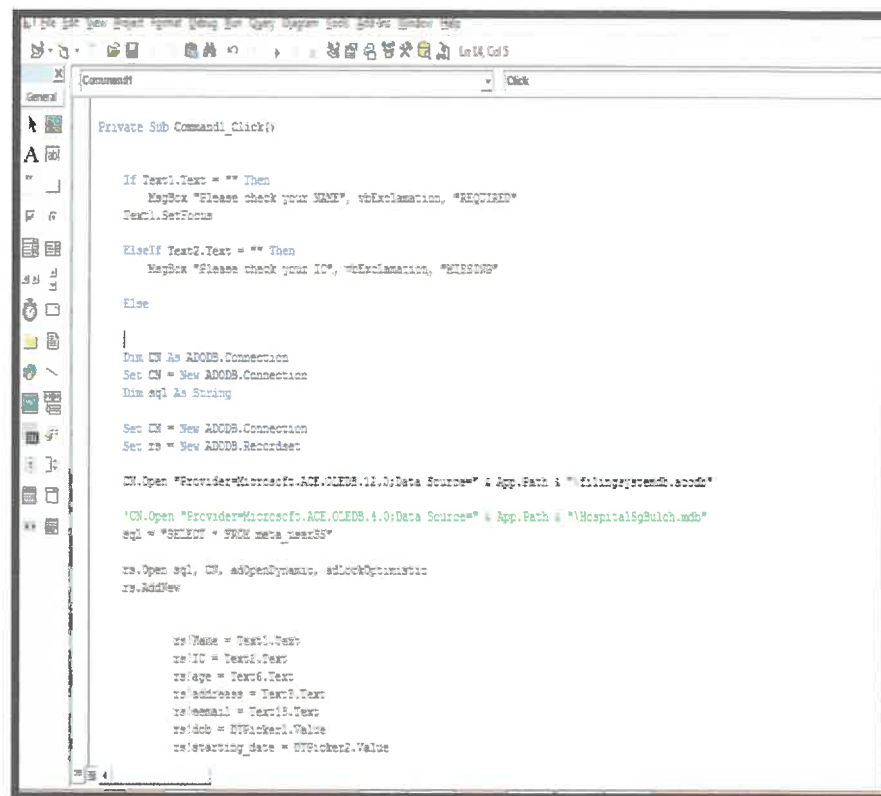


Username:

Password:

Figure 3.13: Example of e-form of Personal information (for staffs) designed to propose for Prism

Figure 3.14 shows the example of coding used when doing the visual basic.



```
Private Sub Command1_Click()

    If Text1.Text = "" Then
        MsgBox "Please check your NAME", vbExclamation, "REQUIRED"
        Text1.SetFocus
    ElseIf Text2.Text = "" Then
        MsgBox "Please check your ID", vbExclamation, "MISSING"
    Else
        Dim CN As ADODB.Connection
        Set CN = New ADODB.Connection
        Dim sql As String

        Set CN = New ADODB.Connection
        Set rs = New ADODB.Recordset

        CN.Open "Provider=Microsoft.ACE.OLEDB.12.0;Data Source=" & App.Path & "\filingsystem8.accdb"

        'CN.Open "Provider=Microsoft.ACE.OLEDB.4.0;Data Source=" & App.Path & "\HospitalSpBulch.mdb"
        sql = "SELECT * FROM meta_patient"

        rs.Open sql, CN, adOpenDynamic, adLockOptimistic
        rs.AddNew

        rs!Name = Text1.Text
        rs!ID = Text2.Text
        rs!age = Text3.Text
        rs!address = Text4.Text
        rs!email = Text5.Text
        rs!dob = DTWPicker1.Value
        rs!restarting_date = DTWPicker2.Value
    End If
End Sub
```

Figure 3.14: Example of coding used when doing Visual Basic

Example of Actual Forms provided by Prism

As per suggested by the Prism's staff, these are some of the forms that can be included in the project of e-form. These are only few forms that can be provide as e-form because some of the forms that being used by the staffs are not meant to be share with outsiders. Figure 3.15 shows the example of corrective and preventive request form.

PRISM		CORRECTIVE & PREVENTIVE ACTION REQUEST			
PRISM-0008-01	Revision: 0	DISPATCH:	Page No: 1 of 1		
Problem Area	<input type="checkbox"/> Supplier / Subcontractor Problem	<input type="checkbox"/> Quality System Non-Conformance (Internal audit)	<input type="checkbox"/> Customer Complaint	<input type="checkbox"/> Product Non-Conformance	<input type="checkbox"/> Other
To:	From:	Date:	CPAR No:		
Department / Section		Project Title / Procedure No			
Sec. 1: Non-Conformance / Description of problem:					
Issue by:					
Received by:		Please reply to:			
Sec. 2: Root cause of problem / potential problem:					
Sec. 3: Immediate Correction:-					
Sec. 4: Corrective / Preventive Action:					
Action taken by:		Date target to be complete:			
Sec. 5: Follow-up/ Verification (Re-audit):					
Comments/Remarks:					
Is the CPAR Closed?		<input type="checkbox"/> Yes	<input type="checkbox"/> No	If No, next action:	
Verified By					
Signature					
Date					

Figure 3.15: Example of corrective and preventive action request form

Figure 3.16 shows the example of property gate pass form

PROPERTY GATE PASS FORM		
Requester Detail		
Requested Number	_____	Date
NIC No	_____	Dept/Company
Vehicle No	_____	
Permit	<input type="checkbox"/> Returnable	<input type="checkbox"/> Not Returnable
	<input type="checkbox"/> Serv for Repair	<input type="checkbox"/> Others
Date of Removal	_____	
No	Description/Remarks	Quantity
1		
2		
3		
4		
5		
6		
7		
8		
9		
10		
Approved By: HOD		
Name	Signature	Date
Approved By: SSI		
Name	Signature	Date
Security Desk		
Time Out	Time In	Remarks
Date	Date	
Checked By	Checked By	

Figure 3.16: Example of Property Gate Pass form

Conclusion

The customer care unit is one of the most crucial parts within an organization. They serve the customers without any hesitation although sometimes they have to facing some different kind of customers. Despite of that, as a frontline of the organization the customer care unit have to give a higher quality of services to the customers. For the customers, of course a speedy service always becomes the priority when deals with any service provider. Thus, as an organization that provides services, Prism Integrated Sdn Bhd has to improve their services in order to make the customers satisfied when using those services.

After some observation made, it is found out that the forms needed by the customers always become the problem when they need to assist the customers for each time when they want to have the forms. Due to this, proposing an e-form system can be a practical part that can help in solving the problem in assisting and fulfil the customers' needs. Perhaps by implementing this electronic form can help in gaining and covers more productive task among the Prism's staffs thus it can be the steppingstone to enhance and strengthen the relation with the customers.

3.3.2 Design Bunting for Company Exhibition

As a multimedia committee, the trainee has been assigned to design a bunting and pamphlet for an exhibition. The design need to be approved by the director, which is Mr Czafrizal. The designing for both the bunting and pamphlet took time about three weeks to complete by using the Adobe Photoshop application. Below are the examples of the bunting and pamphlet that the practical student have made and approved by the director.. Figure 3.17 shows the designing process using Adobe Photoshop

