



**UNIVERSITI TEKNOLOGI MARA  
FACULTY OF INFORMATION MANAGEMENT**

**INDUSTRIAL TRAINING REPORT:  
PRISM INTEGRATED SDN. BHD.  
(SHAH ALAM)**

**SPECIAL PROJECT: EXHIBITON PROGRAM AND SALARY  
COUNTING SYSTEM**

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**IM245 - BACHELOR OF SCIENCE (HONS.) INFORMATION  
SYSTEM MANAGEMENT  
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UNIVERSITI TEKNOLOGI MARA KELANTAN**

**02 AUGUST 2015 – 31 DECEMBER 2015**

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

02 AUGUST 2015 – 31 DECEMBER 2015

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INDUSTRIAL TRAINING REPORT 02 AUGUST 2015 – 31 DECEMBER 2015

**CHAPTER 1:**  
**INTRODUCTION**



## Chapter 1: Introduction

### 1.0 Overview

In our final year, students have required to going to industry training which is also known as an internship program and practical training whereby this program will expose students with actual environment and practice all theory that have learned into the real situation. In internship, the trainee and staff that have experience will have collaboration in give the knowledge to trainee and trainee will gain what they need to know. It also can be the trainee will propose to the organization the idea to improve their effectiveness and efficiency in working. Basically, the internship will involves training and pre-professional working experience in an organization which is the supervisor of company will give a specific task and responsibilities to trainee within specific period of time. By refer to UiTM Industrial Training Handbook (2015), Industrial Training is one of the compulsory subjects that need to be completed by undergraduate students to graduate from the academic institution. The students are required to go through the industrial training in any organization approved by the academic institutions and undergo a period of internship of at least three (3) or five (5) months training as required by the faculty.

This program helps students to gain new knowledge, skills and experiences at organization and improve their marketability after graduation. Students are allowed to do training at government or private organizations or at any institutions related to their field or career goals. The students are supervised by professionals in the field. Industrial Training is one of the compulsory subjects that need to be completed by undergraduate students to graduate from the academic institution. The students are required to go through the industrial training in any organization approved by the academic institutions and undergo a period of internship of at least



### **1.0.1 Objectives of Industrial Training**

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

## 1.1 Background of the organization

### 1.1.1 Company location



Figure 1: PRISM Integrated Sdn. Bhd. Location

### 1.1.2 Company Profile



Name : PRISM INTEGRATED SDN BHD

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

Storage Area Address : No. 2A, Jalan Tiang U8/91,  
Bukit Jelutong Industrial Park,  
40150 Shah Alam, Selangor

Telephone : +603-77341111 or +603-77340033

Facsimile : +603-77341888 or +603-92351110

Email : admin@prism.com.my

Website : [www.prism.com .my](http://www.prism.com.my)

Registration Number : 639513-M

Registration Date : 1st March 2004

Type of Company : SDN BHD (PTE LTD)

Board of Director : 1.Ravindran Kanagasabapathy (Managing Director)  
2. Vijendran Kanagasabapathy  
3. K. Balasingam  
4. Gopi Pillay

Working Hour : Monday-Friday 8.30-5.30



**Figure 2: PRISM Integrated Sdn. Bhd.**

Prism Integrated Sdn. Bhd. is a commercial record center which provides total records management and solution to government and private organization. The company was established by Mr. Ravindran A/L Kanagasapathy, Managing Director on 13th March 2004 and follow by Mr K.Balasingam which is the former Malaysia hockey player and Mr. Gopi Pillay. Prism Integrated Sdn Bhd formerly known as Spark Fusion Sdn Bhd started its business with just one division specializing in a unique file binder (Prism Smart File) imported from Sweden. As the company grows, Prism's started to offer the full range of products and services in Records and Information Management to fulfill the clients' need and solve their problems related to Records Management. Today, Prism Integrated Sdn Bhd has established businesses and serves customers in the ASIA region (Korea, Singapore, Thailand, Bangladesh and Malaysia). On 1st December 2014, Prism Integrated Sdn Bhd has been awarded Top 10th place in SME Enterprise 50 Award presented by YB Dato' Sri Mustapa Bin Mohamed, Minister of International Trade and Industry (MITI). Prism integrated also has its own subsidiaries which are info Prima Sdn. Bhd. that start on 2005. This company helps the main company mostly to take on the government project and handle on the government tender.

### 1.1.3 Mission and Vision of Prism Integrated Sdn Bhd

“To be the pioneer and total solution provider in Records and Information  
Management in the Asia region”

The companies solutions are based from the time records are created till their disposition. Prism Integrated Sdn. Bhd. areas of expertise are:

- Electronic Records and Document Management Software solutions
- Offsite Records Centers, 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 is designed for Ultimate durability and convenience. It's made of wood and can last for 20 years and recycled.
- Scanning and converting paper records to electronic records.
- Records Management Training and Consultancy Programs; Records Management Program, Records Classification, Records Retention, Records Procedure and Manual, Records Disposition Program, 5S Program etc.
- Secured Destruction of Records.

### Company working hours

Day	Time
Monday - Friday	08.30 a.m. – 05.30 p.m.
Lunch Hour	12.00 p.m. – 01.00 p.m. 01.00 p.m. – 02.00 p.m.
Weekend & Public Holiday	Closed

#### 1.1.4 Services Provided by PRISM Integrated Sdn Bhd

Prism Integrated Sdn. Bhd. focuses full range of products and services in Records and Information Management to fulfill the clients' needs and to solve their problems.

The services available in Prism are:



**Figure 3: Rack In Warehouse**

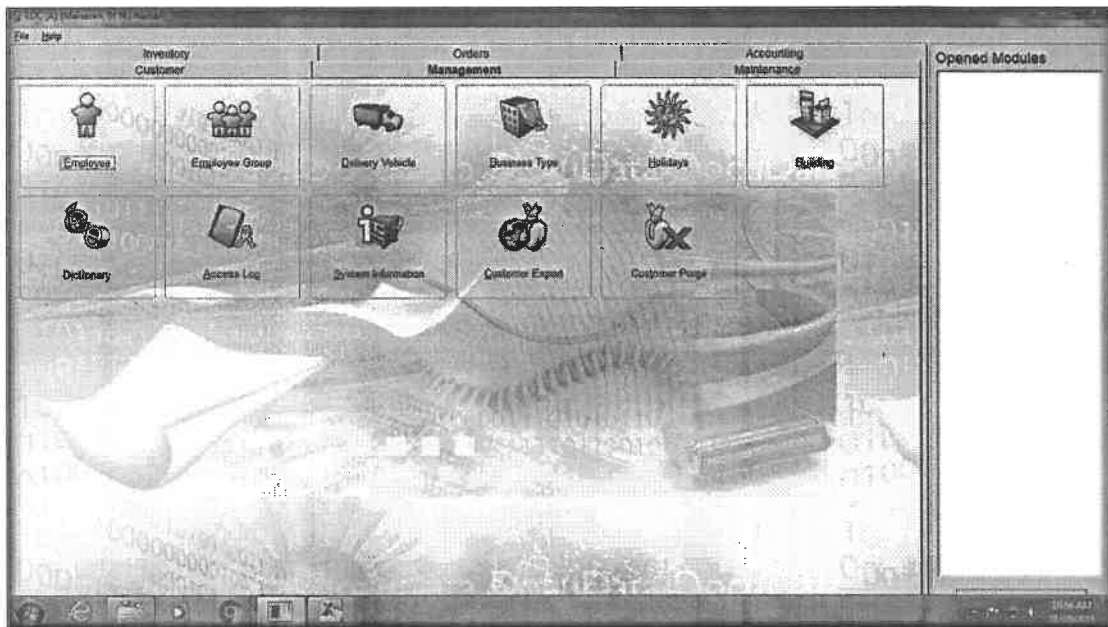
- i) Semi-active and inactive records storage facility.

The organization store the customer's various types of inactive records that infrequently or rarely use to conduct business. The storage can store about 50,000

boxes of physical records in different formats. The off-site storage is covered with good security features against fire, flood, biological agents and human vandalism,

ii) Electronic document or record management software

Prism Integrated Sdn. Bhd. used Electronic Document Content Record Center (EDCRC) Software / System Version 6.0 to manage and control the overall record management process starting from the creation until disposition. The software was brought from Canada in 2010 that cost about RM20K. Prism has two (2) licenses and can be accessed by two (2) operation staff in the software unit. The EDCRC software consists of six different modules and also another sub-module that is related to the Information Records Management Industry. In addition, Electronic Data Capture Software is also used to create and prepare indexing for data entry staff. The customers can search, view and order their files via Active Web which can be accessible at any places anytime.



**Figure 4: Interface Electronic Document Control**

iii) Selling filing accessories and equipment

Prism also selling filing accessories and equipment that related to Records and Information Management to public and private organizations. The main product of Prism is Prism Smart File (PSF). The PSF was originally invented from Sweden in 1889. It has about twelve (12) colors which is easier for the organization to do classification and coding system. Besides that, the benefits of using PSF are:



**Figure 5: PRISM Smart File (PSF)**

- It is strong, durable and long lasting because the back spine was made from solid-wood.
- It is safe to store documents
- User friendly
- It can be recycled



iv) Digitizing documents (scanning)

Scanning services also provided for the organizations who wish keep their records in digital or electronic format. Prism used Kodak Capture Pro Software to do scanning activities. Benefits of doing scanning are the customers can save cost, access their records by using Active Web whenever they need and can be used as a backup if the physical records lost or misplace. Currently, Prism has bought software named Tronitech which also can perform scanning, classifying, doing quality control and indexing.



**Figure 6: Scanner Machine For Scanning Process**

v) Records management training and consultancy

Prism Integrated Sdn. Bhd. provides physical and electronic records management training to all public and private organizations and their staff it selves. The follow-up session between Prism and customers will be done to ensure that the records stored in the customer's office are organized and well Preserved.

## 1.1.5 DURATION OF INDUSTRIAL TRAINING UITM (AUGUST – DECEMBER 2015)

**Table 1: Time Schedule for Trainee**

Week	Duration	Scanning	Warehouse	Delivery	Data Entry/ Software	Marketing	HR/ Admin
1	3 August – 7 August	Hafizuddin, Hafiz, Saffuan, Rizal, Zulhimi, Shah Rizan, Tengku, Azra				Farah	Nuratikah
2	10 August – 14 August	Hafizuddin, Zulhimi, Hafiz, Saffuan, Shah Rizan, Tengku, Rizal			Azra	Farah	Nuratikah
3	17 August – 28 August	Hafizuddin, Zulhimi, Rizal, Hafiz, Azra, Shah Rizan, Tengku, Saffuan			Rizal	Nuratikah	Farah
4	31 August – 11 September	Hafizuddin, Zulhimi, Rizal, Nuratikah, Farah, Shah Rizan, Hafiz			Saffuan	Tengku	Azra
5	14 September – 25 September	Shah Rizan, Saffuan, Zulhimi, Hafiz, Farah, Nuratikah, Rizal			Hafizuddin	Azra	Tengku
6	28 September – 9 October	Tengku, Azra, Rizal, Farah, Nuratikah, Hafizuddin, Zulhimi			Hafiz	Saffuan	Shah Rizan
7	12 October – 23 October	Hafiz, Azra, Farah, Hafizuddin, Nuratikah, Zulhimi, Rizal			Tengku	Shah Rizan	Saffuan
8	26 October – 6 November	Shah Rizan, Tengku, Nuratikah, Azra, Hafizuddin, Saffuan, Rizal			Farah	Hafiz	Zulhimi
9	9 November – 20 November	Farah, Tengku, Shah Rizan, Rizal, Hafizuddin, Azra, Saffuan			Nuratikah	Zulhimi	Hafiz
10	23 November – 4 December	Farah, Azra, Nuratikah, Hafiz, Zulhimi, Tengku, Saffuan			Shah Rizan	Hafizuddin	Rizal
11	7 December – 18 December	Farah, Tengku, Nuratikah, Saffuan, Azra, Shah Rizan, Hafiz			Zulhimi	Rizal	Hafizuddin

## 1.2 Organization structure

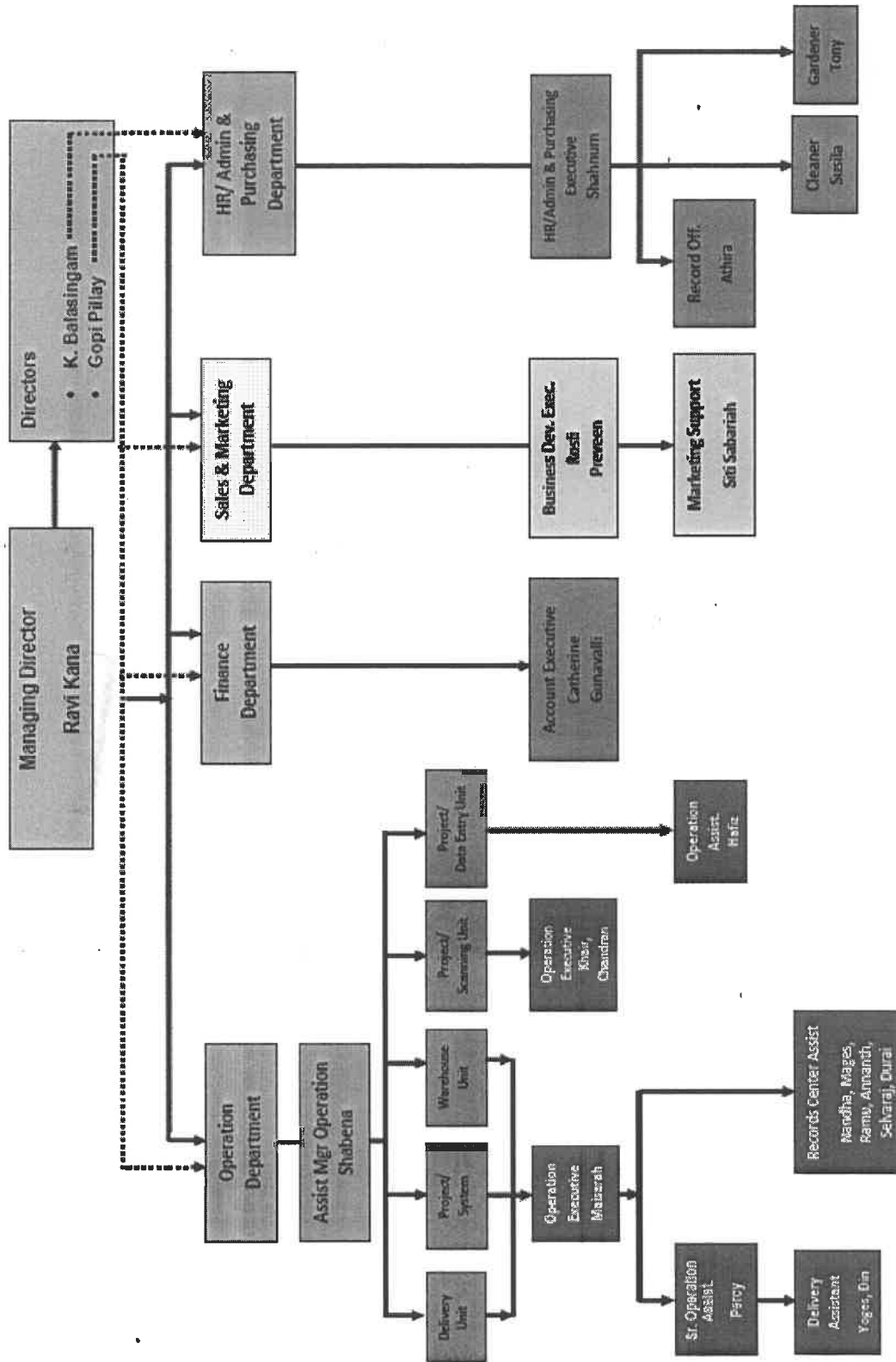


Figure 7: Organization Chart

### 1.2.1 Director History



**Ravi Kana (Managing Director)**

Ravi started as a sales executive and he has since worked his way up to become the MD of his own practice that specializes in Records Management, Filing systems or Storage products, Offsite Records Centre and Electronic Records Management. He introduced a revolutionary filing system called Actual-Jopa from Sweden to the Malaysian market in 1991 and has helped more than 200 companies redesign their entire filing for better efficiency and productivity.

An honors' graduate in Hotel Management from Toulouse, France, he later became a Certified Records Manager (CRM) which is a professional International Records Management Certification. Ravi has had different exposures within the organization. He has been managing different aspects of the business from Business Development to Procurement, Finance to General Management. He has 22 years of working experience with many organizations to help them manage their records. In wanting to help companies manage their records better, Ravi developed this program and has since implemented it for companies such as Telekom, Tenaga Nasional Bhd, Techart Sdn Bhd, PJ Indah, Ericsson, Hospital Klang, Kementerian Tanah, Ministry of Finance, Suruhanjaya Perkhidmatan Pelajaran, Dewan Bahasa & Pustaka and many more.

He is also a speaker for the National Archives concerning the Records Management of the entire government agencies of Malaysia. His passion to help companies set up proper systems and improve work processes and develop their people to become better has helped organizations achieve higher productivity and thus reduction in expenses and increase in profitability. He is a dedicated trainer whose main interest lies in the area of motivating people to continuously manage records professionally. His managerial training and various training experiences stand to ensure the moulding of candidates to facilitate the expansion of their various organizations.



### **K. Balasingam (Director)**

K. Balasingam started work as an Officer in Engineering Department of PKNS (Perbadanan Kemajuan Negeri Selangor) from 1971 till 1993. His work there was to implement and monitor all their projects in the Engineering Department all over the state. He took up the Optional Retirement scheme in 1993, and joined a Civil and Structural Engineering firm HSS Integrated as a Project Manager/ Government Liaison Officer from 1993 – 2000. His work there was to monitor all their projects locally and internationally and also liaison work with all the relevant Government Bodies. Projects that were on-going at that time were the KLIA Airport, Westport and Develop LRT Line from Jamek to Kelana Jaya and among various others. He was then offered a very good position as an Infrastructure Manager in Encorp Bhd in 2000, where he was in charge of planning and building 10000 units of Teachers Quarters project for the Ministry of Education.

The project was done in 108 different sites all over the country. He was promoted to Assistant Project Director and finished the project in record time of 4 years. All the sites were handed over to the Government in due time. He joined Prism Integrated Sdn Bhd as a Director in 2011 till now, where his job is to liaise with Government and Private Sector companies for File Management System. K. Balasingam played hockey for Malaysia from 1972 – 1981 in various tournaments all over the world. He was a key player in the 1975 World Cup hockey team played in Malaysia where our team came out 4th in the world. The BEST achievement ever till to date. Now he plays Tennis and Golf socially in Kuala Lumpur.



### **Gopi Pillay (Director)**

He was in senior Management with a total of 35 years of corporate experience with the last 20 years as General Manager/ Managing Director / Regional Director for Asia managing total business operations at country and regional level. He is a Strong leader with a motivational management style and a well-respected reputation for building and retaining highly motivated people. He is Very passionate about customer service both internal & external and a Result oriented achiever with an excellent track record for identifying opportunities for accelerated growth in the companies / groups that he has managed.

He has an excellent track record of growing the business organically and through mergers and acquisitions and undertook the successful acquisition and Integration of about 18 companies in Malaysia, Singapore, Indonesia, India and Brunei and successfully set up the Indian business and accelerated growth of the operations through the acquisition of 7 Indian companies. A well sought trainer, he successfully conducted "Train the trainer" courses on Client Retention for all Senior Managers in Asia Aside from growing new business, he has in the course of his corporate life successfully launched several new products in Malaysia and the region. Gopi Pillay holds an MBA, 2 bachelor's degree and is also a Certified Business Coach.



**Rosli Asaad (Business Development Executive)**

- In-charge of marketing and servicing all Prism products and services in Ministry, Government Agencies especially Pejabat Tanah dan Galian for the Peninsular of Malaysia
- He has 32 years' experience in office administration and marketing.
- He is also involved in servicing record management, disposition services and providing mobile compactors



**Siti Sabariah Ismail (Marketing Support)**

- 25 years' experience in record management and has helped many government agencies, government bodies especially those having problems in management of their active and non-active records. She is also a specialist in providing services for Record Destruction for government bodies.
- Among Government agencies that are using this services such as Setiausaha Kerajaan Negeri Terengganu, Jabatan Kebajikan Masyarakat, Dewan Perniagaan Melayu, and Dewan Bahasa dan Pustaka.



**CHAPTER 2:**

**ORGANIZATION INFORMATION**



## Chapter 2: Organization Information

### 2.0 Organization Information

PRISM Integrated Sdn. Bhd. consists of four (4) main departments which is finance department, sales & marketing department, human resource, administration and purchasing department and operation department with total manpower of 24 personnel. Most of employee is foreigner from India and Bangladesh. The main department is operation department which is the department who process all document or files that received to PRISM Integrated Sdn. Bhd. whether government or private sector. In operation department, there are six (6) units which perform different task to achieve the organization goals. The chart below shows the operation departments that available in PRISM integrated Sdn. Bhd.

Basically the trainee who focus on records management are required to learn and perform basic task of administration, human resource and purchasing department, sales and marketing department as well as operation department excluding finance department. The trainee that have intern at PRISM will be give task by every department and at the same time can get advance knowledge from another field from their scopes. PRISM Integrated Sdn. Bhd. can be consider as small company, currently there are 24 staff including foreigner working in the organization. the trainee have be assigned to three (3) departments for on- job training which are administration , human resource and purchasing department, sales and marketing department and all units in operation department.

2.1 Departmental structure

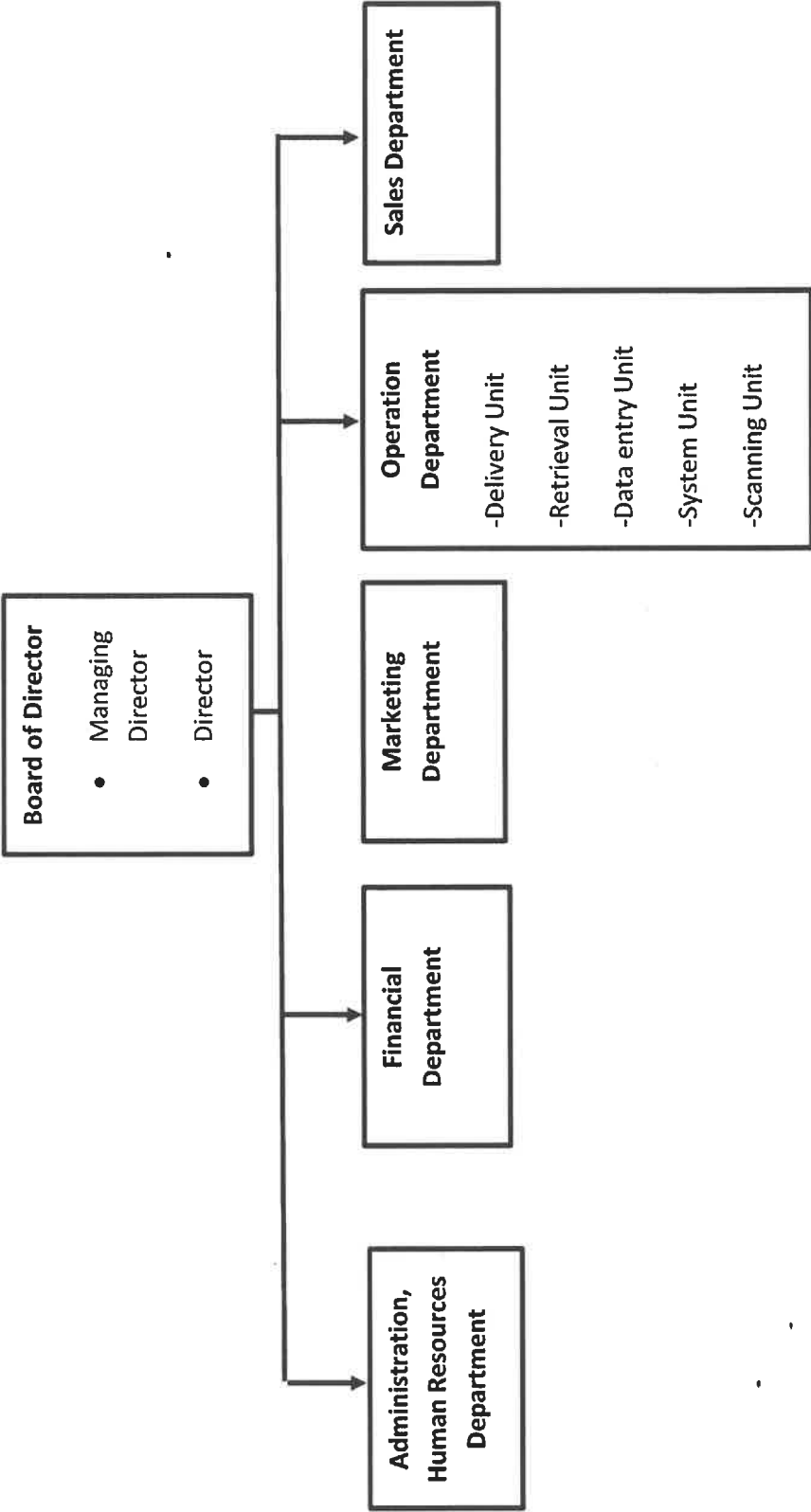


Figure 8: Department Structure

## 2.2 Operation Department and Function.

Operation department actually the main function of this organization in manage the records or document that have in storage whether internal documents or client documents. In operation department there have many task that should be known in managing the documents. It also involves the operation of service with the quantity, quality, specification and time to the customer's requirement at the lowest cost. In PRISM Integrated Sdn. Bhd., operation department have divide to six (6) sub-units in provide service to customers and achieve the organization goals. Madam Shabena Baskaran, the assistant manager operation who responsible in manages and makes sure all job work fluently without any problems. Besides that, she also person who responsible in managing customer service which requires her to interact with customers in all aspects of services offered by PRISM Integrated sdn. bhd. Basically she will meet client to give presentation about work on how PRISM work in managing the documents of client and how they make sure the information are secure.

<b>Department</b>	<b>Function</b>
<b>Operation Department</b>	<b>Delivery Unit</b> <ul style="list-style-type: none"><li data-bbox="596 1514 1380 1749">• This unit is responsible for sending customer's files or boxes to the right locations and pick-up files or boxes when the Prism Integrated Sdn Bhd received the order from the customers.</li></ul>

**Retrieval Unit**

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

**Software Unit**

- This unit is responsible for all operation activities starting from the creations until disposition of records by using EDCRC System / Software. Therefore, the staff must understand and well verse in using EDCRC System. They also require doing presentation regarding operation activities to the customers and internal staff as well as train them on how to use ActiveWeb.

**Data Entry Unit**

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

**Scanning Unit**

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

	<p><b>Warehouse Unit</b></p> <ul style="list-style-type: none"> <li>This unit is responsible in warehouse management including receiving, identifying, sorting, dispatching the files and boxes to storage, placing them in storage, storage management, retrieval from storage, packing, and implementing record keeping.</li> </ul>
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**2.3 Sales and Marketing Department and Function.**



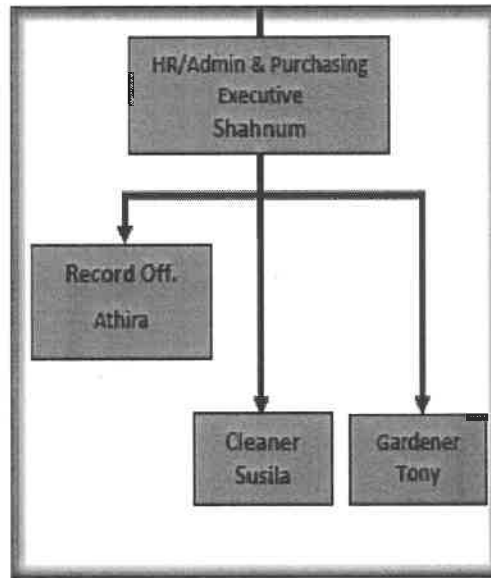
**Figure 9: Sales And Marketing Department**

Sales and marketing department is responsible in provide idea in accomplishing business development activities by selling and promoting organization's product and service to the customer, doing research and seeking for business potential. Basically this department also need to find customer and meet them for discuss about products and service that have provide by PRISM Integrated Sdn. Bhd. in addition, the staff also need to involve in outreach program such as exhibition, business program and other promotional activities to promote the organization products and service to people what the PRISM Integrated Sdn. Bhd. do in help the organization in manage their documents. In this

department there have five (5) person who responsible; Mr. Rosli Asaad and Mr. Preveen Garneesh as business Development executive, Miss Siti Sabariah as Marketing Support.

Department	Function
<p><b>Sales and Marketing Department</b></p>	<p>The list below are the job descriptions for sales and marketing staff:-</p> <ul style="list-style-type: none"> <li>• Listening to customer requirements and presenting appropriately to make a sale.</li> <li>• Maintaining and developing relationships with existing customers in person and via telephone calls and emails.</li> <li>• Fixed appointment with potential customers to prospect for new business.</li> <li>• Responding to incoming email and phone enquiries</li> <li>• Representing their company at trade exhibitions, events and demonstrations</li> <li>• Checking the quantities of goods on display and in stock;</li> <li>• Recording sales and order information and sending copies to the sales office</li> <li>• Recording sales and order information and sending copies to the sales office.</li> </ul>

## 2.4 Human Resources, Admin and Purchasing Department and Function.



**Figure 10: Human Resources, Administration and Purchasing Department**

Administration, Human resource and Purchasing Department are responsible in handling the organization to make sure the all staff and requirement that need by them are fulfill to make sure it give comfortable to all staff. Each department plays different roles and responsibilities to achieve organizational goals. The department is being handled and managed by a senior Human Resource Executive, Ms. Shahnum Shamsuddin.

This department also holds the manpower planning, job analysis and job description, determining wages and salaries, performance appraisal, training and development, employee welfare and motivation, addressing employee's grievances, labor management relations, implementing organizational policies, and dismissal and redundancy. Besides that, this department is backbone of the organization. The top-level management holds their roles in this department and become important assets to an organization. This department also makes sure the links between organizations various departments and ensures the smooth flow of information from one part to



other. The head of this department are combination of the Board of Director which is Managing Director and 2 directors.

Departments	Function
<p><b>Administration department</b></p>	<p>This department manages the organization day-to-day operation. It is the backbone of the organization because this department is directly link with other departments and it ensures the information is passed down correctly and efficiently. The functions include:</p> <ul style="list-style-type: none"> <li>• Organize their divisions so that the employees know exactly what role they have to play.</li> <li>• Schedules, prepares agenda, prepare minutes and performs administrative duties.</li> <li>• Maintain and organizes file and records for all efficient operation of the office.</li> <li>• Maintain good relationship with employees, suppliers and sponsorships.</li> <li>• Able to develop administrative procedures.</li> <li>• Able to plan and control administrative budget.</li> <li>• Develops and implements effective, equipment and buildings maintenance programs.</li> <li>• Ensures the insurance coverage of non-fixed assets.</li> <li>• Undertakes disposal of non-serviceable properties.</li> <li>• Performs other related functions.</li> </ul>

<p><b>Human Resource Department</b></p>	<p>Human Resource Department (HR) involves personnel management and recruiting to perform organization tasks. This department also responsible in developing, providing and implementing policies, procedures, and staff friendly guidelines and support within organization. The job descriptions for HR staff to achieve organizational goals are as following:-</p> <ul style="list-style-type: none"> <li>• Work closely with various departments, increasingly in a consultancy role, assisting line managers to understand and implement policies and procedures.</li> <li>• Liaising with a wide range of people involved in policy areas such as staff performance and health and safety.</li> <li>• Recruiting staff including developing job descriptions and person specifications, preparing job adverts, checking application forms, short listing, interviewing and selecting candidates.</li> <li>• Developing and implementing policies on issues like working conditions, performance management, equal opportunities, disciplinary procedures and absence management.</li> <li>• Administering payroll and maintaining employee records.</li> <li>• Preparing training program to the staff within organization to provide new knowledge and improve their job performance.</li> </ul>
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<b>Purchasing Department</b>	<p>Purchasing Department also known as procurement or acquisition department. This department is responsible for procurement of all necessary materials and assets to operate the business. The functions of Purchasing Department are as following:</p> <ul style="list-style-type: none"><li>• Identifying the necessary products and services that meet the business needs.</li><li>• Conducting research to get the best products and suppliers in terms of best value, delivery schedules and quality.</li><li>• Liaising between suppliers, manufacturers, relevant internal departments and customers.</li><li>• Identifying potential suppliers, visiting existing suppliers, and building and maintaining good relationships with them.</li><li>• Keeping contract files and using them as reference for the future.</li><li>• Ensuring suppliers are aware of business objectives.</li><li>• Forecasting price trends and their impact on future activities.</li><li>• Preparing an organization's purchasing strategy.</li></ul>
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## **2.5 Financial Department**

This department manages and controls all financial functions which is has three main areas. That is, General Accounting, Accounts Payable, and Payroll. There are has several duties includes of internal and external reporting, accounting all assets and managing the investment of all monies. This department has two staff which is Account Executive and Account Manager. The trainee not involve in managing the financial of company.