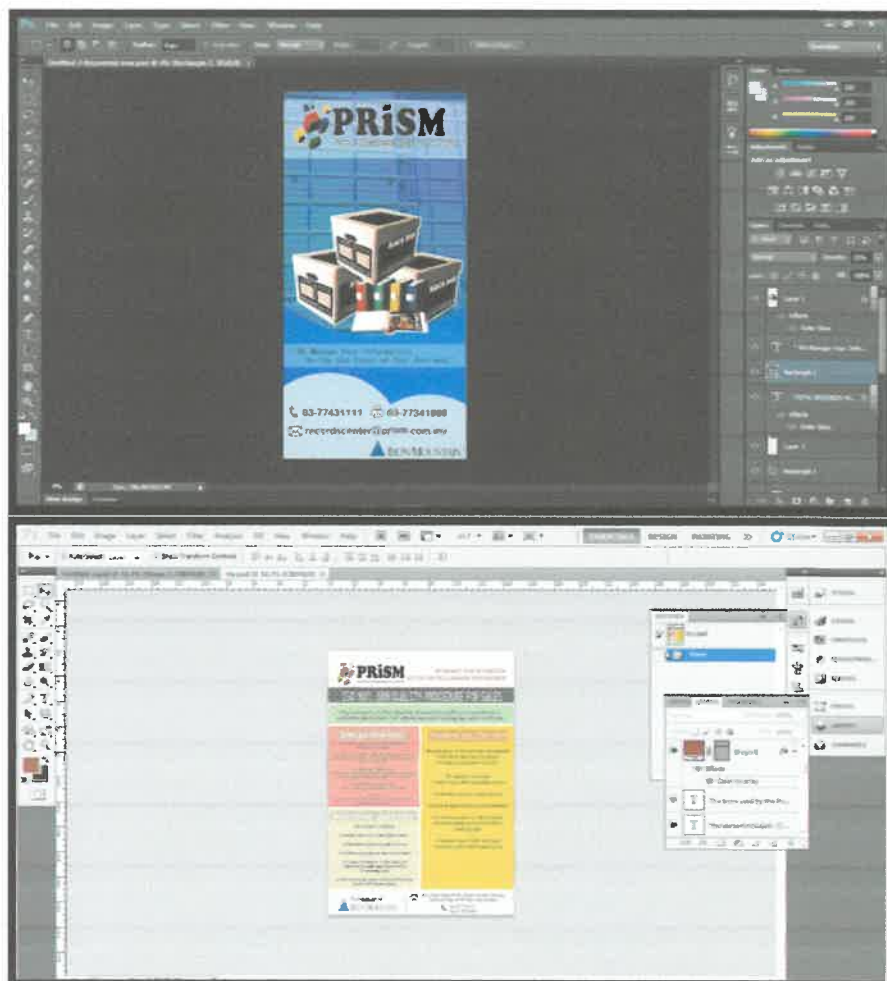


Figure 3.17: Design using Photoshop

PRISM
TOTAL RECORDS MANAGEMENT & SOLUTIONS

PRISM WE MANAGE YOUR INFORMATION
Total Records Management & Solutions SO YOU CAN FOCUS MANAGE YOUR BUSINESS

ISO 9001: 2008 QUALITY PROCEDURE FOR SALES

The purpose of this Quality Procedure (QP) is to establish a uniform procedure for obtaining and managing sales in Prism.

Terms you should know?
The terms used by the Prism System are defined as follows:

- i) Local Order (LO) - used by the government customer to request a service and purchase products from Prism
- ii) Purchase Order (PO) - used by the non-government customer to request a service and purchase products from Prism
- iii) Delivery Order (DO) - use on delivery of product to clients
- iv) Invoice - use to state the bills in the term between staff, company and customer

Procedural Steps/Flow Chart

The procedure in the sales has two method:

- i) The New Customer Procedure
- ii) Existing Customer Procedure

The element included:

- i) make sales call to potential clients
- ii) introduce products and services
- iii) follow up proposal and presentation
- iv) issues quotation to the potential clients by emails and faxes within 2 working days
- v) Receive Local Order (LO) and Purchase Order (PO) from clients

What is ISO 9001 : Quality Policy ?

The element included:

- i) make sales call to potential clients
- ii) introduce products and services
- iii) follow up proposal and presentation
- iv) issues quotation to the potential clients by emails and faxes within 2 working days
- v) Receive Local Order (LO) and Purchase Order (PO) from clients

03-77431111 03-77341888
recordscenter@prism.com.my

IRON MOUNTAIN

A company of : **IRON MOUNTAIN**

No 2, Jalan Tiang UB/91, Seksyen UB, Bukit Jelutong Industrial Park, 40150 Shah Alam, Selangor.
Tel: 03-77341111
Fax: 03-77341888

Figure 3.18: The final product for both bunting and pamphlet

3.3.3 Volen Software/ Volen Data Capture Usage for Checking

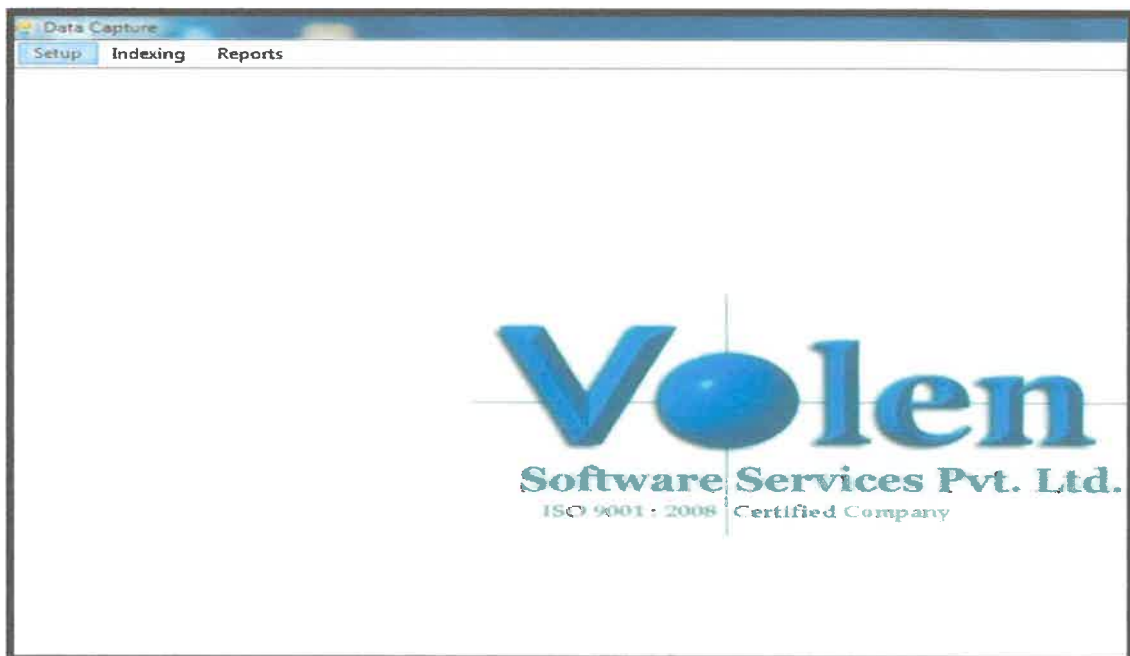
Interface of Volen Software

Login



Main Menu

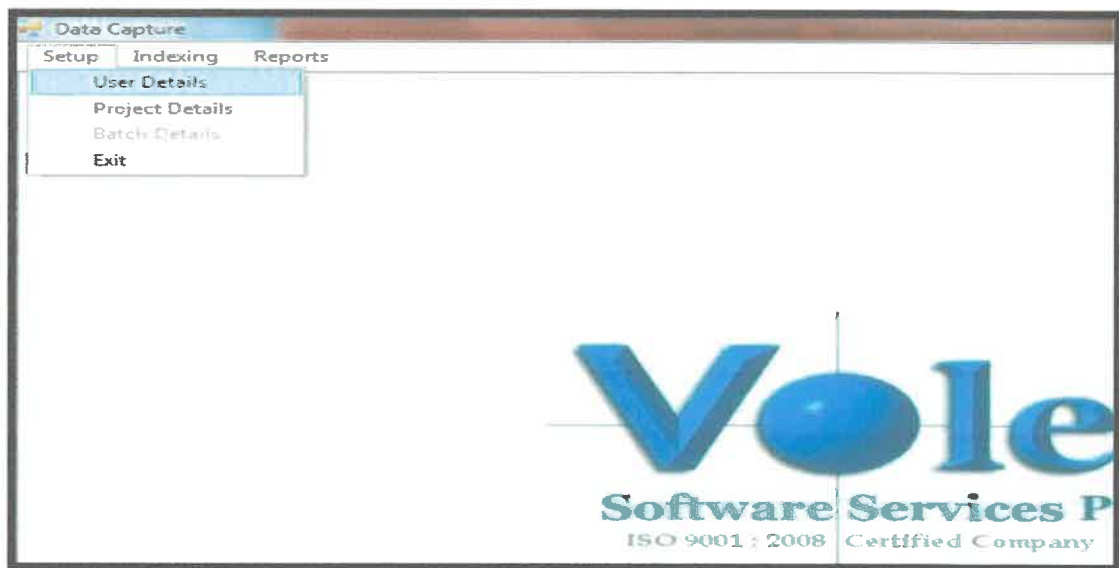
Volen providing three (3) Menus buttons which it were **Setup**, **Indexing** and **Report**. It was placed on top-left



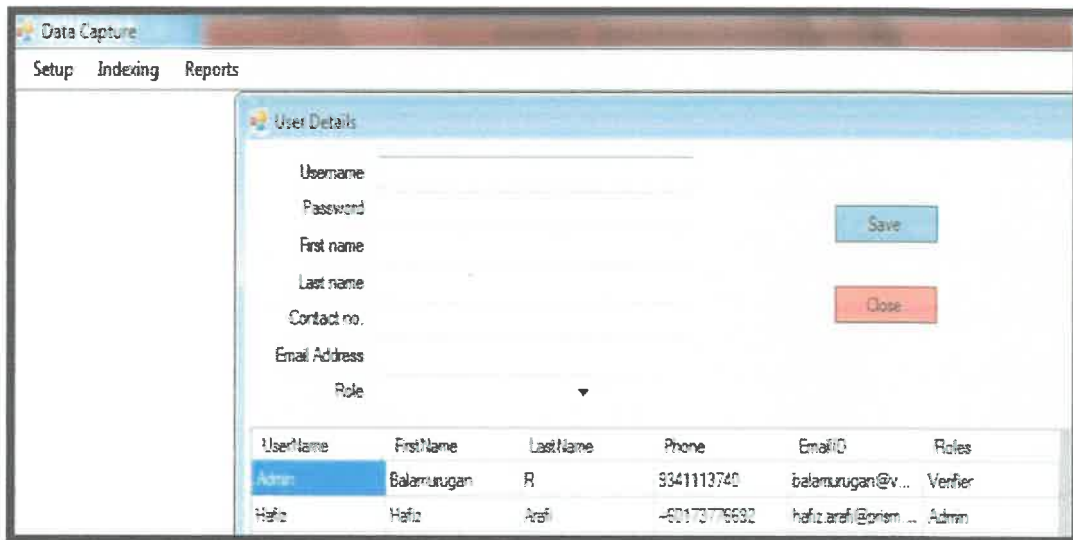
Admin User Manual

Creating User

Volen Software has three (3) types of user which **Admin**, **Verifier (Checkers)**, and **Typist (Data Entry)**. Admin user has full-credential or full-access in this software but the rest were limited access.



Click on “Setup” button then choose “User Details” to creating a new user. Fill the form or empty column that required there and choose the user’s role which Admin, Verifier or Typist. Then save it.

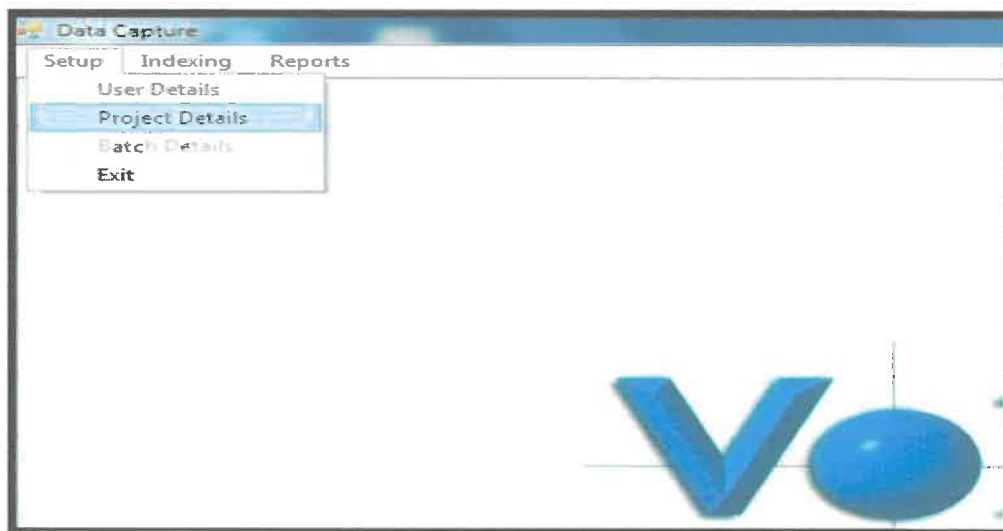


Caution!

- The user setup that been made can be edited but not to be deleted.

Creating Project Details

Volen Software has three (3) types of user which **Admin**, **Verifier (Checkers)**, and **Typist (Data Entry)**. Admin user has full-credential or full-access in this software but the rest were limited access.



Click on “Setup” button then choose “Project Details” to creating new project or editing the existence project into the Volen Software.

DataCapture Fields	Name
Add/Edit	ARB
Add/Edit	DKA
Add/Edit	GOH RAFIDAH TAN
Add/Edit	JPA
Add/Edit	MQA
Add/Edit	PTPTN JKP
Add/Edit	SPP

Fill up the empty column which “Project Name” and “Client Name”. If it existence customer, the client name will appear in the dropdown list there. If it new customer, you must click on “Add” first. The project details will be appeared below the form if succeed. Every project details can be edited but not to be deleted.

✚ Setup the index field

“Add/Edit” button at the “Project Details” windows was used to setup the index field that required for each project. To setup it, you must have and need the **Excel/CSV/Database** of the data that wants to be uploaded in Volen. The index field for both must be match.

Alias_Name	Data Type	Mandatory
Captured	Alphanumeric	False
FILE NUMBER	Alphanumeric	False
SUBJECT	Alphanumeric	False
NEW IC NUMBER	Alphanumeric	False
OLD IC NUMBER	Alphanumeric	False
START DATE	Alphanumeric	False
BOX NUMBER	Alphanumeric	False
DEPARTMENT	Alphanumeric	False

A	B	C	D	E	F	G	H	I	J	K
Captured	FILE NUMBER	SUBJECT	NEW IC NUMBER	OLD IC NUMBER	START DATE	BOX NUMBER	DEPARTMENT	Cust Key	Batchname	Username
*****	PA/7AB/0051557	MAT GHAZALI BIN ISA	5.50509E-11	4782357	2012/05/18	36446	BAHAGIAN PASCA PENCEN	1007	36446	MURINA
*****	PA/7AB/0061369	HAMID BIN TAHA	5.4083E-11	4674373	2014/08/06	36446	BAHAGIAN PASCA PENCEN	1007	36446	MURINA
*****	PA/7AB/4857	HARRY MASCANG		0670826	1978/10/10	36446	BAHAGIAN PASCA PENCEN	1007	36446	MURINA
*****	PA/7AB/0021538	ABD MANAP BIN ABD WAHAQ	5.7093E-11	5338048	2007/02/16	36446	BAHAGIAN PASCA PENCEN	1007	36446	MURINA

Diagram above shows the two types of index field. Volen was collecting the data from the CSV file as shown. The index field inside the Volen need to setup accurately as what been used in the CSV file.

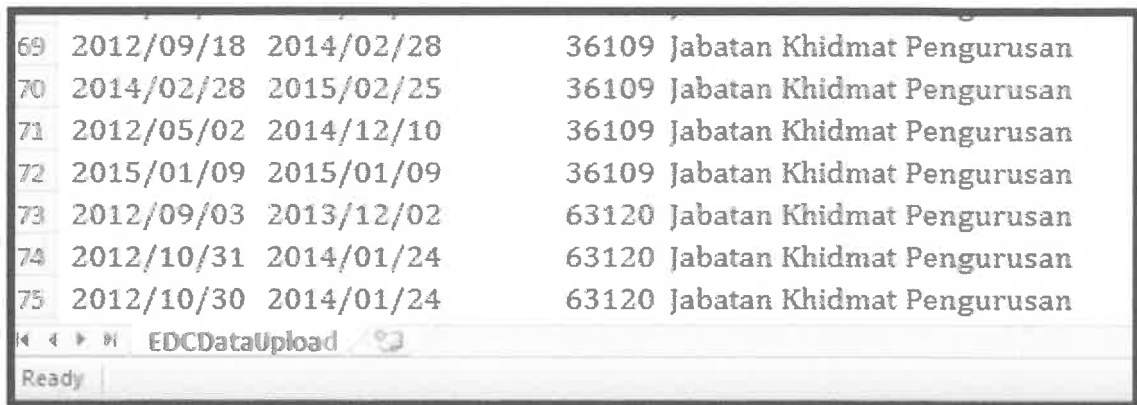
Differences There were slightly differences between them. As you can see, the entire used index field were similar for both but “Cust Key” **does not need** to be put inside the Volen Data Field Details but it needed in CSV data field file. In addition, at the CSV file **need to be added** two new index/data field which “Batch name” and “Username”.

Caution: This action was compulsory, every missing or misspelled data field may cause the system could not react properly. The data field’s spelling must match with the Excel

file. The reason of those data field should not been put inside the Volen data field details is that data field was been set as default inside the system.

Uploading Data into Volen

Before the data uploads into Volen, there several steps need to be follows. Matching the Data Field was one of the rules. The CSV file need to be changed the Sheet's Name to **"EDCDataUpload"**. The CSV cannot be uploaded if this step did not been made.