**CHAPTER 3:**  
**SPECIAL PROJECT**



## **Chapter 3: Industrial Training Activities**

### **3.1 Training activities**

#### **3.1.1 Operation Department**

##### **Scanning Process**

PRISM Integrated Sdn. Bhd. is one records management center that provide service keeping records, sell product and services, training and etc. From that service, PRISM has provided digitization of document to clients that involve scanning process. Before the scanning process starts operating at the Prism headquarter, Prism integrated just offers their main activity which is preserve the record in their storage. After their got a project from PTPTN to store and digitize the file, Prism start their scanning process at the PTPTN building and to support the scanning process which is increasing each day, Prism open a scanning process at their Headquarter so that the scanning process could be done more faster and more efficient.

The scanning process is the process to digitize the document according to customer needs. This is new view for the customer for retrieve the files or document immediately. This process start after the document or files is done with document preparation process. The requirement of the scanning process is the task must be done according to the customer needed. The tools that needed are a printer and computer so that the process can be completed. Besides that, the scanner must be caution during scanning the files or documents because to maintain the result of good image and no damage. So, at the doc prep, the files or documents must be done in right way and right method so that the scanning process can run smoothly and less of mistake.

At the Prism Integrated Sdn.Bhd, the system that used are named with TroniTech and it is very good system because of it flexibility and systematically. Now the scanning process at prism has been 2 years involve in scanning process and operate at the operation department. The scanning process involves five processes which is Data entry, Doc-Prep, Scan, QC (Quality control), Indexing, and lastly Re-prep. Each station needs to complete four (4) to six (6) boxes per day to achieve monthly production goals.

### **Document Preparation (Doc-Prep)**



**Figure 11: Document Preparation Process**

The Document Preparation (Doc-Prep) is the first process before start the scanning proses. This process involves of document or files from variety customer and mostly the document or files are from Perbandanan Tabung Pendidikan Tinggi Nasional (PTPTN). The document or files that complete with doc-prep process will sticker with white sticker to show it already finish with doc-prep process. This involves removing the papers from the file folders. This process consists of removing all the staple, paperclip, moving all the sticky-notes if they are covering any text on the page, repair any rips, tears, jagged edges on the paper, and making sure they are straightened out so that the scanning process could be done smoothly.. Then, the files must be full clean and checked again for total

preparation. This process must do carefully for the scanning process can run smoothly and it can avoid from stuck with paper if have pin, staple bullet and etc.

Moreover to done the doc-prep process there are tool that can help done the job. Which is the staple remover, which is it help the worker to remove the staple faster and easy.



**Figure 12: Staple Remover**

There is little method that can be done to reduce the risk of damage to the record which is:

- 1) Turn the paper over to the side of the paper (usually the back) over which the staple's prongs have been folded.
- 2) Use each opposed pair of tines to clip one of the prongs, re-straightening them and in the process raising them from the paper.
- 3) Turn the paper back over to the front side against which the main body of the staple has been pressed.
- 4) Gently slide the tines on one side of the remover under the main body of the staple and press the remover's halves together until you have a firm hold on the staple.
- 5) Continuing to maintain a firm holds on the staple, pull the entire staple gingerly out of the paper.



Everything task that have need to complete have their own Performance Indicator (KPI) for achieve the goals every month. For document preparation the KPI it needs to achieve monthly goals is four (4) boxes per day with total six (6) document or files in each boxes.

### **Quality Control (QC)**

Quality control (QC) is a method or set of systems expected to guarantee that a made item or performed administration holds fast to a characterized set of value criteria or meets the necessities of the customer or client. (whatis.techtarget.com)

Quality control is a strategy to control of the nature of the record so that their physical structure could be safeguard. At crystal after the filtering process have been completions the record should be check so that the creativity of the record could be save. Basically the quality control help the quality of image that produce after finish the scanning process be more clear and easy to look with delete the black dot, or line that can make the images that provide by the system can be poor in quality of the images.

With system TroniTech that PRISM use as the platform in scanning process, it is one system for scanning process to make the trainee do the scanning process fluently and the quality of images that have produce can be clearer with this platform. TroniTech is one system was buying by PRISM Integrated Sdn. Bhd. from Canada for specialist use for scanning, quality control, and indexing process. For Quality Control, the KPI it needs to achieve monthly goals is four (4) boxes per day with total six (6) document or files in each boxes.

## Indexing process



**Figure 13: Indexing Process**

Indexing process in PRISM Integrated Sdn. Bhd. is happen when the document or files are done with scanning and quality control process. Trainee will ask to find information that need by customer for retrieval and key in it in TroniTech application, this step will do after the record have been check and trainee will identify the information within the record so that the record could be preserve. This process help the staff in operation who in charge in handle the customer order to get the document location, total of document, the date document have received, they can see with TroniTech system after the information of document have been indexing after quality control process.

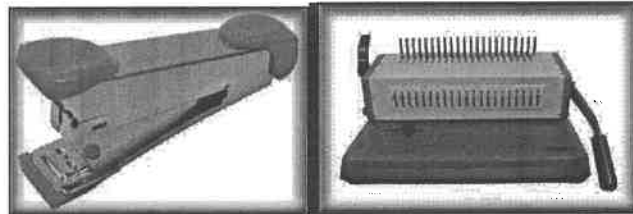
## Re-Prep (Re-preparation)



**Figure 14: Re-preparation**

This process must be done after the indexing process have been done. Re-prep involve the file is being prepare once again to be store in the storage. The re-prep use the staple to rebuild or combine the file and the arrangement will be follow as the original order so that the originality of the file could be preserve. The Re-Prep process also need the true technique for make sure it not have mistaken during assemble the paper to be one document. Trainees have been teaching by the guider that has assign by the PRISM for teach the ways or method they use to re-prep process. When the re-prep process is done, the file will put in the boxes and the boxes will be stick by the green sticker that show the file in the boxes are already done for re-prep process.

Moreover to done the re-prep process there are tool that can help done the job. Which is the staple, which is it help the worker to combine the sheet paper to one and also use binding machine to easy tide the paper which is use binding.



**Figure 15: Re-Prep Method**

### **Data Entry**



**Figure 16: Data Entry Process**

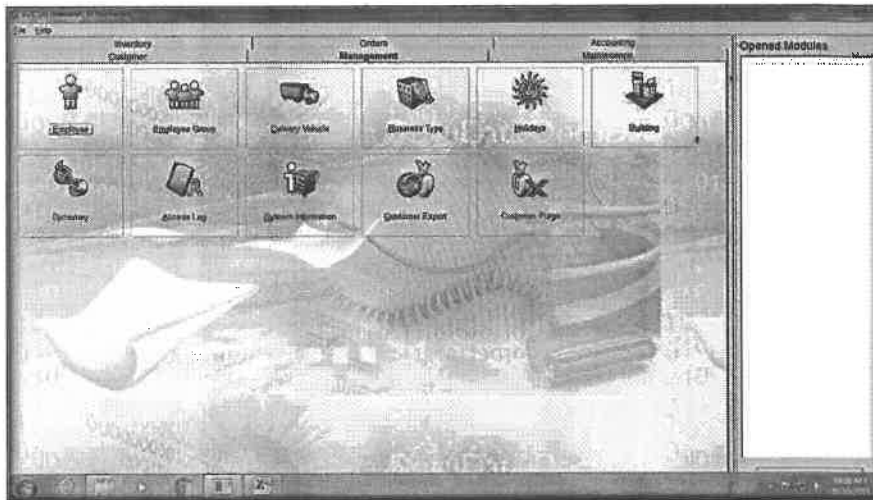
Data entry is one process in controlling the document or records that have receive to PRISM Integrated Sdn. Bhd. basically, the data entry process is to key in the information about file in Electronic Document Control system (EDC). This system will help the staff to trace the file location and also can know the documents or records are have in storage in PRISM or not by checked in Electronic Document Records Control (EDRC). The information that captured to save in database usually like name, title of files, type of files, start date, end date and etc. The document that finish will put in boxes and the box will

label orange sticker to show the files or documents inside boxes are done with data entry process.

## **Checking**

Trainee need to do checking process for the documents or files that have done with data entry process for checking have error or not during data entry process because there maybe can have human error. If there have error that need to do correction, the trainee will do correction in EDC data capture software. After that, the list of document need to make photocopy and put in the box and the original will put in special place for do correction in system and the box will stick with green sticker and ready for move to storage. For documents or files don't have error and no need make correction, the box will stick with green sticker and ready to move to warehouse for storage.

## Electronic Document Records Control (EDC).



**Figure 17: Interface of EDC System**

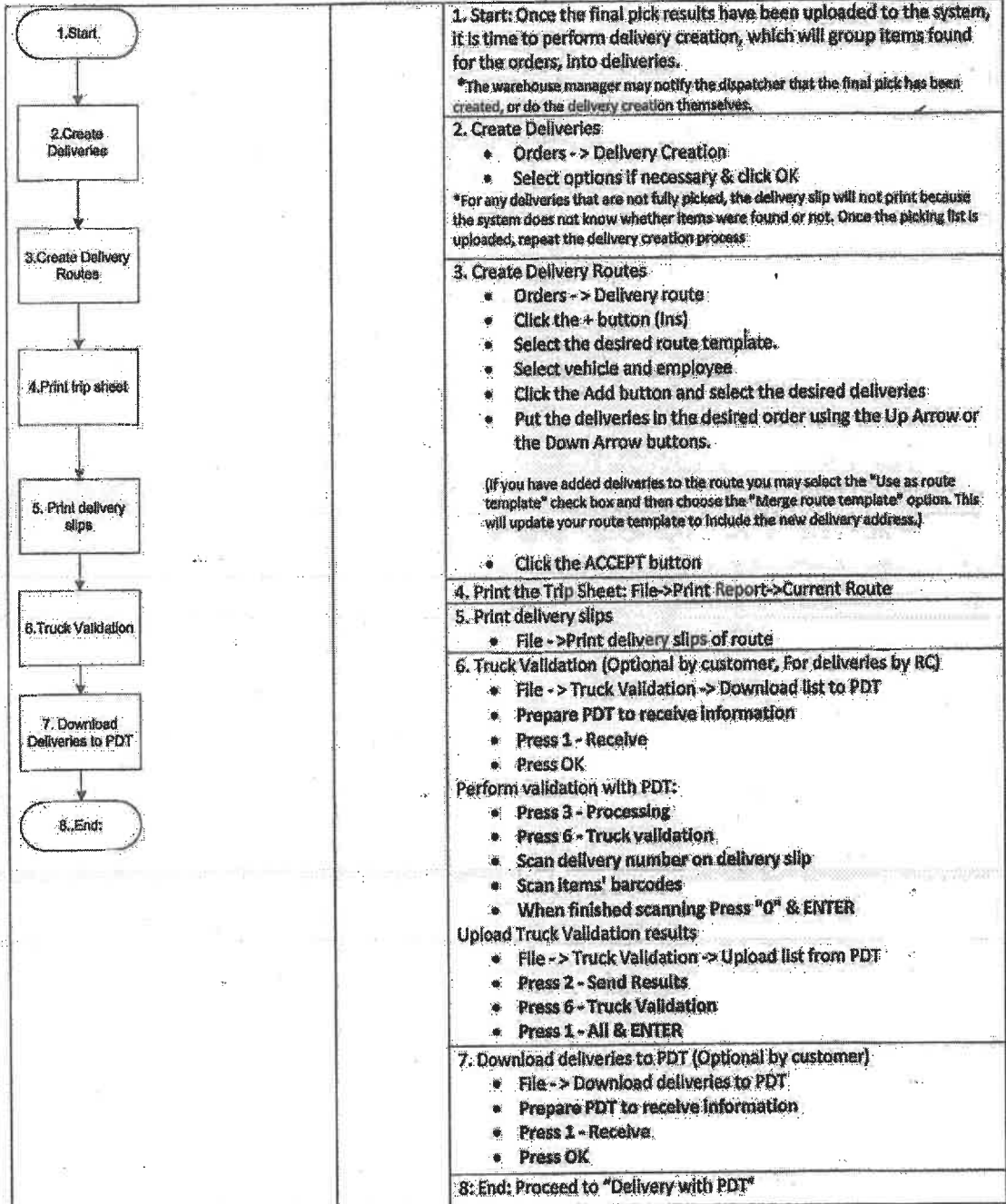
Trainees have to learn how to use Electronic Document Records Control (EDC). In PRISM sdn Bhd. the trainee have assign and has divide to department to learn everything every each department except financial department. So every trainee also needs to learn how to use EDC system in two (2) weeks and will rotate with another trainee. Trainee need to know how to make order, do scan on demand for email the images of document to customers according to their request, doing picking list, print delivery order D. O. and etc.

With this system all request, checking, trace the location of document can be easy. But the lack of this system, if there have problem with server, all process will pending and need to use the manual order and self-retrieval, search of file will be manually. Besides that, with this system trainee also can print barcode number for stamp at the boxes. If the barcode cannot read by scanner machine, it will print the new one barcode but with the same number by refer to EDC system. It auto generate the barcode number by the last action for the new one and will search and checking the barcode if already use or not.



# Delivery Creation

Version:	1.1
Date:	2011-02-05
First release Date:	2011-01-10



**1. Start:** Once the final pick results have been uploaded to the system, it is time to perform delivery creation, which will group items found for the orders, into deliveries.  
 \*The warehouse manager may notify the dispatcher that the final pick has been created, or do the delivery creation themselves.

**2. Create Deliveries:**

- Orders -> Delivery Creation
- Select options if necessary & click OK

\*For any deliveries that are not fully picked, the delivery slip will not print because the system does not know whether items were found or not. Once the picking list is uploaded, repeat the delivery creation process.

**3. Create Delivery Routes:**

- Orders -> Delivery route
- Click the + button (Ins)
- Select the desired route template.
- Select vehicle and employee.
- Click the Add button and select the desired deliveries
- Put the deliveries in the desired order using the Up Arrow or the Down Arrow buttons.

(If you have added deliveries to the route you may select the "Use as route template" check box and then choose the "Merge route template" option. This will update your route template to include the new delivery address.)