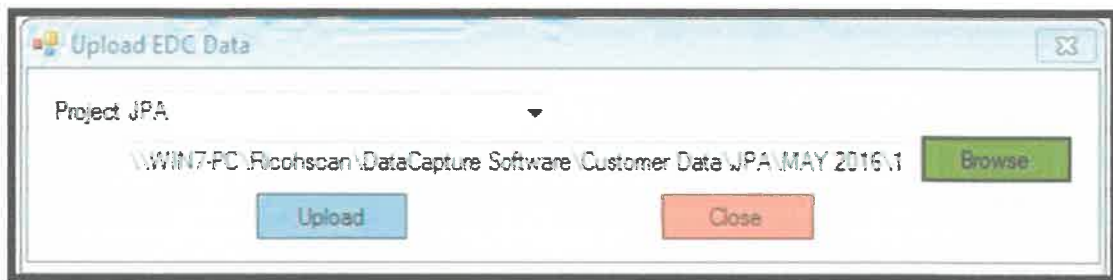
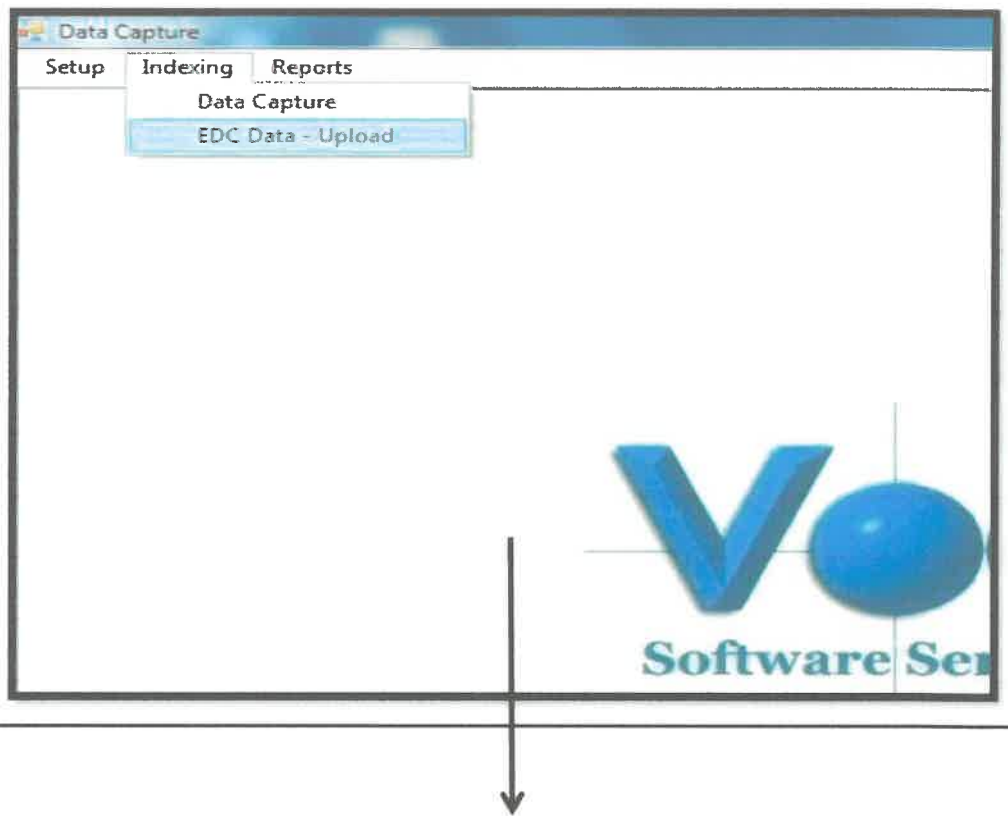


The screenshot shows an Excel spreadsheet with the following data:

69	2012/09/18	2014/02/28	36109	Jabatan Khidmat Pengurusan
70	2014/02/28	2015/02/25	36109	Jabatan Khidmat Pengurusan
71	2012/05/02	2014/12/10	36109	Jabatan Khidmat Pengurusan
72	2015/01/09	2015/01/09	36109	Jabatan Khidmat Pengurusan
73	2012/09/03	2013/12/02	63120	Jabatan Khidmat Pengurusan
74	2012/10/31	2014/01/24	63120	Jabatan Khidmat Pengurusan
75	2012/10/30	2014/01/24	63120	Jabatan Khidmat Pengurusan

The spreadsheet title bar shows "EDCDataUpload" and the status bar shows "Ready".

To upload the data Click the “Indexing” button and choose “EDC Data – Upload”.



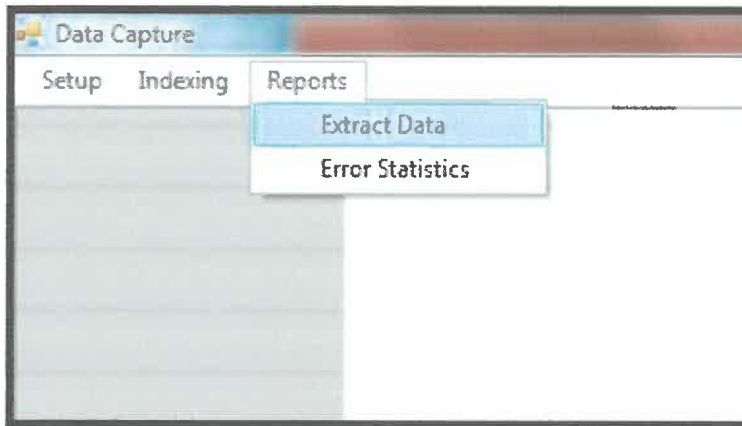
Choose the project, then “Browse” to choosing the file that saved inside the driver/computer. Then the message “Upload Successfully” will appear later.

Caution!!

- File might could not be uploaded because the index field between the Excel and Volen were not match
- Server not connecting/Lost connection

Work Report

There two (2) types of report which “Extract Data” and “Error Statistic”. These reports were downloadable for office/management references.



Extract Data

Captured	FILE NUMBER	SUBJECT	NEW IC NUMBER	OLD IC NUMBER	START DATE	BOX NUMBER	CustKey	BatchName	User Name
3/17/2016 9:24	JPA.PEN.01037	SUPPIAH A.LZ...	520510085277	8054984	5/17/2010	36443	J007	36443	YURINA
3/17/2016 9:25	JPA.PEN.00957	ENG POH CHOO	561028026202	5058354	9/28/2009	36443	J007	36443	YURINA
3/17/2016 9:26	JPA.PEN.275912	ISMAL BIN DER	460118005477	1266599	6/29/2000	36443	J007	36443	YURINA
3/17/2016 9:26	JPA.PEN.00973	HASHIM BIN AB	540507086187	4592209	11/19/2003	36443	J007	36443	YURINA

Extract data was the data that has been corrected by verifier/checkers. Other means it was ready to be import into the system/EDRC.

- To preview the data :- Select “**Project name**” and “**Cust Key**”, Neutralize/Un-tick the “**Start Date**” and “**End date**” then click on “**Show**”.
- To download the file, click on “**Download**” and save it at the folder. Save as CSV file to make it compatible with EDRC system.

Error Statistic

Date/Time	UserName	Batch/Name	Cust/Key	Files Count in Box	Files without error	Error files	Missing files	Corrected
13-05-2016	MUHAMMAD	36485	J007	10	0	10	0	10
13-05-2016	MUHAMMAD	36486	J007	9	0	10	0	10
13-05-2016	MUHAMMAD	36487	J007	11	11	0	0	0
13-05-2016	MUHAMMAD	36488	J007	16	16	0	0	0

Error statistic was showing the report about the work performance of the staff.

- To preview the data :- Select “**Username**” and “**Cust Key**”, Neutralize/Un-tick the “**Start Date**” and “**End date**” then click on “**Show**”.
- To download the file, click on “**Download**” and save it at the folder to be used as office/management references.
-

End-User/Verifier Manual

Viewing, Editing, Adding and Save

Checking was involving all the process which viewing, editing, adding, and Save.

Error	Cust/Key	Captured	FILE NUMBER	SUBJECT	NEW IC NUMBER	OLD IC NUMBER	START DATE	BOX NUMBER	DE
No	J007	3-24-2016 11:47:05 AM	JPA-PEN-25696	SOH SIEW SIN		1113577	11-12-1977	36448	BAH
No	J007	3-24-2016 11:53:12 AM	JPA-PEN-225 121 2200	DAVIDER KHAIR HOONDAI			3-20-1983	36448	BAH
No	J007	3-24-2016 11:54:12 AM	JPA-PEN-146520	CHONG YEW MENG		1038576	4-14-1990	36448	BAH
No	J007	3-24-2016 11:55:28 AM	JPA-PEN-20612	MM HOOK CHON	22041302661	2802732	12-19-1976	36448	BAH

- Viewing:- Choose the “**Project**” and “**Batch**”. “**Batch**” was referred as the Box Number.
- Editing:- Double click at the spotted spelling error, then do a correction. If done, click at any box/index field/data to neutralize the cursor. Then click on **Commit changes**.
- Adding:- If the typist was missing a file during typing, verifier must add it during the checking. At the empty column/index field below the project name, fill it up with the file details then click on **Save**.
- The empty column/index field below the project name also can be used to search the file. Fill it up with the file details then click on **Search**.

***Commit changes** is for save after correction, **Save** is for adding the missing file.

CHAPTER 4: CONCLUSION

4.1 Application of Knowledge, Skills, and Experience in undertaking the task

In Prism Integrated Sdn Bhd, I have gain a lot of knowledge about the subject that I study in the University and new knowledge from this company. Trainee can experience itself on how to use the available system and do the records management.

During this (5) month of industrial training, there were many things that the practical students gained in Prism Integrated Sdn Bhd. It is because practical student not only assigned in one department, but practical student have been assign under other departments like Operation Department, Human Resources Department, Sales and Marketing Department and Facility, Safety, Security, Healthy, Environment and Quality (FSSHEQ). Prism Integrated Sdn Bhd not only exposed practical student with the Record and Information management but also about their product that can be used for management process. Each department has different person in-charge and we must create a good relationship with them so that it easy for us to do the tasks.

On the first experienced practical student were assigning in the Operation Department. This department is very important because it is where all the activities will be done. Activities that done in the Operation Department is Scanning, Indexing, Classify QC Operation, document preparation, re-prep, data entry, document checking, labelling, staging and others project such as sorting and stick the sticker file.

This practical training enables the practical student to experience the real work place environment and working process. By that experience, practical student will go out to the working industry without any problem after the graduation. It is because practical students have experience in working environment.

Gain New Knowledge with different field of works

Here, practical student not only gain knowledge in Operation Department but practical student also can gain knowledge from several department like Facility, Safety, Security, Healthy, Environment and Quality (FSSHEQ), Sales and Marketing and Human Resources Department. In the duration of (2) two weeks in each department except Operation Department, practical student can gain the knowledge of how to manage the human resources tasks such as calculate the staff and trainee leave, update the staff leave, fill in the EPF Form of the staff and manage an event. Then, practical student also gain knowledge about how communicate with customer and to do the administration works.

Experience of Teamwork

Teamwork defines as the process of working collaboratively with a group of people in order to achieve a goal. In Prism, the contract staff, permanent staff and practical student has a very strong teamwork when doing jobs. From the observation, everyone give their very best to complete the project and help each other that needed help. For example, Prism has been open new warehouse that called open shelf. Here, every staff includes contract staff, permanent staff and practical student do transfer process the boxes from the warehouse to the open shelf at first floor and second floor. It is a tough job to do, but with the cooperation from all staff all the work become easily. So, great team, create a great works.

Improved Self Confident Level

Self-confidence is a person's belief or trust in their own ability. It is not easy to be confident in front of people and stand up for our opinion and suggestion during the works, but during this training practical student can improve self-confident by give an

ideas or any suggestion during works. Also, practical student will feel confident to ask any question about the tasks and to complete the task that be given. This internship training really improved practical student self-confident level which they can communicate well with the staff in Prism Integrated Sdn Bhd.

Record management

Prism have been gave a lot of knowledge about record management suitable with their service as a record centre. With the knowledge that practical student learn about record management in the university practical student can applied what have learn in the company. Here, practical have face real environment about record management, how to handle the document, how to preserve the document, prevent from the pest and others to make sure record are in good condition.

4.2 Personal Thought and Opinion

For my personal thought and opinion, Prism Integrated Sdn Bhd is a place where a practical student can gain knowledge and experience in not only their subject field but also other field of works such as Operation, Facility, Safety, Security, Health, Environment and Quality (FSSHEQ), Human Resources, Administration, and Purchasing Department and Sales and Marketing Department. This company is very suitable places for record management student to do their industrial training. It is because all the works here based on record management.

In future, I will recommend Prism Integrated Sdn Bhd as the place to other student who will be going to their industrial training. Because when they do their industrial training here they will learn a new knowledge like multitasking, improved self-confident level, improve their communication skills and the most important thing is the can improved

their knowledge about record management. Here, we practical student will feel real environment about record keeping from their creation to the disposal of record.

Besides that, staff in Prism Integrated Sdn Bhd is very nice and friendly toward practical student. Here, all practical students will be treated like family because the Founder of the Prism Mr Ravi Kana has implemented family values within each staff. Miss Shabena a/p Baskaran is the Assistant Operations Manager in Operation Department and Miss Maisarah as practical student supervisor at Operation Department. They are concern about the staff safety and easy to ask her about any question that related to the tasks.

At the Human Resources, Administration and Purchasing Department, practical student will seat under Pn Shahnum. She is the one that responsible for the student intake to do an internship in Prism Integrated Sdn Bhd. If there is a problem regarding the training or leaves the practical student can meet her and discuss about the problem. She will try her very best to solve the problem as she also responsible to take care all of the human resources matters. When practical student are here, they will learn about how to do purchase order, delivery order, scanning, and others.

Practical student also will learn about safety and security when they do their internship at Prism. It is because there is a department that focus on safety and security and they have their slogan "ZeroHarm". ZeroHarm can be defines as the right to be safe at work and to return home to their family and friends as healthy as when they started the day. This department also one of the important department and their jobs scope also big. When practical student work under this department they can learn a lot of thing like how to prevent fire using fire extinguisher, know what type of fire extinguish, how to solve the problem when injury happen, and etc.

Other than that, I also have the best experience when I able to learned about the Sales and Marketing works. This department is very important to the company because

without a successful marketing, business won't go anywhere. Mr. Preveen Ganesh is a very teachable person, friendly and easy to communicate.

4.3 Lesson Learnt

Communication

Communicate with people might be easy but to know on how to communicate in a proper and professional way is a bit difficult. When communicating with people even through phone, trainee learnt that in communicating with people especially the customers, some standard of answering calls is needed. Each and every calls received by the customers have to be received in a proper manner they need to be served politely. Due to this, all of the Prism's trainees have learnt that communication skill is important when dealing with a person. It is a really great experience of learning that skill because before this the trainee do not even know on how to answering and serve the customers in a professional ways.

Responsibility

Understanding and doing our responsibility is also one of the key to achieve the target. In order to be a good worker, trainee must accept any responsibilities or task given to them and complete it within the estimated time. As a trainee, there is no point to feel ashamed to ask any question if there is any query regarding the task given. By asking the question, the trainee can get the clear view on the task that they need to do thus a quality work can be done by the trainee with minimal or even zero mistake for that particular task.

Teamwork

When doing task, a good teamwork is the crucial part in order to achieve the organization goals. From what I can see, the Prism's staffs will always work in a team. All of them are a good team player where they always help and support each other when doing any tasks. Even though, all of them are permanent staffs, but they never neglect their responsibilities towards the trainees. They always assist the trainees and give some good examples in building strength teamwork. If there is any help that the staffs need from the trainee, they will ask it and same goes to the trainees if there is any help needed, they will just ask from the staffs and the staffs will always give help and support to the trainees in doing the task.

4.4 Limitations and Recommendations

In the five (5) month of training, the practical student can observe the company limitation which is need some improvement that could be done. Here, some example of limitations and recommendations that practical student observed.

4.4.1 Limitations

Do not have any Information Technology Officer

Even if Prism Integrated Sdn Bhd has several system uses in the operation department, they do not have any Information Technology Officer. If any of the system gets problems, there is no one could handle, manage and solve all the technical problems or technology issues that arise. During the internship, there are several time one of the system or network get trouble and the management will call the outsourced to solved the problem. Sometimes it will takes some time for outsource to come to solve the problem immediately.

Space Limitation

Prism Integrated Sdn Bhd has a very limited space. Most of the operation area has already reserved for data entry working area, scanning, indexing, classify quality control operations area, checking area, filling area, ordering area, document preparations, and re-preparation of the document area. There are only a few spaces left for practical student and staff to do their project for example sorting project and sticking sticker file. It is very hard for the practical student and staff to do a job with limited space.