- Click the ACCEPT button

**4. Print the Trip Sheet:** File->Print Report->Current Route

**5. Print delivery slips**

- File ->Print delivery slips of route

**6. Truck Validation (Optional by customer, For deliveries by RC)**

- File -> Truck Validation -> Download list to PDT
- Prepare PDT to receive information
- Press 1 - Receive
- Press OK

Perform validation with PDT:

- Press 3 - Processing
- Press 6 - Truck validation
- Scan delivery number on delivery slip
- Scan items' barcodes
- When finished scanning Press "0" & ENTER

Upload Truck Validation results:

- File -> Truck Validation -> Upload list from PDT
- Press 2 - Send Results
- Press 6 - Truck Validation
- Press 1 - All & ENTER

**7. Download deliveries to PDT (Optional by customer)**

- File -> Download deliveries to PDT
- Prepare PDT to receive information
- Press 1 - Receive
- Press OK

**8: End:** Proceed to "Delivery with PDT"

Figure 19: Delivery Creation Process



# Delivery Preparation

Version:	5.80
Date:	2011-09-20
First release Date:	2011-01-10

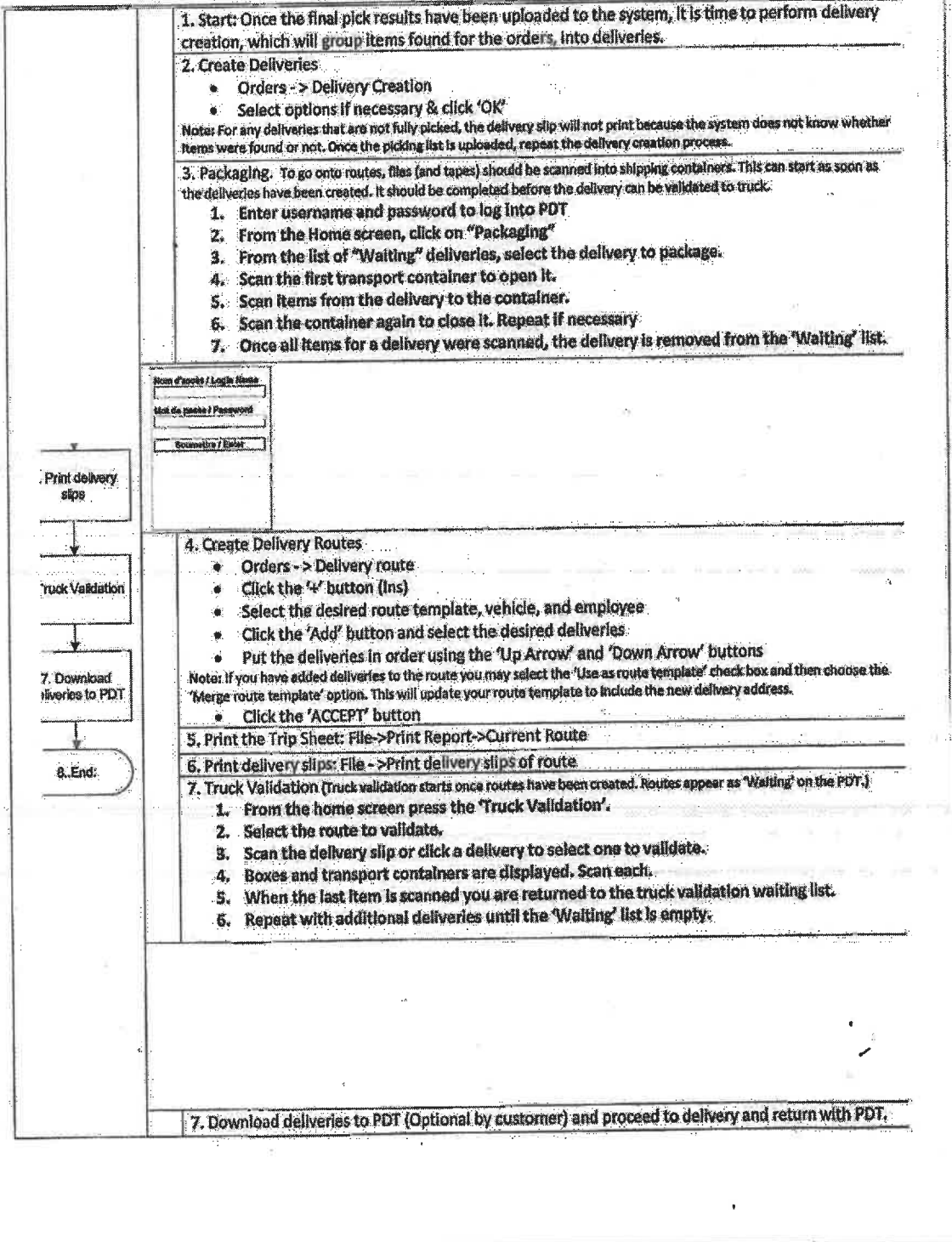
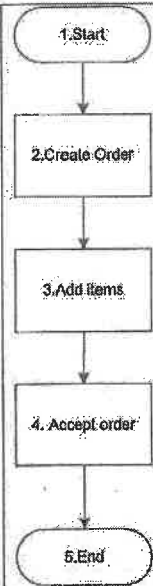


Figure 20: Delivery Preparation Process

# Ordering

Version:	5.02
Date:	2012-3-02-17
First release Date:	2012-3-02-17

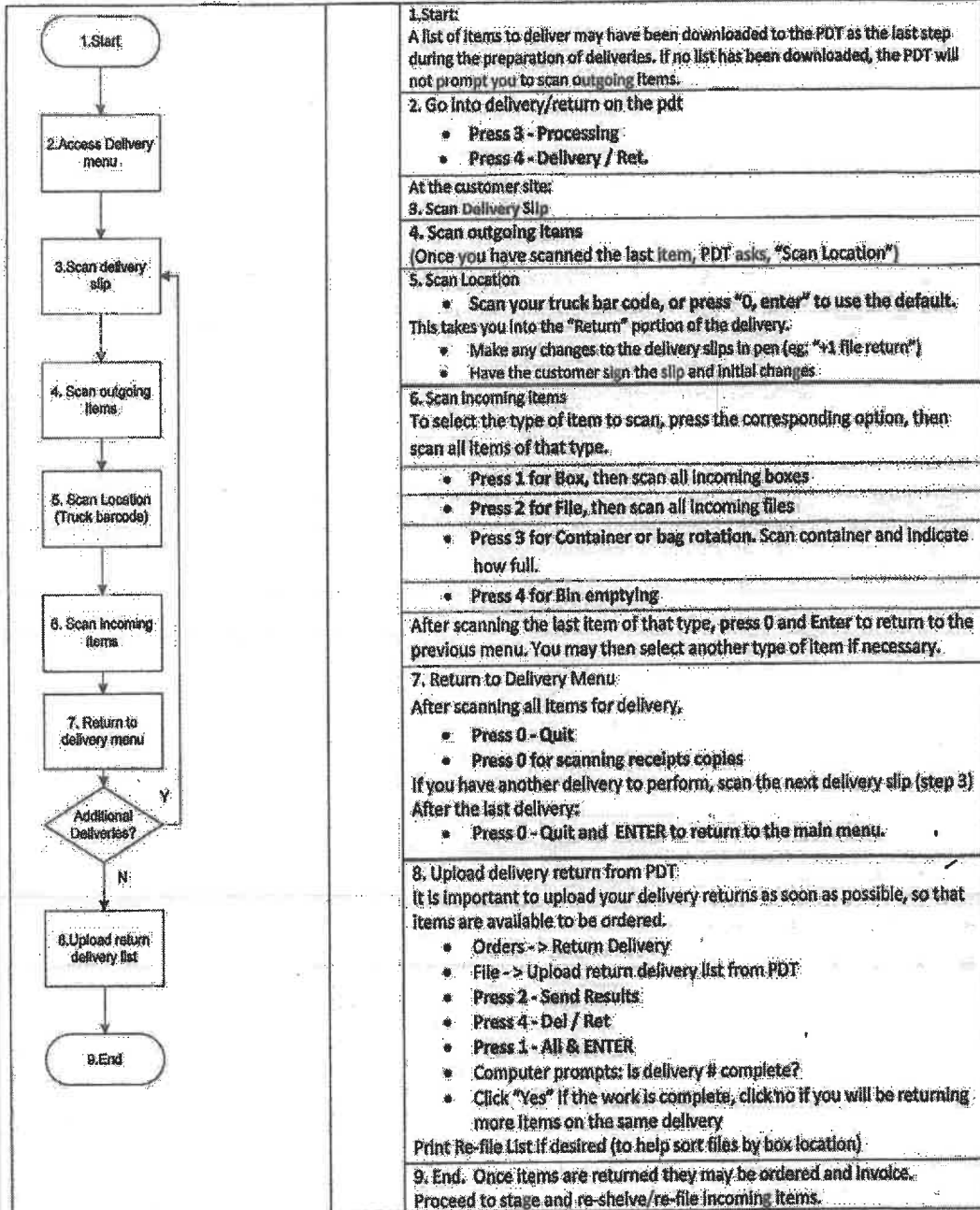


<p><b>1. Start:</b></p> <p><b>2. Create Order:</b></p> <ul style="list-style-type: none"> <li>• Orders -&gt; Order</li> <li>• File -&gt; Create Order (Ins)</li> <li>• Select user</li> <li>• Enter user's password (if prompted)</li> <li>• Select delivery address</li> <li>• Select delivery type</li> </ul>
<p><b>3. Add Items</b></p> <p><b>Box:</b></p> <ul style="list-style-type: none"> <li>• Item -&gt; Add Item -&gt; Box Retrieval (F8)</li> <li>• Enter # or description, or RC #</li> <li>• Enter recipient &amp; press OK</li> <li>• Select desired boxes &amp; press OK</li> </ul> <p><b>File from a box:</b></p> <ul style="list-style-type: none"> <li>• Item -&gt; Add Item -&gt; File Retrieval (F9)</li> <li>• Enter Box # or Field 1 (box)</li> <li>• Enter recipient &amp; press OK</li> </ul> <p>"Select desired files. If file not in list press the "Add" button, then enter information to find file. Press OK"</p> <p><b>Inventoried file:</b></p> <ul style="list-style-type: none"> <li>• Item -&gt; Add Item -&gt; File Retrieval (F9)</li> <li>• Enter # or desc. or RC</li> <li>• Enter recipient &amp; press OK</li> <li>• Select desired files &amp; press OK</li> </ul> <p><b>Return /pickup of items to RC</b></p> <ul style="list-style-type: none"> <li>• Item -&gt; Add Item -&gt; Returns -&gt; Not Specified (F10)</li> <li>• Enter quantity of return items (containers) &amp; press OK</li> </ul> <p><b>Pickup of specific items (rare)</b></p> <ul style="list-style-type: none"> <li>• Item -&gt; Add Item -&gt; Returns -&gt; Boxes (F6)/ Files (F7)</li> <li>• Click on ADD</li> <li>• Select desired items &amp; press OK</li> </ul> <p><b>Line Item (other supplies or service)</b></p> <ul style="list-style-type: none"> <li>• Item -&gt; Add Item -&gt; Line Item</li> <li>• Enter charge back code if necessary &amp; press OK</li> </ul> <p><b>Note that you can</b></p> <ul style="list-style-type: none"> <li>• Add items by searching for a box or file from the orders module Options for searching to identify a file or box while placing an order: (File-&gt;Add Items-&gt;Box Search (F11)   File Search (F12))</li> <li>• Add items from a text file listing (Alt-F8)</li> <li>• Add items from a list of box or file numbers pasted in (Alt-F9), for example from an e-mail.</li> </ul> <p>For more information on these topics, see the help manual (F1, or Help-&gt;Contents then search for 'Adding Items to an order').</p>
<p><b>4. Accept order</b></p> <ul style="list-style-type: none"> <li>• Click on the ACCEPT button (Ctrl+Enter)</li> </ul>

Figure 21: Ordering Process

# Delivery & Return of items with PDT

Version:	1.1
Date:	2011-02-05
First release Date:	2011-01-09



**1. Start:**  
A list of items to deliver may have been downloaded to the PDT as the last step during the preparation of deliveries. If no list has been downloaded, the PDT will not prompt you to scan outgoing items.

**2. Go into delivery/return on the pdt**

- Press 3 - Processing
- Press 4 - Delivery / Ret.

**At the customer site:**

**3. Scan Delivery Slip**

**4. Scan outgoing items**  
(Once you have scanned the last item, PDT asks, "Scan Location")

**5. Scan Location**

- Scan your truck bar code, or press "0, enter" to use the default. This takes you into the "Return" portion of the delivery:
- Make any changes to the delivery slips in pen (eg: "v1 file return")
- Have the customer sign the slip and initial changes:

**6. Scan Incoming Items**  
To select the type of item to scan, press the corresponding option, then scan all items of that type.

- Press 1 for Box, then scan all incoming boxes
- Press 2 for File, then scan all incoming files
- Press 3 for Container or bag rotation. Scan container and indicate how full.
- Press 4 for Bin emptying

After scanning the last item of that type, press 0 and Enter to return to the previous menu. You may then select another type of item if necessary.

**7. Return to Delivery Menu:**  
After scanning all items for delivery.

- Press 0 - Quit
- Press 0 for scanning receipts copies

If you have another delivery to perform, scan the next delivery slip (step 3)  
After the last delivery:

- Press 0 - Quit and ENTER to return to the main menu.

**8. Upload delivery return from PDT:**  
It is important to upload your delivery returns as soon as possible, so that items are available to be ordered.

- Orders -> Return Delivery
- File -> Upload return delivery list from PDT
- Press 2 - Send Results
- Press 4 - Del / Ret
- Press 1 - All & ENTER
- Computer prompts: Is delivery # complete?
- Click "Yes" if the work is complete, click no if you will be returning more items on the same delivery

Print Re-file List if desired (to help sort files by box location)

**9. End:** Once items are returned they may be ordered and invoices. Proceed to stage and re-shelve/re-file incoming items.

Figure 22: Delivery and Return Process

Besides that, trainee also learns how to upload and download data with scanner machine in Electronic Document Control Records Center (EDCRC) system. Image above show the flow on how to do the download or upload picking list from scanner to system. basically, the process delivery, retrieval, sent box, need to be save in system and for involve process scanner barcode also important to upload the data in system because it can be as evidence what files or documents have in storage, and what files or document have with customers.

### **Delivery and Retrieval Documents**

Trainees also follow the delivery staff to delivery and retrieval the document or files that have request by the customers. For retrieval it has few ways or methods such as urgent delivery, scan on demand, next day delivery, self-retrieval and etc. Trainee need to know how to do staging process and know how to get the D. O. from operation assistance manager and do checking with scan the barcode on files for each files. When scanning barcode done, the scanner will give to operation assistance manager to upload the files that need to deliver to customer on that day for evidence and references where the files if the files are need in the future.

Mostly Jabatan Perkhimatan Awam (JPA) at Putrajaya always do retrieval files or document to send back to PRISM Integrated sdn. bhd for storage. Basically the files or documents will bought by PRISM boxes, it can be four (4) to twenty (20) boxes depend to document or files that have in JPA for retrieval process. It also follow the procedure, need to scan the barcode on files for upload in system when the files receive at PRISM Integrated Sdn. Bhd.