Lack of manpower

Prism Integrated have a lack of manpower to carrying all the daily activities. It is because sometimes the delivery team will request (1) one or (2) two person to follows them do the delivery to the customer. When, the delivery team brings this person, some of the task in the operation department does not have enough manpower. Then, they have to ask other person to handle the task and sometimes have to hold the project first due to no replacement.

4.4.2 Recommendations

Hire an expert Information Technology

Prism Integrated Sdn Bhd should hire one person who expert in Information Technology to be in-charge in this company. The Information Technology officer can help to handle any problem occurs in the system or network without have to wait for too long to be fix. The Information Technology Officer also can understand the system more than outsources and the company does not have to pay more.

Provide enough space for special project area

This company also recommended rearranging the space in the Operation area or providing a new space for special project area. For a big project, the area that they have now will not be enough for the practical student or staff to do the project there. The space is very limited to put all the boxes and there is no space for the practical student or staff to sit to complete the task.

Hire enough manpower that qualifies to do the jobs.

Prism Integrated Sdn Bhd needs to hire enough manpower for the entire department. From my observation in every department especially Operation Department really need a new manpower to support their jobs. When the department have enough manpower, all the works will go smoothly and minimum the error the works. Whereas in the Operation department, it is very important to hire manpower so that the project will finish on time and do not have to work overtime.

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APPENDICES

INDUSTRIAL TRAINING STUDENT'S CHECKLIST

Student's Name : MUHAMMAD ZAKRILYUHAIRA BIN MOHD ZAKAR
Student's Id : 2013399961
Unit / Department : OPERATION DPT, HR DPT, FSSHEQ DPT, SALE & MARKETING DPT
Organization : PRISM INTEGRATED SDN BHD
Semester : Mac - July 2017

NO.	DESCRIPTION	APPENDICES IN REPORT	TICK (✓)	DATE
1.	Receive, read and understand the documents; 1. Industrial Training Handbook		✓	28/12/16
	2. IMC690 Assessment		✓	10-14/7/2017
	3. Definition of Special Project (IM225/245 Only)		✓	
	4. Insurance Letter (UiTM)		✓	
	5. Industrial Training Report Overall Contents		✓	
	6. Cover & Title Page Guideline		✓	
	7. Declaration Guideline		✓	
	8. Abstract Guideline		✓	
2.	Receive, read and understand the rubrics; 1. Rubric – Industrial Evaluation		✓	
	2. Rubric - Individual Presentation		✓	
	3. Rubric - Industrial Training Report (Overall)		✓	
	4. Rubric - Industrial Training Report (Reflection Assessment)		✓	
3.	Receive, read and understand all the forms		✓	
4.	Report duty to organization and submit report duty form to the Industrial Training Coordinator ('Borang Report Duty') within the first week of internship Email : nurul1217@kelantan.uitm.edu.my OR Fax : 09-9762156 – HEA (please put a note : "U.P : Puan Nurulannisa Binti Abdullah")		✓	1-10/2/2017
5.	Understand that students are NOT ALLOWED to take any leave during internship, unless for emergency leave / MC / special case (not more than 6 days in 5 months); or else the internship status is automatically FAIL . Get the permission from Organizational Supervisor before taking any leave. **Any extra leave provided by organization is not counted under this clause. Organization may provide extra leave / benefits to students, if necessary**	YES (MC / Letter)	✓	
6.	Understand that NO semester break during internship.		✓	

7.	Understand that public holidays/special leaves/weekend are different between states; follow current state during internship / organization's policy. (put remark in the logbook)		✓	
8.	Record every attendance in the form (' Borang Kedatangan Latihan Industri ') or use any method provided by organization (thumbprint or punch card).	YES (Copy of attendance)	✓	
9.	Record every task given in the logbook every day. Ask the Organizational Supervisor to sign/verify on daily OR weekly OR monthly basis.	YES (Copy of logbook entries)	✓	
10.	Fill up Organizational Supervisor's details (' Template Maklumat Penyelia ') and submit to the Industrial Training Coordinator once the supervisor has been assigned. (**You may include the topic for Special Project, if you already have it**) Email : nurul1217@kelantan.uitm.edu.my		✓	28/2/2017
11.	Discuss with Organizational Supervisor regarding Special Project (must be ISM OR IM related tasks).		✓	
12.	Plan and strategize all the tasks given during internship (discuss with the Organizational Supervisor regarding duration for the tasks, especially Special Project). You may use the planner (' Jadual Perancangan Latihan Industri ') OR make your own custom planner using MS Office / MS Project OR use the planner provided by the organization (if any).	YES	✓	
13.	Consult with your Faculty Supervisor regarding the tasks (especially Special Project) at least 3 TIMES , via face-to-face OR email OR phone calls OR any types of communication medium, which necessary.		✓	
14.	Hand over the industrial evaluation form (Rubric – Industrial Evaluation) to the Organizational Supervisor (softcopy or hardcopy, any way preferable by the supervisor). The Organizational Supervisor will make an evaluation on the student's performance.		✓	
15.	PAY your fees (semester Mac – July 2017) Refer Academic Calendar for the date.		✓	BEFORE 26/3/2017
16.	REGISTER for IMC690 (Industrial Training) course– Refer Academic Calendar for the date.		✓	27/2– 12/3/2017
17.	VALIDATE for IMC690 (Industrial Training) course.– Refer Academic Calendar for the date.		✓	13–26/3/2017 GUGUR TARAF 30/3/ 2017
18.	Update your MUET status to the HEA (to those who not yet submitted the result/status).		✓	
19.	Have a visit from the Visiting Supervisor (from nearest campus / faculty) during internship. Prepare the evaluation form (' Borang Penilaian		✓	

	Visiting Supervisor'). Students may discuss or seek for opinions from the Visiting Supervisor. But approval for the tasks (especially Special Project) may only be done by the Organizational Supervisor & Faculty Supervisor.		✓	
20.	Submit the evaluation form (Rubric – Industrial Evaluation) to Industrial Training Coordinator OR Faculty Supervisor within the last week of internship		✓	BEFORE / ON 30/6/2017
21.	Attend the presentation (viva) at the faculty *subject to change. Bring along the evaluation form ('Borang Penilaian Pelajar') during the presentation.		✓	10-14/7/2017
22.	Submit the Industrial Training Report (hard cover bind, dark blue)		✓	10-14/7/2017
23.	Provide a softcopy of Industrial Training Report in a CD, sealed in an envelope nicely, and attached at the back of the report.	YES	✓	
24.	Attach this checklist in Appendices section.	YES	✓	
25.	Attach any other necessary documents which related to your tasks in Appendices section (i.e. : user manual, photos of activities, forms, sketches of storyboard, sample of interface, etc.).	YES	✓	

NOTES :

1. Organizational Supervisor – supervisor assigned by the industry / organization.
2. Faculty Supervisor – supervisor (lecturer) assigned by the faculty / campus, of which students come from. (i.e.: A faculty supervisor from Kelantan campus will be assigned for students from Kelantan campus).
3. Visiting Supervisor – supervisor (lecturer / staff) assigned by the faculty / campus, from the nearest campus/state to the organization. (i.e.: A visiting supervisor from Shah Alam will be assigned for students who undergo the internship in Selangor / Kuala Lumpur).

Certificate of Completion

This is to certify that

Muhamad Zahrilyuhaiza Bin Mohd Zahari
(930608-03-5617)

Has successfully completed

The Internship Program

for 5 months at

Prism Integrated Sdn Bhd

from 1st February 2017 until 30th June 2017



General Manager
Prism Integrated Sdn Bhd



ZERO HARM

OUR ZERO HARM VISION

At Iron Mountain we are committed to achieving Zero Harm.
This means zero injuries and zero environmental damage.

Everyone has the right to be safe at work and to return home to their family and friends as healthy as when they started the day. The community also has the right to expect that every employee will care for the environment as well as public health and safety.

We therefore expect each and every person at Iron Mountain to work safely and with respect for the environment. Whilst ensuring we meet our legal obligations, we seek to apply Work Health and Safety best practice to ensure the wellbeing of our employees, contractors, customers and local communities.

OUR ZERO HARM VALUES AND BEHAVIOURS

WE COMMIT AND CONTRIBUTE.

Each and every one of us avoids harming people or the environment through safe work behaviour and by identifying, then eliminating risks.

WE VALUE EVERYONE EQUALLY.

We protect the health and safety of our people, contractors, customers and local communities. We have an obligation to our colleagues to ensure that they work without harm.

WE RESPECT OURSELVES.

Every person at Iron Mountain takes reasonable care of their own health and safety as well as that of their colleagues.

WE THINK FIRST OF ZERO HARM.