### Quality and Security Assurances in the Processing and Fulfillment of Orders

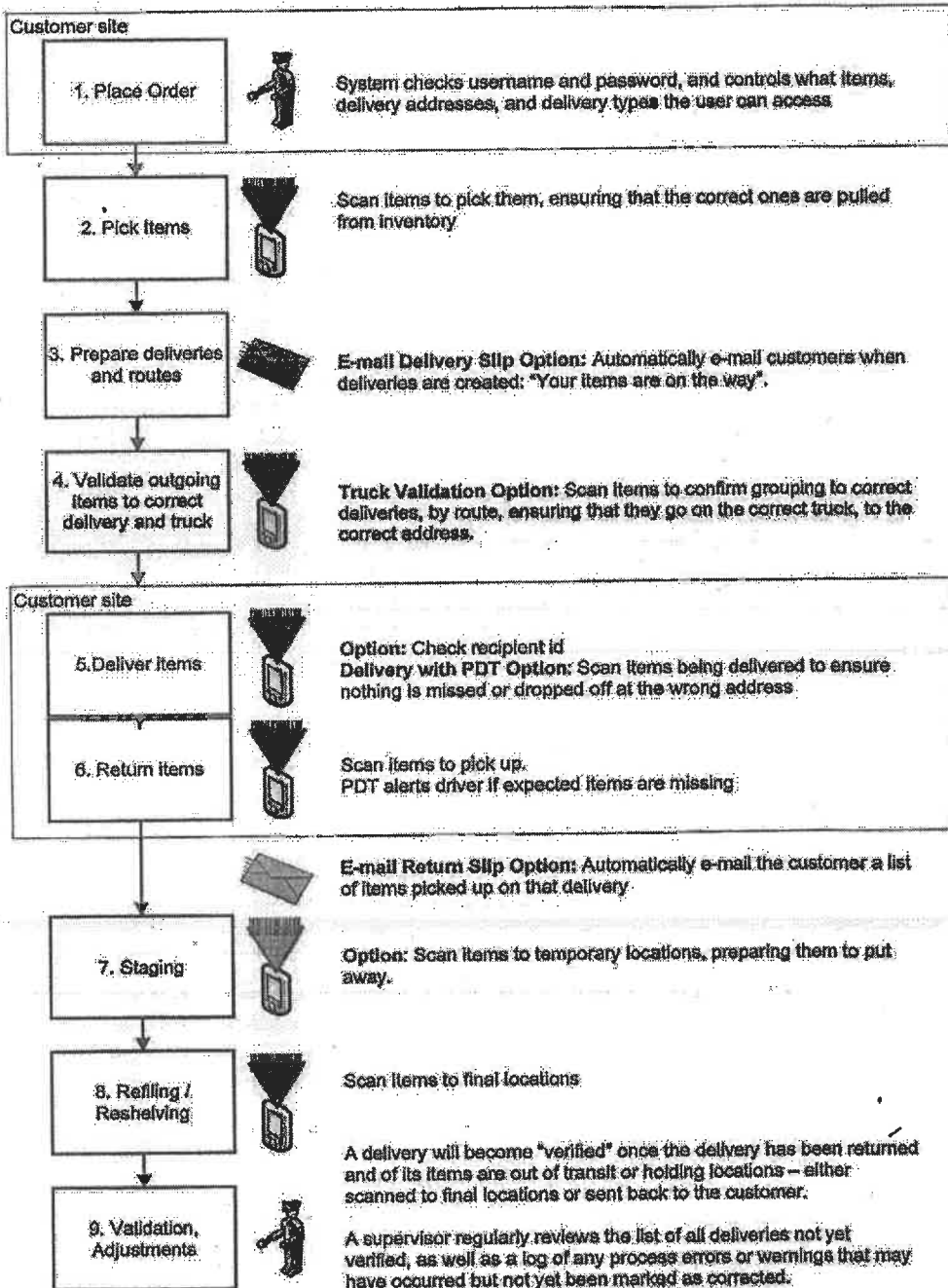


Figure 23: Quality and Assurance in Ordering Process

### **3.1.2 Sales and Marketing Department**

Trainee have be assign to be one month in marketing and sales department to learn and to show how they get the customer, deal with customer and make survey the customer need in the market. Trainee need to know in communicate with customers that have call for make order. In sales and marketing department, the trainee need to do quotation for the customers who want to see the quotation of product and service that have provide by PRISM Integrated Sdn. Bhd. beside that the trainee need to follow the staff of sales and marketing department to meet the customers for make a deal before start the collaboration and have contract for the big project.

In addition, another job that need to be done in sales and marketing department is need to scan the letter to insert in excel for references. Make different between the organization letter and the letter have specific name for distribute. For organization letter need to open and have stamped with received date with red colour. After that, trainee needs to scan the letter and rename the name by follow the title and the sender of the letter. Insert or key in the letter detail in Microsoft Excel for evidence and references.

### **3.1.3 Administration, Human resources and Purchasing Department**

Trainee need to be support the Administration, Human Resource (HR) department and also Purchasing Department because in PRISM Integrated Sdn. Bhd. the person who handle this department just have one person. In this department the trainee has to check the fire extinguisher for maintenance, if there need to change, the trainee will call the supplier Mr. Zali for exchange the fire extinguisher. The trainee also need to answer the call phone and responsible to ask what they want and manage them with nicely. If it wants to speak to specialist person, trainee will transfer the call to the person in charge.

## **3.2 Special Project**

### **3.2.1 Special Project 1**

#### **3.2.1.1 Exhibition Program at Sunway Convention Center**

##### **Exhibition Mission Statements**

In addition to their overarching mission statements, some records centers establish exhibition mission statements or start their exhibition process documents with statements of purpose. These statements stress the importance of exhibitions as an educational tool for both voluntary visitors and students. Most address the need to serve audiences. The Field Records Centre states, for example, that the exhibit is the principal avenue of learning. Exhibits are augmented by people-mediated programs and a visitor-oriented records center-wide staff, which reaches out to assist all visitors. The Records centre of Prism, states in its long-range plan:

Exhibition: The Records Centre of Prism strives to be among the visitor art records center by exhibiting its permanent collection and special exhibitions on widely diverse subjects in ways that combine the highest aesthetic standards with engaging and intellectually accessible presentations.

### **3.2.1.2 Introduction**

Malaysia Productivity Corporation (MPC) organized the Annual Productivity & Innovation Conference (APIC) in 2015. This is an annual event organized by MPC for the purpose of sharing ideas and innovation process of product innovation and best practices that have been implemented by most of the organizations from the private sector as well as the government sector.

Accordingly, the MPC has invited Prism Integrated Sdn Bhd to be one of the exhibitors at the convention for the purpose of sharing knowledge, disseminate information and promote the product in the management of records and files for use by organizations to keep records.

### **3.1.2.3 Objective the Annual Conference Productivity & Innovation (APIC) 2015 exhibitions**

- i. To expose the importance of management of record in daily life,
- ii. Promoting Business activities PRISM,
- iii. To provide more knowledge about management of records,
- iv. To minimize the administrative overhead of storage and review to the organization,
- v. To set out the principles behind records disposal scheduling so that records are kept for as long as they are needed, all legitimate considerations having been considered,
- vi. To evaluation of existing electronic records will help public authorities identify information flows and eliminate unnecessary duplication in the organization, and
- vii. To maximize the retention and ready availability of 'smart' or highly relevant information for the conduct of effective public business, maintain the corporate memory and avoid needless repetition.



PRISM Integrated Sdn. Bhd. has join with Annual Productivity and Innovation Conference exposition (APIC) 2015 at Sunway Convention Center at 2<sup>nd</sup> November 2015 until 4<sup>th</sup> November 2015 involving practical UiTM students and exchange students from Sweden. Trainees were divided tasks for the successful role as an exhibitor at the Annual Productivity & Innovation Conference (APIC) 2015. For example, the trainees were divided UiTM practical to provide materials to be used during the activities organized by the exhibitors. Integrated Prism party also assist trainee in making this the best role the exhibitors organized by organized by the MPC.

The target PRISM Integrated Sdn. Bhd. for this exhibition is for tell and introduce to all people what actually the PRISM service, the field and function of this organization. Trainee have been assigned to provide simple introduce Prism; functionally and explanation functions of records management. Trainees have attend meeting to discuss what need of the exhibition and make the plan what should provide at exhibition to attract the people to come to our booth.

In this exhibition trainee has assign as project manager to manage all things under guide from sales and marketing staff to make sure this this program can run smoothly without any problem. With guide from the staff trainee can learn the new thing on do the preparation for get ready to join the exhibition program. Trainees also make some meeting in share the idea to achieve the exhibition goals and discuss the equipment that need for exhibition program and to make sure the equipment that need are fulfill.



Figure 24: Exhibition Program

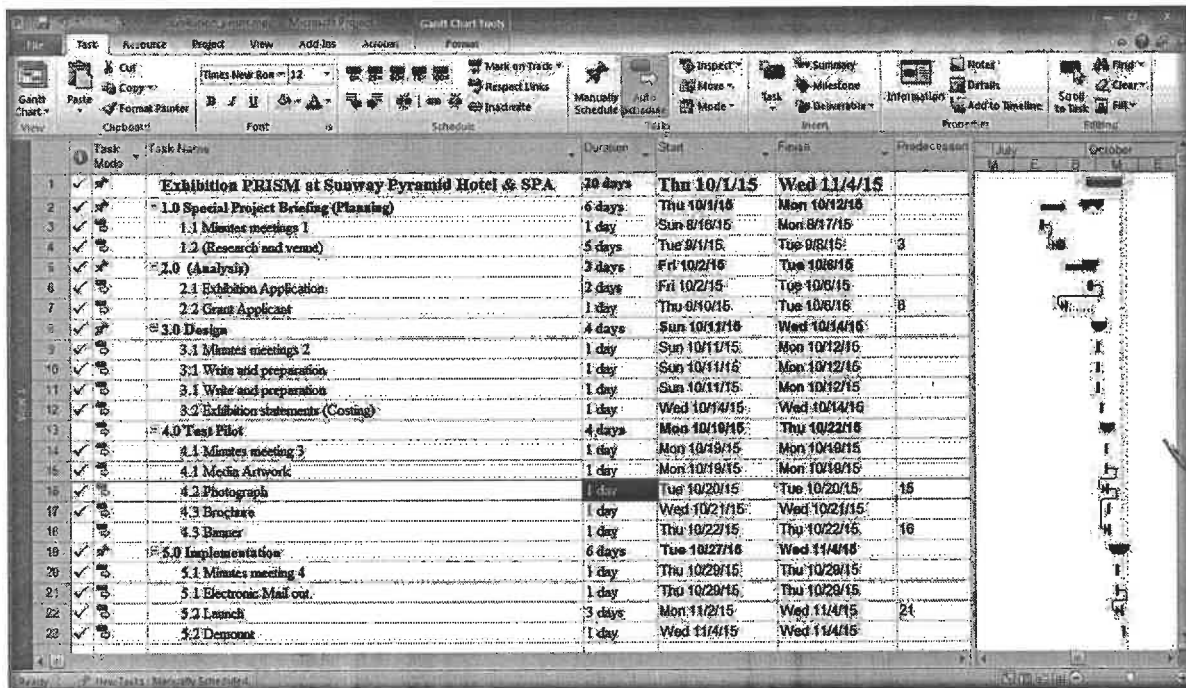


Figure 25: Gantt chart for Estimated Time Preparation of Exhibition Program

The image show the Gantt chart that show the duration for preparation for exhibition program in Sunway Pyramid Convention Center. The duration it takes for preparation until the exhibition day is one (1) month. All trainee are involves include the Sweden student that also intern at PRISM Integrated Sdn. Bhd.

## **3.2.2 Special Project 2**

### **3.2.2.1 Microsoft Access Salary Counting System**

#### **3.2.2.2 Introduction**

Trainee has given one task to create one form to count the salary of employee. After have some discussion and ask what need for creation of system o count salary of employee, trainee has propose to use Microsoft Access to develop database and form for easy to staff to make count salary for employee. This system trainee proposes for Administration, Human Resource and Purchasing Department.

#### **3.2.2.3 Problem Statement**

##### **3.2.2.3.1 Using Microsoft Excel**

Before this, staff use Microsoft Excel to save all the data and information and sometimes the data insert can be error which mean, the salary should be enter to this employee but sometimes have mistaken when insert it to another employee. Sometimes have issues such as duplication of information and the manipulation of information. The interface of Microsoft Excel gives problem to staff because of their age so it be one reason it want to create form for see the data or information or employee.

##### **3.2.2.3.2 Difficulty in obtaining accurate information**

Staffs difficult to get accurate and correct information because there is wrong enter of amount of salary and sometimes to do the same job twice.

#### **3.2.2.4 Objective**

The objective of the system as follows:

- i. To enable staff in charge to key in accurate information related to salary
- ii. To make sure no error or mistaken in amount or calculate the salary.
- iii. To make the working be more easy, effective and efficiency.

#### **3.2.2.5 User Target**

User target of this system is staff in charge only. Another staff cannot access this system to make sure this system and data or information is secure.

#### **3.2.2.6 Baseline Project Plan (BPP)**

Baseline project plan created to help guide the direction for the project. It is divided into several parts all of them are basic parts of this project. Among them is the scope of the project. The scope of this project is small and not widespread. The system is sophisticated but only for a small scale only. This system focus to staff in charge for calculates the salary only. Others involved are the owner of ancient weapons and also the museum which will act as the middle and operate these systems.

##### **3.2.2.6.1 System Description**

This system is a system to calculate the salary of employee in PRISM Integrated Sdn. Bhd. but this system only use by Administration, Human Resources Department, the person in charge will use it and this system cannot be log in by anybody else except the admin even the staff also cannot use this system except get permission. This system is simple and easy to operate. Registration is only for admin that will use this system. It is important to ensure that the information are secure and cannot adjustable b another staff.

### 3.2.2.7 Feasibility Assessment

#### 3.2.2.7.1 Economic Analysis

Economic analysis is a matter for the financial factors and it is important to ensure that there is no wastage. Below are the budgets involved in the creation of this system.

#### Hardware

**Table 2: Hardware Cost**

<b>HARDWARE</b>	<b>COST (RM)</b>
Laptop ASUS	2300
Mouse	50
Data Traveler®	30
Printer	400
<b>TOTAL</b>	<b>2780</b>

## Software

**Table 3: Software Cost**

<b>SOFTWARE</b>	<b>COST (RM)</b>
<b>Microsoft Access Professional 2010</b>	900
<b>Edraw Max</b>	free
<b>Microsoft Project</b>	120
<b>TOTAL</b>	<b>1020</b>

**TOTAL COST = 3800**

### 3.2.2.7.2 Technical Analysis

Technical analysis is conducted to identify whether the system can be developed according to plan or the system is not suitable to develop in PRISM Integrated. Based on the studies that have been done, this system is suitable to be developed in PRISM because it does not have any advanced system to calculate salary. The staff also has low skilled workers to control the system. Use of this system can help staff to do her work easily.

### **3.2.2.7.3 Operational Analysis**

Operational analysis is conducted to determine whether this system can help solve existing problems or just to take advantages only. It is important to ensure that this system can keep abreast with the present and is compatible with the department.

This system can help improve the existing method in organization. Though it is in small scope but it still helps facilitate staff to be more effective in doing job and can minimum the human error or mistake. The creation of this system can also be considered as a re-branding of this department. This system can be upgraded in line with nowadays. This system operation is in an orderly manner with the schedule.

### **3.2.2.8 Project Overview**

The *SalaryCounting* is a system for storing information about salary of employee, details of employee and information related to the employee salary. The purpose of this system is designed to allow staff in Administration, Human resource Department especially the head of department of Administration, Human resource Department can manage the salary information easily and friendlier to see a list of employee with their salary information, such as the SOCSO, EPF, Allowances and etc.

### 3.2.2.9 Project Planning

#### 3.2.2.9.1 Schedule, Timeline and Resource Analysis

Time taken to complete this project is for fifty (50) days months and be completed in middle on March. Baseline task and resource allocation process has been established to facilitate the completion of this project.

**Table 4: Project Schedule**

<b>Work Level</b>	<b>Weeks</b>
Planning	1
Analysis	2
Development	2
Installation	3
Maintenance and Support	1



### **3.2.2.9.2 Management Issue**

The issue is one thing that often exists in every type of project and it can be regarded as a problem that can affect the process of preparing the system to be developed. There are issues that can be identified as management issues. The project manager should always be prepared to face the issues that will occur during the process of completing the system is running.

In this project there are few issues identified are as follows:

- i. Do not have another IT Staff that expert in this organization.
- ii. Not enough team members to develop a system.
- iii. Worried if the system cannot be completed on time.
- iv. Limited expertise.

### 3.2.3. Literature Review

#### 3.2.3.1 Introduction

PRISM Integrated Sdn. Bhd. is one (1) organization that manages the records which is the records or document are from clients. Trainee propose this system for help the staff in manage the salary information with easily and can reduce the human error during inert the data in financial of organization. So with this system it can help the staff in Administration, HR Department to count salary of employee with effective.

#### 3.2.3.2 Technology Used Related To the Project

##### Hardware

**Table 5: Hardware Used**

<b>Laptop ASUS</b>	<ul style="list-style-type: none"><li>• <b>Model</b> : X552C</li><li>• <b>Processor</b> : Intel® Core™ i5-3337U CPU @ 1.80GHz</li><li>• <b>Memory (RAM)</b> : 4.00 GB</li><li>• <b>Hard Disk Drive</b> : 500GB</li></ul>
<b>External Hard Disk Drive</b>	500GB
<b>Mouse</b>	Logitech m185
<b>Data Traveler®</b>	KINGSTON 100 G3 16GB

<b>Printer</b>	<ul style="list-style-type: none"> <li>• <b>Model</b> : CANON PIXMA MP280</li> <li>• <b>Category</b> : Ink Jet</li> <li>• <b>Maximum Standard Paper Size</b> : Legal</li> <li>• <b>Number of Cartridges</b> : 2</li> <li>• <b>Connection</b> : USB</li> </ul>
----------------	---

## Software

**Table 6: Software Used**

<b>Microsoft Visio Professional 2010</b>	Easier than ever for individuals and teams to create and share professional, versatile diagrams that simplify complex information. It includes all of the functionality of Visio Standard 2010 as well as updated shapes, templates, and styles; enhanced support for team collaboration, including the ability for several people to work on a single diagram at the same time; and the ability to link diagrams to data.
<b>Edraw Max</b>	Edraw Max is a 2D business technical diagramming software which help create flowcharts, organizational charts, mind map, network diagrams, floor plans, workflow diagrams, business charts, and engineering diagrams
<b>Microsoft Project 2010</b>	Microsoft Project designed to assist a project manager in developing a plan, assigning resources to tasks, tracking progress, managing the budget, and analyzing workloads.

### **3.2.3.3. Existing System**

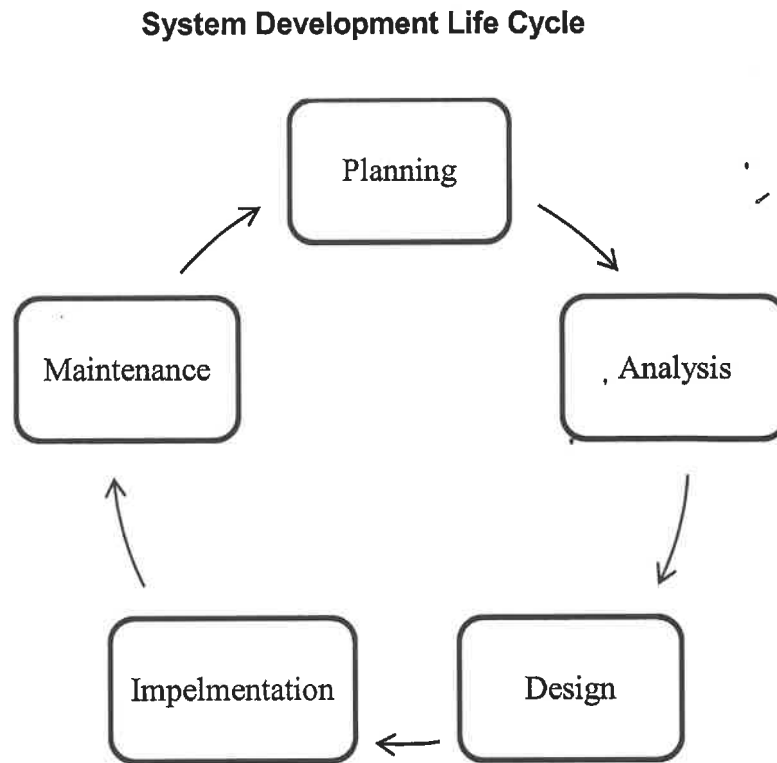
The existing system is based on the paper base and use Microsoft Excel to save the information and calculate the salary with manually. No technology is used to calculate salary. When have to adjust the information in Microsoft Excel, it need to search manually the information about employee and sometime the staff in charge have look at wrong column in Microsoft Excel. This will be time consuming and difficult for users to find the salary information.

### **3.2.3.4 Conclusion**

The system is focused on Administration, Human Resource Department only because the creation of this system is based on the request from Head Of Department (HOD) of this department. However, it can just help the HOD to count the salary of employee. At the same time, it also can understand the new system and can be add the knowledge to staff in manage the information that probably confidential to another staff. Therefore, the system is expected to help the department in maintaining secure in salary information.

### 3.2.4 Analysis

#### 3.2.4.1 INTRODUCTION



**Figure 26: System Development life Cycle**

Analysis is the process which system requirements are studied and structured. Based on system development life cycle, analysis is the second phases and the purpose of analysis is to determine what information and information services are needed to support selected objectives and function of the organization. The system that was created is called Salary Counting system; this is a system that used by Head Of Department in Administration, Human Resources Department for count the employee's salary in PRISM Integrated Sdn. Bhd.

Before this, analyst found that PRISM Integrated Sdn. Bhd. calculates the salary in manually and keeping the record manually in Microsoft Excel that is the record that they saved. By using Microsoft Excel system it actually easy to them to manage the information, but according to HOD of this department is difficult for them to store, manage, and calculate salary information for their employee. One (1) factor for that is the age of the HOD in this department, it give trouble to identify with many column in Microsoft Excel, and in additional there have many information in numbering it give more stress to make sure the data that insert are correct. The problem occurs make HOD in Administration, Human Resources Department in PRISM Integrated Sdn. Bhd. appointed trainee to develop a system to facilitate their work. With the new system it allowed HOD in Administration, Human Resources Department updates salary information in that system.

### **3.2.4.2 Determining System Requirement**

#### **3.2.4.2.1 Requirements collected from Observation**

Trainee has made an observation and evaluation on Administration, Human Resources Department. Trainee found that there are several problems and weaknesses occurred from the Microsoft Excel that used by Head Of Department (HOD) in this department. Feedback from HOD also shows that she not satisfied with the Microsoft Excel. The Microsoft Excel that is currently used in Administration, Human Resources Department is not practical anymore. It also show it need to have some changes to be friendly use and suitable for usage.

### **3.2.4.3 Summary of requirements**

Based on the requirements collected from interviews and observation, trainee can conclude that Administration, Human Resources Department in PRISM Integrated Sdn. Bhd. needs a new system that replaces the old system. trainee has propose to use Microsoft Access to create the new form for counting salary arid more friendly form that can create to show the information about employee salary. After has a discussion between trainee and the Head Of Department (HOD) in this Department, she agreed to develop a salary counting system used by herself at her department for calculate the salary information. The system to be developed is known as *e SalaryCounting System*.

### 3.2.4.4 Structuring System Requirement: Process Modelling

#### 3.2.4.4.1 Estimated Time (Gantt chart)

ID	Task Mode	Task Name	Duration	Start	Finish
1		Salary Count System	50 days	Fri 12/18/15	Mon 3/14/16
2		1.0 PLANNING	5 days	Fri 12/18/15	Thu 12/24/15
3		1.1 Identify the primary problem in proposed the salary counting system	3 days	Fri 12/18/15	Tue 12/22/15
4		1.2 Define the scope of system	2 days	Tue 12/22/15	Wed 12/23/15
5		2.0 ANALYSIS	10 days	Tue 12/22/15	Wed 1/6/16
6		2.1 Identify the critical issue	6 days	Tue 12/22/15	Wed 12/30/15
7		2.2 Initiate operation planning	4 days	Tue 12/29/15	Mon 1/4/16
8		3.0 DESIGN	13 days	Mon 1/18/16	Mon 2/8/16
9		3.1 Review General Design	3 days	Mon 1/18/16	Wed 1/20/16
10		3.2 Detail Design	5 days	Wed 1/20/16	Wed 1/27/16
11		3.2.1 Technical Specification	2 days	Wed 1/20/16	Thu 1/21/16
12		3.2.2 Plan to be finalized	2 days	Mon 1/25/16	Tue 1/26/16
13		4.0 IMPLEMENTING	18 days	Mon 2/1/16	Tue 3/1/16
14		4.1 Construction	10 days	Mon 2/1/16	Tue 2/16/16
15		4.2 Testing	6 days	Mon 2/8/16	Thu 2/18/16
16		4.3 User Testing	1 day	Mon 2/29/16	Mon 2/29/16
17		5.0 MAINTAINANCE	6 days	Thu 3/3/16	Mon 3/14/16
18		5.1 Resolve bugs and error	3 days	Thu 3/3/16	Tue 3/8/16
19		5.2 Upgrades	3 days	Wed 3/9/16	Mon 3/14/16

Figure 27: Estimated Time for Develop System



3.2.4.4.2 Context Diagram Flow Diagram (DFD)

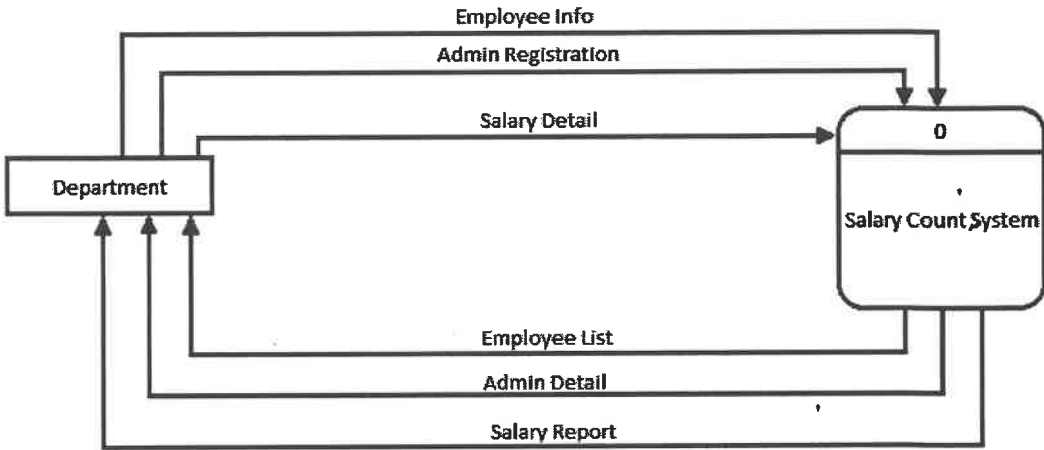


Figure 28: Context Diagram Flow Diagram (DFD)

3.2.4.4.3 DFD of Logical System (DFD Level 0)

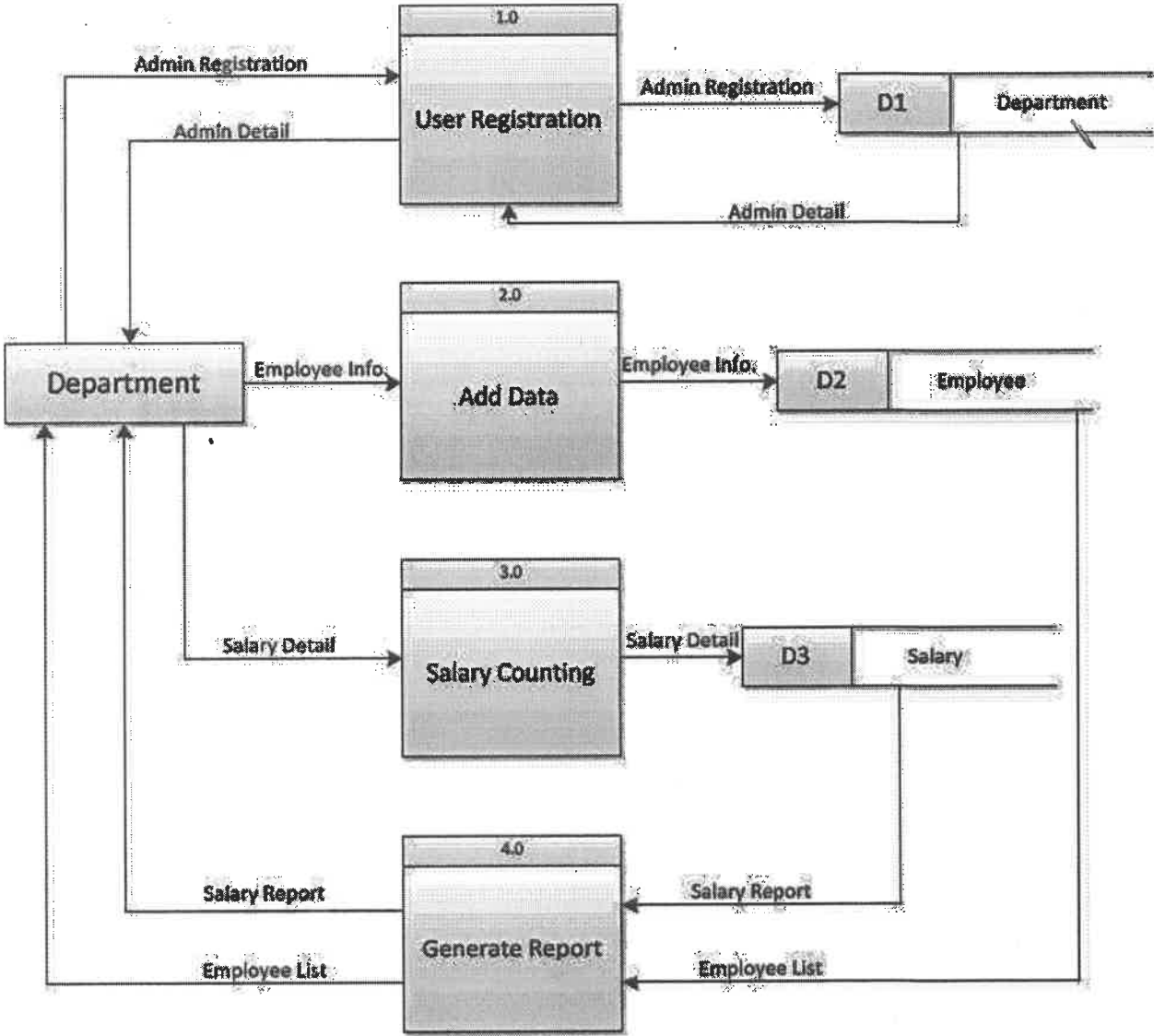


Figure 29: DFD of Logical System (DFD Level 0)

#### **3.2.4.5 Design, Implementation, Maintenance**

During internship this, trainee just involve in planning and analysis phase, for the next phase which is design, implementation, maintenance will be continue two (2) weeks after internship finish. It happens because the estimated time to do this system is three (3) month. Trainee has been assign to do this system in the middle in December 2015. However, the trainee has asked by HOD of Administration, Human Resources Department to continue after viva as contract employee at PRISM Integrated Sdn. Bhd. to finish this system.

**CHAPTER 4:**  
**CONCLUSION**



## Chapter 4

### 4.1 Application of knowledge, skills and experience in undertaking the task (Knowledge gained)

PRISM Integrated Sdn. Bhd. is one of company that help people or organization in keeping their records in provide storage and service that need by the customers according to request in market. Basically, PRISM Integrated Sdn. Bhd. already have given the good experience about working with organization with responsible that have been given by the organization to trainee. What have trainee learn at campus can be implement in organization and actually this industrial training give lot of benefit to trainee to be more understand what have they learn at university. Besides gain experience working, trainee also can improve skill with sharing the knowledge with staff that already expert in records management skills. Besides that, the trainee can improve their skill what they have learn in university. For examples, to maintenance the computer, when the computer or laptop have problem that need to be change their BIOS, the trainee will implement how to format computer or laptop with operating system with original serial keys. From that the trainee can gain the experience in make the computer or laptop is functional again like new one.

Sometimes, the experience that trainee can gain from industrial training more valuable than knowledge from read the book in campus. Trainee also can learn how to finish the task that have given from supervisor and actually the task that have given from supervisor are different with assignment that already done before trainee go to industrial training. During study, trainee can ask lecture when have problem during do the assignment and when doing task that have given by supervisor have problem, trainee should study and just get guide from lecture with long distances. So far this situation can teach trainee to be more responsible and be independent in finish task that have given to trainee.

Most of the training task involved interaction and need trainee to communicate with superior, leader of the department. The enforcement of English language in the working environment have improve trainee English both of trainee spoken and written. Moreover while working under marketing department the trainee have been in a meeting with the client, during the meeting the trainee have observe and learn how to comunicate with the customer and how to interect with other people so that the people comfortable with us and easily can talks or negotiation with them.