We consider health, safety and the environment in all decisions concerning the development of projects, the selection of commercial partners and suppliers and the launch of new products and services. We do not let economic considerations overrule health and safety or respect for the environment.

WE CONTINUOUSLY IMPROVE.

We ensure that our risk management systems and training reflect our determination to make continual progress in health, safety and the environment.

WE SHARE.

Everyone contributes to improving knowledge across Iron Mountain through the capture, implementation and sharing of safety learnings and best practices.

WE RESPECT THE ENVIRONMENT.

Everyone is committed to using resources more efficiently, minimising waste.

OUR ZERO HARM COMMITMENT

All accidents, injuries and harm can and should be prevented.

Every manager is accountable for achieving Zero Harm and shall demonstrate leadership in creating a culture which actively promotes Zero Harm.

Everyone is responsible for committing and contributing to Zero Harm.

In following the Zero Harm Commitment, we will fulfill our obligation to ensure that we work without causing harm to ourselves, our colleagues or the community.

We will also fulfill our obligation to our families and friends by maintaining an environment which allows us to return home as healthy as when we started the day.

Employee Signature 

Printed Name: MUHAMMAD JAMIL YUSUF ALI BIN MOHAMMAD ZAHARI

Date: 19/11/2017



Prism BUIC - BIOMETRIC ACCESS REQUISITION

Service requested : New Registration Deletion Amendment

Purpose : Site Visit Maintenance Others

Name :

Employee/ I.C No. :

Designation / Section :

Department / Company :

Date :

*** Please attach a copy of Work Permit / Identification Document with this form for non-payroll / contract requests.**

Time Zone Access

- 1 - 24 hours access
 - 2 - Access 0700 to 2300
 - 3 - Access 0800 to 1900
 - 4 - Access 0830 to 1730
 - 5 - No Access
- * Please indicate the time zone access number inside the column.*
- T1 - Lobby
 - T2 - Control Room
 - T3 - Operation Office
 - T4 - OPS E-Door
 - T5 - IC1
 - T6 - IC2
 - T7 - Main Office
 - T8 - Server Room
 - T9 - IC3
 - T10 - IC4

Biometric I.D Number

(To be filled by FSSHEQ Department, if a new Registration)

NOTE:

Completed requests will be processed within 3 working days from date of receipt of this form.

Requested by:

Recommended by:
(Head of Department)

Verified by:
(Human Resource Department)

Name:
Date :

Name:
Date :

Name:
Date :

Approved by:
(FSSHE Department - PJIC)

Updated by:
(System Administrator)

Name:
Date :

Name:
Date :



PRISM Integrated Sdn Bhd 639513-M

No.2A, Jalan Tiang U8/91, Seksyen U8,
 Bukit Jelutong Industrial Park,
 40150 Shah Alam, Selangor. MALAYSIA
 Phone: 603- 7734 1111,
 Fax: 603 - 7734 1888 / 603-9235 1110
 Email: admin@prism.com.my
www.prism.com.my
 Records Center Operations:
 Tel: 03-7734 0033, Fax: 03-7734 0055
 Email: recordscenter@prism.com.my

Rev No: 1
 Ref. No.: PRISM-QD10-01

DUPLICATE

SERVICE REQUEST FORM

Company name: _____ Department: _____

Tel: _____ Fax: _____

If delivery/collection address is different from normal, please note in the REMARKS COLUMN

REMARKS:

SERVICE REQUEST:

Box Purchase: _____ units. Min 30	Destruction – Secure Shredding: _____ units Witness: <input type="checkbox"/> Not to Witness: <input type="checkbox"/> (Date / Time : _____)
Add New Boxes to Prism: _____ units	Permanent Removal: _____ units
Return Boxes to Prism: _____ units	Others:
Self-Retrieval – Within 2 hours. Request Time: 9am-3pm. Max 10 Files/Boxes	Retrieval – Priority Delivery within 4 hours. Request Time: 9am-1pm. Max 30 Files/Boxes.
Retrieval – Next Working Day Delivery by 5pm – Max-50 Files/Boxes. Request Time: 9am-5pm.	Retrieval – Urgent Delivery within 2 hours. Request Time: 9am-3pm. Max 5 Files/Boxes.
Retrieval – Scan on Demand – within 2 hours, Request time: 9am-3pm. Max 4 files/80 pages per order.	Retrieval – Fax on Demand – within 2 hours, Request time: 9am-3pm. Max 2 files/20 pages per order.

REQUIRED DETAILS:

BARCODE NUMBER	SERVICE TYPE (Ex: Add New boxes, Self-Retrieval, Permanent Removal, etc.)	For Office Use only: Box location

Continue on a separate sheet if required.....

REQUESTED BY:

AUTHORIZED BY: (Sign & Co. Stamp)

.....
 Name:
 Department:
 Date & Time:

.....
 Name:
 Position:
 Department:

**Please make sure that all columns are filled correctly
 *Please fax your request to 03-92351110 or 03-77340055 and hand the original to PRISM during the delivery/pick up time. *Kindly make a copy for your own reference/record.*

THINK RECORDS, NEED SOLUTIONS, THINK PRISM

D. BUTIR-BUTIR NOTIS KEMALANGAN

D1. Tarikh kemalangan
Hari Bulan Tahun

D2. Masa kemalangan : a.m / p.m

D3. Tempat kemalangan Dalam premis majikan Luar premis majikan

D4. Bila kemalangan berlaku? Semasa bekerja Semasa perjalanan antara tempat tinggal / kediaman dengan tempat kerja Semasa perjalanan pada masa rehat yang dibenarkan

Semasa menjalankan aktiviti berkaitan penggajian Semasa perjalanan berkaitan dengan pekerjaan Lain-lain Nyatakan: _____

Semasa kecemasan

D5. Tarikh kematian (jika terpakai)
Hari Bulan Tahun

D6. Bagaimana kemalangan berlaku?

D7. Tujuan perjalanan pada hari kemalangan (bagi kemalangan jalan raya sahaja)

D8. Perihal kecederaan

D9. Adakah hari kemalangan hari orang berinsurans bekerja Ya Tidak

D10. Waktu kerja bermula pada hari kemalangan : a.m / p.m

D11. Waktu rehat yang dibenarkan pada hari kemalangan : a.m / p.m


D12. Waktu kerja tamat pada hari kemalangan : a.m / p.m

D13. Nama saksi (jika ada)

D14. No. telefon saksi (jika ada)

D15. Tarikh cuti sakit bermula
Hari Bulan Tahun

D16. Nama & alamat klinik yang memberikan rawatan awal

 **Dokumen diperlukan:**
 1) Perakuan Perubatan (Per. 57(1))
 2) Laporan Polis—bagi kemalangan jalanraya (Per. 71(1))

E. BUTIR-BUTIR NOTIS PENYAKIT KHIDMAT

E1. Nama & alamat majikan bagi tempoh 5 tahun terakhir pekerjaan

Bil	Nama & Alamat Majikan	Tempoh Bekerja	Pekerjaan

E2. Perihal penyakit khidmat

E3. Adakah penyakit berkaitan dengan pekerjaan? Ya Tidak

E5. Tarikh kematian (jika terpakai)
Hari Bulan Tahun


E4. Sila nyatakan tugas & bagaimana orang berinsurans terdedah kepada bahaya

E6. Sila jelaskan simptom / tanda yang dihadapi

E7. Jumlah hari cuti sakit (jika ada) hari

E8. Tempoh cuti sakit (jika ada) hingga
Hari Bulan Tahun

E9. Nama & alamat klinik yang memberikan rawatan awal

 **Dokumen diperlukan:**
 Laporan Perubatan (Per. 68A(1))



Prism Integrated Sdn Bhd 639513-M
No. 5, Jalan TPP 5/13, Seksyen 5
Taman Perindustrian 5
47100 Puchong, Selangor. MALAYSIA
Website: www.prism.com.my
Phone: 603 - 8068 5855
Fax: 603 - 9235 1110 or 603 - 8068 4351
Email: admin@prism.com.my

ACCEPTANCE OF QUOTATION

I / WE :.....

POSITION:.....

COMPANY NAME:.....

BILLING ADDRESS:.....

.....

.....

.....

PERSON IN-CHARGE:.....

DEPARTMENT:.....

TEL:.....EXT :.....

being a duly authorized officer of the above company, do hereby agree to the Terms & Conditions as outlined in the quotation.