Besides that, during the period of internship the trainee need to working with computer, generally during the rotation working with the product in light of the fact that for the most part the trainee need to utilize the computer to present the request, create standardized identification, make a monthly report. In the period time the trainee could enhance his computer abilities generally in writing which is turning out to be a great deal all the more quicker. Trainee additionally utilize the computer while in the operation period which is the learner need to utilize the Microsoft exceed expectations to print, redesign, or making rectifying for the report. In addition the learner writing ability have been enhance likewise as a result of working with the information section, the student need to record all the data in the framework.

With the knowledge that the trainee learn about record management in the university the trainee got to applied what have the trainee learn in the company. Moreover for the daily activity the trainee also had learn many skill in managing the record which is the trainee able to apply the knowledge that the trainee learn in the university and apply the knowledge into practically in the period of training.

## 4.2 Personal Thoughts and Opinion

PRISM Integrated has provided the good experience in working in records management to trainee. With knowledge that trainee have from faculty during lesson in university the trainee can implement the knowledge with the true situation on work. In PRISM, They have assign and produce the schedule for trainee during the internship. With this process all trainee can have same experience in managing the records. During lesson in University, the scope of study just refer to records management and system analysis, how to produce the system, maintenance it, and etc. but with trainee in PRISM, trainee have gain new knowledge in do quotation in marketing department, deal with supplier in HR, administration department.

Besides that, there have operation department that responsible in managing the customers document, in this department trainee gain knowledge in manage the records with the true procedure for keep the source and information in the document are secure from unwanted things. What have trainee learn and what happen in true situation in working have some different but the technique and procedure still have same things, for examples, records or document that new arrive in PRISM, the staff will guide the trainee to make data entry and from the trainee knowledge from studies, the new document will be noted manually in one book or log book. It has some different in the ways managing the documents or records in PRISM. Data entry is one process that needs to be done before put the document or records in warehouse as storage. It will key in the data about document, such as the title, closed date, name or person or organization and etc.

In my opinion, PRISM Integrated sdn bhd is one organization that good for industrial training because the ways PRISM teach or share their knowledge is make trainee like a staff that need do what should they do and not just show the ways and finish like nothing, even the trainee will feel tired but the experience that have given by PRISM are very valuable that maybe trainee can't get from the another organization. If trainee

have problem and don't know how to solve it, the staff will help in guide and give the idea or suggestion to trainee to get the best solution. This can improve the relationship between trainee and staff that have in organization. PRISM Integrated sdn. bhd. use the foreigner as worker, not at all, but half from staff in PRISM Integrated sdn. bhd. are foreigner from India and Bangladesh. It is new experience to trainee in working with foreigner in achieve the organization goals. Even though, trainee have different religious with the certain staff but the situation of working in there just like one family, there no have resist between local and foreigner. There treat the trainee like true friends and like to share what they have learn and their experience with trainees. The director managers also have a good attitude and treat the trainee with pleasure and the trainee can adopt a few characters and behavior from them how to be a good leader and working in one group. Basically, what the trainee gets from internship at PRISM Integrated Sdn. Bhd. is new experiences that maybe can't get from another organization.

Trainee judge the five month spent at Prism Integrated Sdn Bhd as being one of the most interesting, productive and instructive experience in trainee life. Although as a student that majoring in system, trainee expect to involve more on system related work or task, however much of trainee training time were focusing more on operation and administration. During internship trainee had the practical work experience under professional supervision and also a leader which is Puan Shahnum, Ms. Shabena, Ms. Athira, Mr Rosli and etc., with their supervise the trainee could gain new knowledge and learn various new experience from them. Trainee was capable to contribute trainee ideas and insights in their works. At the same time, they provided trainee with productive and stimulating learning environment. Trainee try to apply what trainee have learned in the lecture class at UiTM to actual work setting.



### 4.3 Lesson learnt

Trainee get many new things in industrial training in PRISM Integrated sdn bhd. firstly, what trainee gain from working with staff in PRISM Integrated sdn. Bhd. is how to work with foreigner. Half from staffs in PRISM Integrated Sdn. Bhd. is foreigner from India. Trainee working with them need to be professional and cannot have racist because the attitude as trainee cannot protect or give the special shield to critic their jobs. Trainee also have story with staff foreigner to share their experience and sadly to hear that the trainee before this not treat them like this and just do their task for complete Internship. From the story that have share by staff in PRISM Integrated sdn. Bhd. that show to trainee what should do is trainee know how create the relationship with foreigner and know how to respect them as a staff at organization even though they just cleaner or lower staffs.

Trainee have to go to client place to help staff in do packaging the customer document that need to collect to keep in storage in warehouse. When trainee has arrived in customer place, all behavior and attitude need to control to make sure images of organization in good face in customer mind. So the lesson trainee get from this situation knows how to be responsible to keep the organization name look good within in customer places. Besides that, trainee also can improve the communication skill. In PRISM Integrated Sdn. Bhd. always get call from customer in order the service whether with call or email, so when have time trainee to answer the call from customers and it need to speak fluently in English. This situation also help trainee in increase the confident level to talk with people to receive the information with clearly. Trainee also has get complaint from customer with service and it also help trainee in gain the patient from the situation.

During intern process trainee also have to attend the meeting with management directory to discuss the problem and share the information that need to staff and trainees knows. This can show to trainee the really situation in management meeting. This also shows the responsible each department to produce the monthly report to show the progress and productivity every month.

In internship also make trainee improve the communication skill because most of the training task involved interaction and need trainee to communicate with superior, leader of the department. The enforcement of English language in the working environment have improve trainee English both of trainee spoken and written. Moreover while working under marketing department the trainee have been in a meeting with the client, during the meeting the trainee have observe and learn how to comunicate with the customer and how to interect with other people so that the people comfortable with us and easily can talks or negotiation with them.

Besides that, trainee also learn how to work as a team. In PRISM Integrated Sdn. Bhd., all work need to be together and have freinds in help to finish the work or task. Basically, trainee need to work with foreigner and it can be one (1) problem when want to communicate with them, but as a team to achieve the goal and KPI target in every month, trainee and foreigner learn to work together and try communicate with use english language. It also can improve the social skills which is to blend with other race such as Indian people, the training have open all the negative thought about the Indian people. During the period of the internship the trainee got experience to know and be friend with them and get to work under the same roof without any discrimination just like a family. The trainee learn that we must know the person itself and don't judge the person by its cover.

Trainee first time been assigned to the job, trainee already start to feel the challenge in the real working environment but lucky trainee, trainee finally did complete all the task with guidance from trainee supervisor and all the staff. Trainee also learn how to use the other office equipment like photocopy machine, facsimile machine and trainee also know how to handling a call and dealings with Prism customer. Actually many lesson that trainee can get from internship at PRISM Integrated Sdn. Bhd. that maybe cannot find it at another places.

#### **4.4 Limitations and Recommendations**

Every organization has their own weakness and goodness in term of environment condition which is involve the entire requirement for the staff. Since the trainee do the practical training at the Prism Integrated Sdn. Bhd, there has some weakness that faced by the organization. The major problems that occur in the organization are role of the staff. This organization not has enough staff which is has several staff do the multiple task in the same time. The position that a staff becomes multiple-position and it is making the staff feel so tired. As an example, the position of Executive Marketing should only do the task in marketing field, but the Managing Director directs the Executive Marketing to do multi-task. So, this is main problem for Executive Marketing to do other job and it may give bad effect. Based on this problem, the trainee decides to improve this problem by increase the number of staff in the organization so that can solve this problem.

Besides that, the organization also has lack of the equipment. The enough of the equipment are very important for the staff to be comfortable during do the task given. Another problem is lack of equipment such as lack of facilities. The facilities such as lack of chair and table should be added because it can increase the staff comfortable during do the task of checking, doc-prep, re-prep, and so on. The trainee would also like to recommend that faculty may improve the courses by providing more hands-on courses so that the future students who will undergo practical training will be well-equipped will hands-on skills rather than only theories learnt in classes. The trainee should improve or increase their quality of work in term of practical training such as exposure to the actually work environment. Furthermore, the faculty also must extending the time period of industry training from five (5) or six (6) months to one (1) year to ensure that skilled and qualified students in the working environment in the future. As an example, the lecturer that becomes person in charge of industry training can give cooperation with the suitable

organization to approve the time period of industry training. The implication of this scenario can make sure the credibility and gain the trusted by the organization.

The system that the prism use now are from the Canada which is had a lot of weakness such as the system cannot redo the process and it is hard and take time to use the system. The system can becoming a problem when there are mistaken when write the information in the system and the system cannot be undo, the trainee need to redo all the information from the start. So as for the recommendation the company should contact the programmer and need to update the system so that the system could be improved. Besides that, the transport which is a few vehicles that the staff uses for the delivery is not working properly and got a lot of problem and it hard for the staff to make a delivery because the condition of the vehicle is not good. As for the trainee experience the air condition of the vehicle is problem and need to be service because it makes the trainee and also the staff uncomfortable, so as for the recommendation the vehicles need to be service regularly or monthly service.

#### **4.5 Conclusion**

As conclusion, the internship program are good for trainee because it can show to the trainee how actually work, environment of work places. It can give a new experience for the students especially the students that will finish their studies, it can give imagine and feel working environment. With internship program also can show to the trainee the actually what have learn at university is something that can use for the daily life. What trainee study in university and what trainee get during intern is mostly different. Moreover the trainee also could experience the real work environment so that when the trainee have graduate he could use the experience in the working life.

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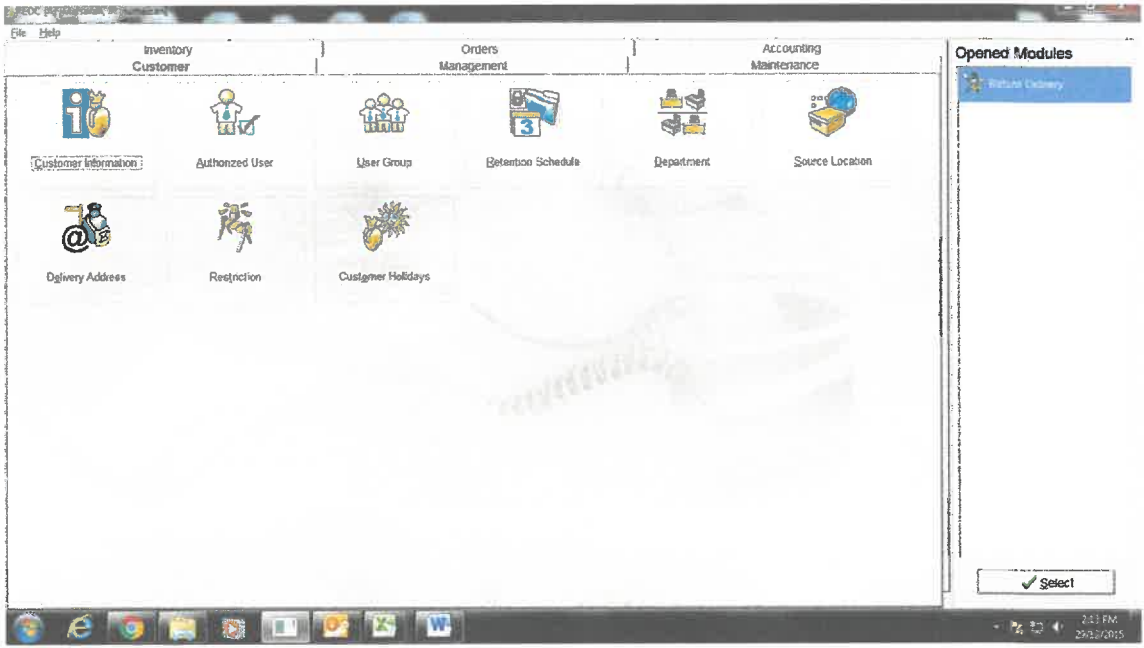
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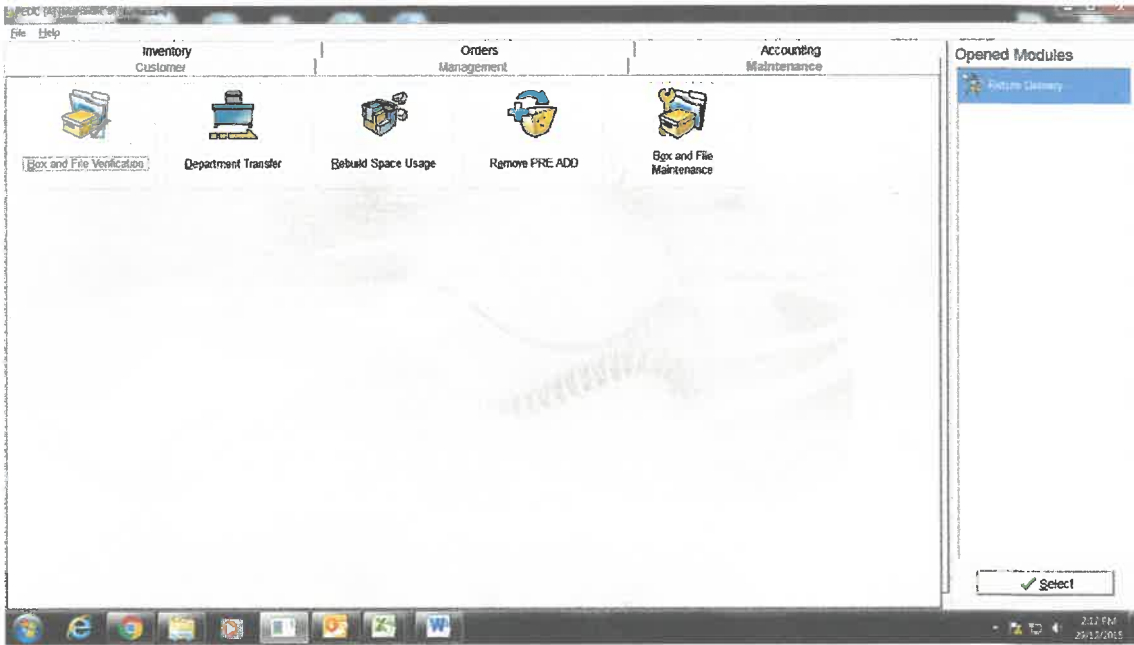
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# Appendices




















EDC [A] (Marsinah, B) (Marsinah)

File Help

Inventory	Orders	Accounting			
Customer	Management	Maintenance			
 Employee	 Employee Group	 Delivery Vehicle	 Business Type	 Holidays	 Building
 Dictionary	 Access Log	 System Information	 Customer Export	 Customer Merge	

Opened Modules

- System Dictionary

Select

2:11 PM  
29/10/2015

Recurring Orders (507) KUMPULAN WANG PERSAFAAN

File Find Edit Help

Customer + Description

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 Delivery Address: (TINGKAT 3, PINTU B, BLOCK C2, KOMPLEKS C, PUSAT PEN...  
 Delivery Type: MAIN DELIVERY  
 User: NOR SHAMSIAH, MAT R Holiday: Skip

Items	Quantity	Description	Recipient	Charge Back
1		JPA DAILY TRIP CHARGE	MAIN DELIVERY ADDRESS	

Buttons: Add, Edit, Delete

EDC (A) (Melayan) (Melayan)

File Help

Customer Inventory	Management Orders	Maintenance Accounting
Box	Search	Report
File	Rotation Schedule	Full Text Search
Location	Activity Report	Disposal List
Staff Location	Transfer List	Deletion List
Internal Transfer List	Internal Mgt	Shredding Container
		Transport Container