(NAME:)
SIGNATURE & COMPANY STAMP

DATE



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	
Department	
Date Joined	

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

FOR HR/ADMIN USE

Annual Leave / Emergency Leave

Medical Clinic / Hospitalization

Compassionate Leave

Marriage / Maternity / Paternity Leave

Examination / Unrecorded Leave

Unpaid Leave

(a) Leave/MC Entitlement Yr 2016	--	
(b) Leave/MC B/F Previous Year	--	
(c) Total Annual Leave/MC (a)&(b)	--	
(d) Leave/MC Taken Todate	--	
(e) Leave/MC Apply	--	
(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: _____	
Recommended / Not Recommended (Supervisor / Team Leader)		Approved / Not Approved (Head of Department / Division / Operations Director, Executive Director, Managing Director)	
Signature: _____		Signature: _____	
Date: _____		Date: _____	
Comments (if any)		Comments (if any)	
_____		_____	
_____		_____	
_____		_____	

LEAVE BALANCE CARRY FORWARD FORM

Name	
Position	
Department/ Division	

I wish to carry forward my annual leave for 2012 amounting to _____ days.

REASON

Company is unable to release me due to exigencies of operations

.....
Date

.....
Applicant's Signature

Recommending days

Reason:

.....
.....

.....
Date

.....
Head Of Department

Approved By

.....
Managing Director

Note : All leave carried forward must be utilised by April 2013

Date:

To:

**HR / Administration Department
PRISM INTEGRATED SDN BHD**

Dear Sir,

REASONS OF "EMERGENCY LEAVE"

I, _____ took emergency leave on _____

because _____

Signature: _____



PRISM

Total Records Management and Solutions

Prism Integrated Sdn Bhd ^{639513-M}

No. 2A, Jalan Tiang U8/91, Sek U8,
Bukit Jelutong Industrial Park,
40150 Shah Alam, Selangor, MALAYSIA

Office:

Phone: 603 - 7734 1111

Fax: 603 - 7734 1888/9235 1110

Record Center:

Phone: 603 - 7734 0033

Fax: 603 - 7734 0055

Email: admin@prism.com.my

Web: www.prism.com.my

APPLICATION FOR EMPLOYMENT

Position :

Date :

(Please complete in block letters or tick wherever applicable)

A. PERSONAL PARTICULARS

NRIC NO. (OLD)

COLOUR

BLUE

RED

NRIC NO. (NEW)

FULL NAME - ACCORDING TO I/C

ADDRESS

HOUSE TEL:

MOBILE PHONE:

RELIGION :

RACE:

DATE OF BIRTH :

AGE :

SEX:

PLACE OF BIRTH

CITIZENSHIP

INCOME TAX REF. NO.

EPF NO.

SOCSSO NO

HOBBIES / INTEREST

THINK RECORDS, NEED SOLUTIONS, THINK **PRISM**

Objective

Name: _____

Month: _____

PERFORMANCE APPRAISAL

Objectives

To identify the employee's weaknesses and strengths

To improve the employee's present job responsibilities

To know whether the employee is performing according to expectations

PERFORMANCE REPORT (B)

1. JOB KNOWLEDGE (Crucial)

Degree to which employee understands and applies techniques, duties and responsibilities related to job.

Exceptional knowledge of own job and related jobs; independently solves many of his/her own job problems. 4

Well informed about own job and related jobs; looks for methods to improve work methods 3

Has satisfactory job knowledge; handle routine questions; recognizes need to improve work methods. 2

Shows deficiencies in job knowledge; depends largely on others; requires specific instructions. 1

Comments: Employee
Employer
Agreed points
Last period points

2. QUANTITY OF WORK (Crucial)

Amount or volume of work produced by employee under normal conditions. Disregard errors or rejects.

Work is high quality; errors are rare; minimum checking required. 4

Work output meets requirements but seldom produces more 3

Work output is slightly below level of expected. 2

Work output is consistently far below level expected; a slow worker. 1

Comments: Employee
Employer
Agreed points
Last period points

3. QUALITY OF WORK (Crucial)

Acceptability of work produced. Errors and rejects made.

Work is exceptional quality in all phases; checking not at all required. 4

Work is high quality; errors are rare; minimum checking required. 3

Work is generally acceptable; errors reasonable; need only normal checking. 2

Work sometimes must be redone; carelessness; requires extra checking. 1

Comments: Employee
Employer
Agreed points
Last period points

7. DEPENDABILITY (Crucial)

Consider application at work station; perseverance; punctuality; extent to which work rules are followed.

Very dependable; follows instruction exactly; always working hard. 4

Average dependability; Requires some close supervision; usually industrious. 3

Occasionally fails to finish work on time; sometimes stays away from work place without irregular work habits. 2

Unreliable; fails to follow instructions. Often away from work place unnecessarily. 1

Comments: Employee
Employer
Agreed points
Last period points

8. INITIATIVE (Crucial)

Extent to which employee seek out and accepts responsibilities; taking appropriate action without waiting for direction.

Looks for responsibilities; take full initiative and produces effective results. 4

Asks for work; needs general instructions but has initiative to work out details by himself/herself. 3

Does assigned work; occasionally volunteers practical and useful suggestions. 2

Must be pushed continually; asks for guidance unnecessarily; resists changes. 1

Comments: Employee
Employer
Agreed points
Last period points

9. INTEREST IN WORK (Crucial)

Consider such evidence of interest as intelligent questions, suggestions for improvement in work and general attitude toward his/her work assignment.

Has exceptional interest - suggests work improvements. 4

Shows marked interest. 3

Has satisfactorily interest. 2

Has only slight interest. 1

Comments: Employee
Employer
Agreed points
Last period points

13. GOAL SETTING (Crucial)

Employees ability to think of challenging work goals to be achieved and ensure that it is achieved.

- Sets highly challenging but realistic goals. 4
- Sets readily attainable goals. 3
- Sets goal when directed. 2
- Fails to set work goals or fail to achieve goals set. 1

Comments:

Employee	
Employer	
Agreed points	
Last period points	

14. ACCEPTANCE OF RESPONSIBILITY (Crucial)

Keens to accept responsibility and hold it till the end.

- Makes commitment and assumes full responsibility including activities not under direct control. 4
- Willing to make commitments and to assume full responsibility for all activities under direct control. 3
- Accepts responsibilities to a satisfactory degree. Willing to accept risk of authority and to held accountable. 2
- Unwilling to be held accountable. Entirely dependent. Non committal. 1

Comments:

Employee	
Employer	
Agreed points	
Last period points	

15. ABILITY TO PLAN AND ORGANISE (Crucial)

Employee ability to set daily work plan and organise it till the end.

- Outstanding. Competent in organising and directing complicated procedures and operations. 4
- Plan difficult work in an excellent manner and meets emergency situations promptly. 3
- Plan routine work satisfactorily but sometimes not effective. 2
- Work frequently shows lack of proper planning. 1

Comments:

Employee	
Employer	
Agreed points	
Last period points	

19. ATTENDANCE AND PUNCTUALITY (Crucial)

Employee's effort to be at work on time without being absent or late.

Excellent attendance; always on time at work and meeting.

Late attendance with good reason.

Occasionally absent and occasionally late.

Excessively absent, frequently late.

Comments: Employee
Employer
Agreed points
Last period points

20. PRESENTATION SKILLS (Depending on job (Crucial for Trainers/Sales)

Employee's ability to make presentations or to sell their ideas to others.

Effective in making a presentation professionally and sell their ideas across.

Makes presentations reasonably well.

Tries to make presentation but needs more guidance.

Are not prepared when making presentation and poor presentation skills.

Comments: Employee
Employer
Agreed points
Last period points

21. CONVERSATION SKILLS [Depending on job {Crucial for handling Customers}]

Employee's ability to converse with others.

Always courteous and professional during conversation with others; professionally.

Converse fluently but lacks confidence.

Converse well but need more manners of courtesy and seriousness.

Does not converse professionally; sloppy and unruly.

Comments: Employee
Employer
Agreed points
Last period points

SUMMARY OF EVALUATION (Employee)

IMPROVEMENTS DURING THE PERIOD

1)

2)

3)

DETERIORATION DURING THE PERIOD

1)

2)

3)

4)

FOCUS OF IMPROVEMENTS FOR THE NEXT PERIOD

1)

2)

3)

4)

WHAT IS MY DESIRED GROWTH FOR THE NEXT 5 YEARS?

1)

2)

3)

4)

SUMMARY OF EVALUATION (Employer)

IMPROVEMENTS DURING THE PERIOD

1)

2)

3)

DETERIORATION DURING THE PERIOD

1)

2)

3)

FOCUS OF IMPROVEMENTS FOR THE NEXT PERIOD

1)

2)

3)

RECOMMENDATIONS (by the employer)

1)

2)

3)