Opened Modules: Status Delivery

Select

2:11 PM 29-12-2015

Deleted Order Item

File Find Help

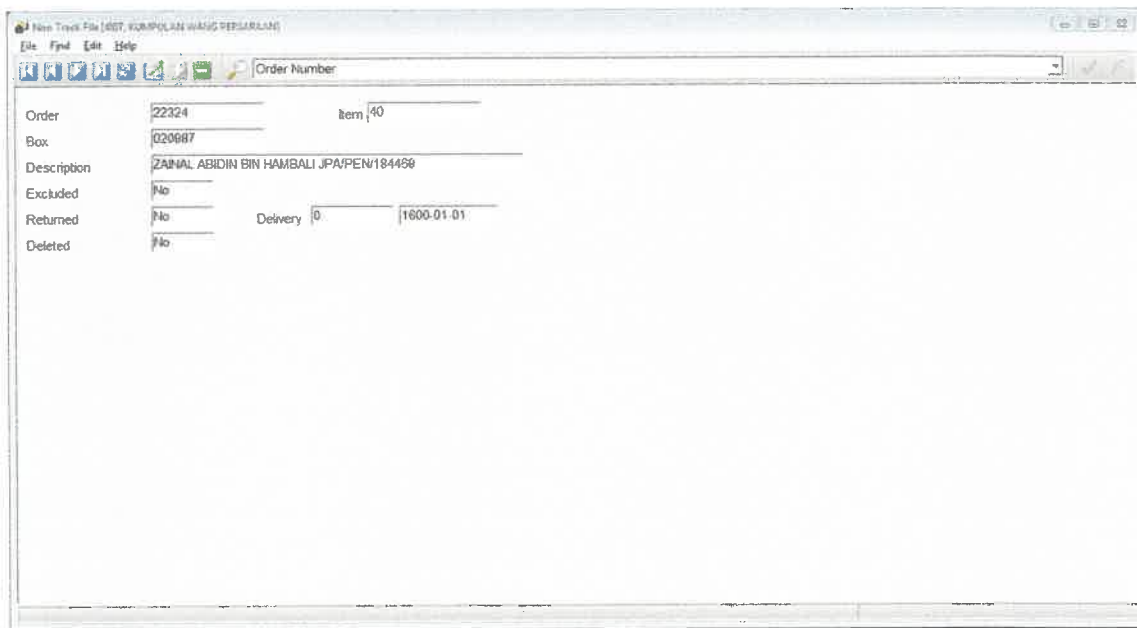
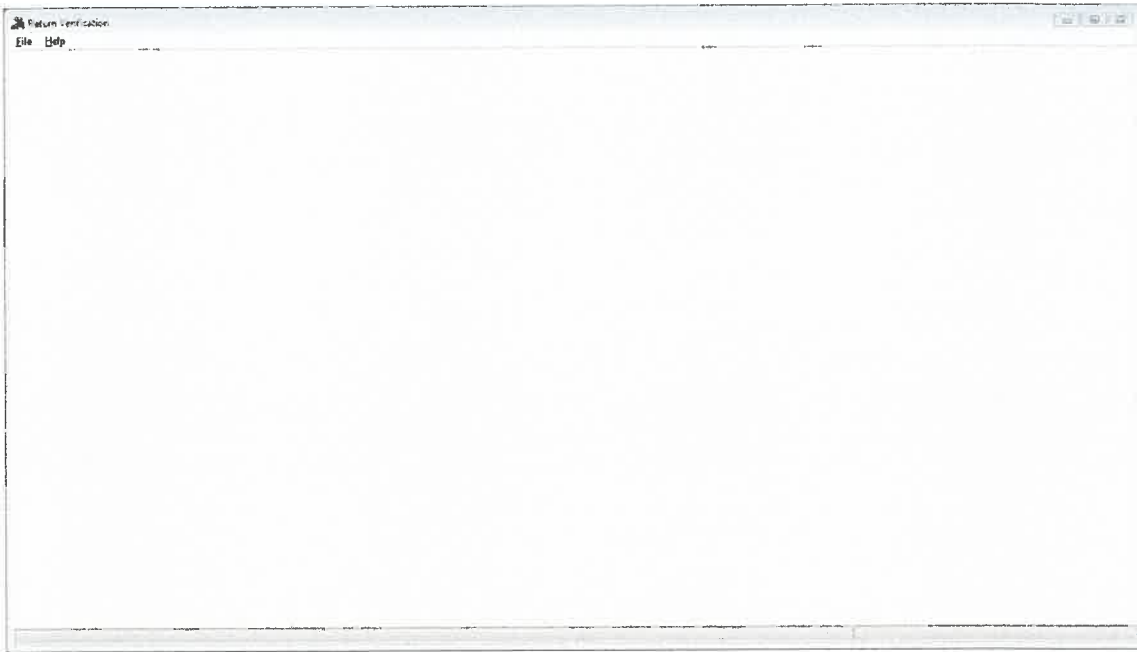
Customer + Date + Time

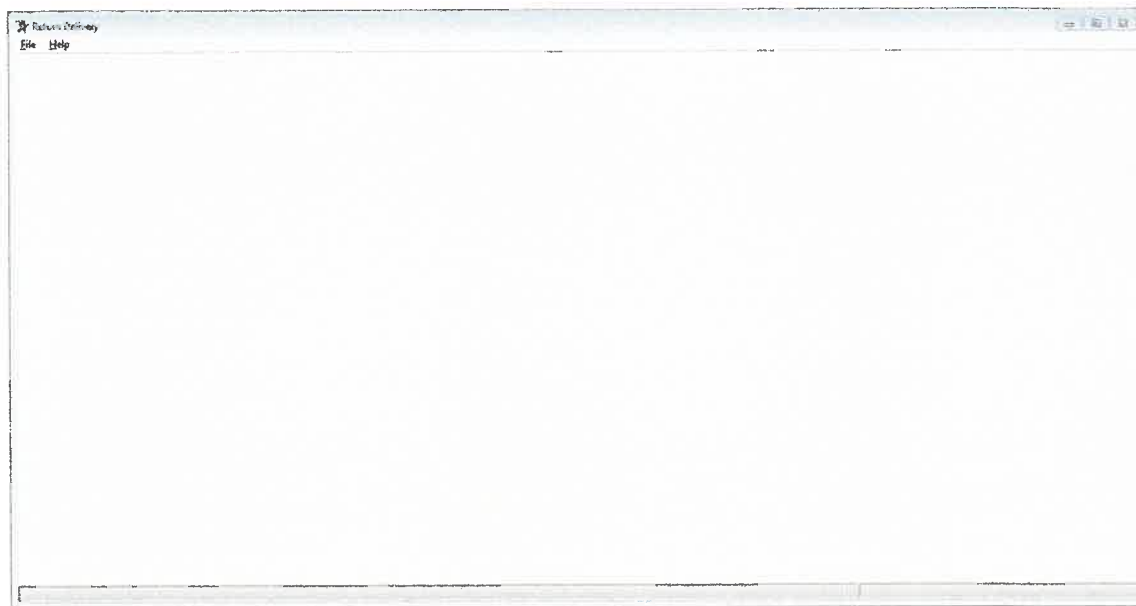
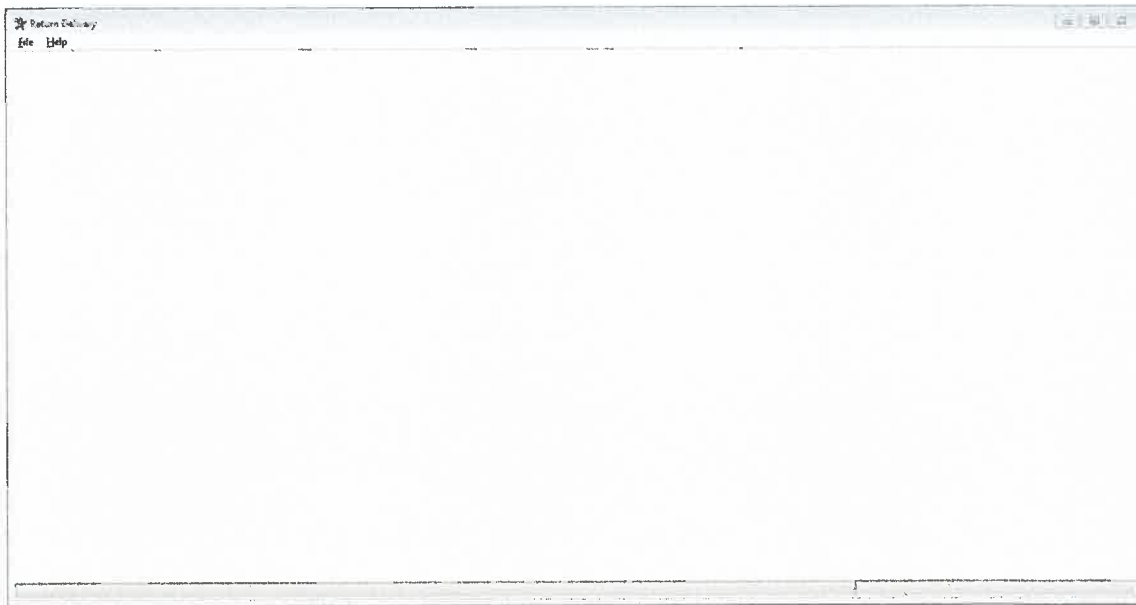
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Person	Meisarah, Bt Nurhaiz
Deletion Date	2015-11-04
Deletion Time	17:00
Price Code	FRET
RC Number	24336
Description	File

Deleted Maintenance

File Help







Delivery

File View Find Edit Help

Delivery Number

Delivery Number	20561 (A)	AGENSI KELAYAKAN MALAYSIA	A033
	Created	Tingkat M1, MDA	
Delivery Type	NEXT DAY RTVL	Menara PKNS-PJ, No.17,	
Delivery	2015-12-23 PM	Petaling Jaya	
Arrival	-- 00:00	SL	46050
Departure	-- 00:00		
Delivered by			

Imaging on Demand

File Help

Select Delivery

0

OK Cancel



Picking model  
 Scheduled  Next trip

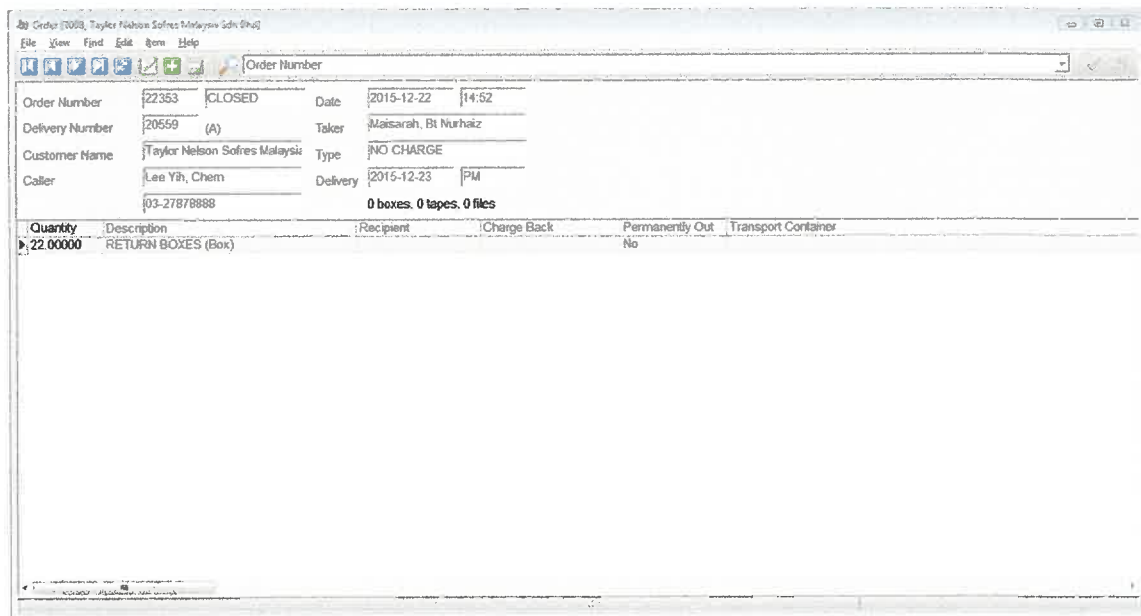
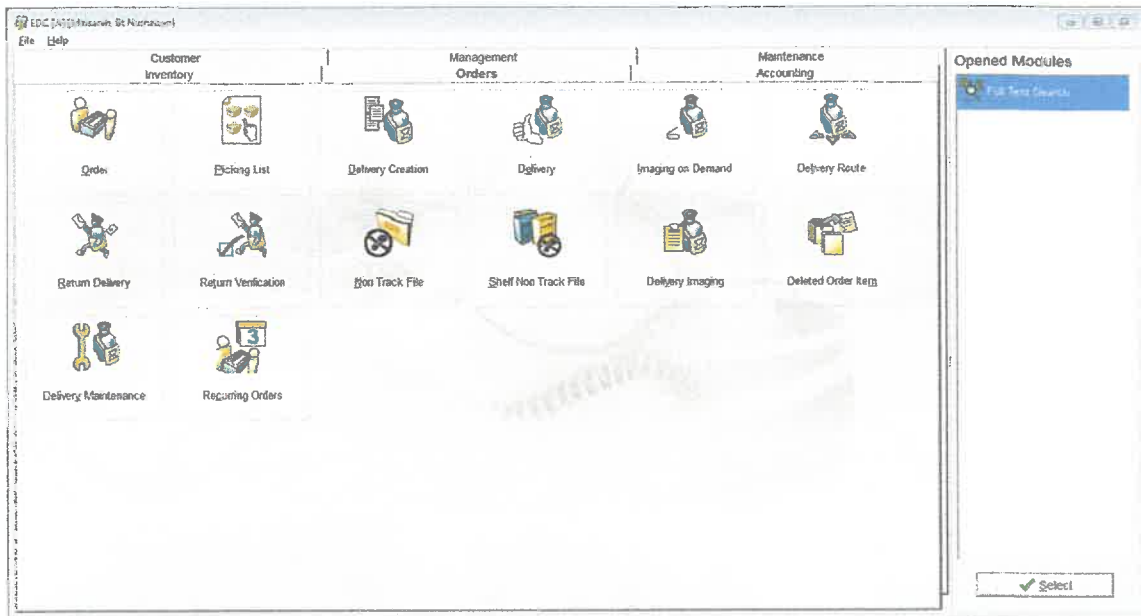
Delivery Route All

Date 2015-12-23 Time PM

<input checked="" type="radio"/> Exclude all customers on list	<input checked="" type="radio"/> Boxes and tapes	<span style="border: 1px solid black; padding: 2px;">+ Add</span>
<input type="radio"/> Include only customers on list	<input type="radio"/> Boxes Only	
<input checked="" type="checkbox"/> Print Delivery Slips	<input type="radio"/> Tapes Only	<span style="border: 1px solid black; padding: 2px;">- Delete</span>

Name	Key

✔ OK ✘ Cancel



## Services – Disposition of Records/Pelupusan Fail

Professional/skilled personnel will be provided to carry out the disposition services.

1. All files/records will be taken out and sorted according to record type, record series, year, running number or alphabetical order.
2. The files will be listed out in a standard records appraisal and disposition form. For government agencies we will use Borang Arkib 05/08 for appraisal and disposition.
3. We will then carry out the appraisal of the records based on different values such as administration/operational value, financial/taxation values, legal values, regulatory values and historical/research/archival value.
4. We will then recommend to management which records are to be destroyed, which are to be kept for a certain period before destruction or which records are to be kept permanently.
5. Upon approval, we will securely shred records for destruction, pack and move records for further storage either in-house if space permits or to outsource to our offsite storage.



## SERVICES – Records Management Training & Consultancy



# Colourclip A4 PP Rainbow Folder



RM 9/pc  
SGD 4.50/pc

A colourful opaque folder that can hold 30 sheets of paper.

It is suitable for carrying into meetings, simple handouts for conferences & seminars.

No punching of holes necessary.

Front cover can be opened totally flat for easy viewing of contents.

It is used by students and visiting professionals.

Nice to give away as a gift.



#### Technical Specifications

- Opaque colored PP foil of 0.5 mm thickness.
- Holds up to 30 sheets of paper.
- Clip is made of solid POM.
- Imported from Sweden of high manufacturing quality.
- Comes in 6 exciting colours. They are Blue, Red, Yellow, Orange, Violet & Green.



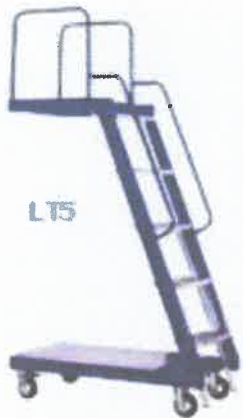
**LATEST PRODUCT**  
in the market!



## Racking System for Inactive Records and Archives Storage



## Ladder Trolley



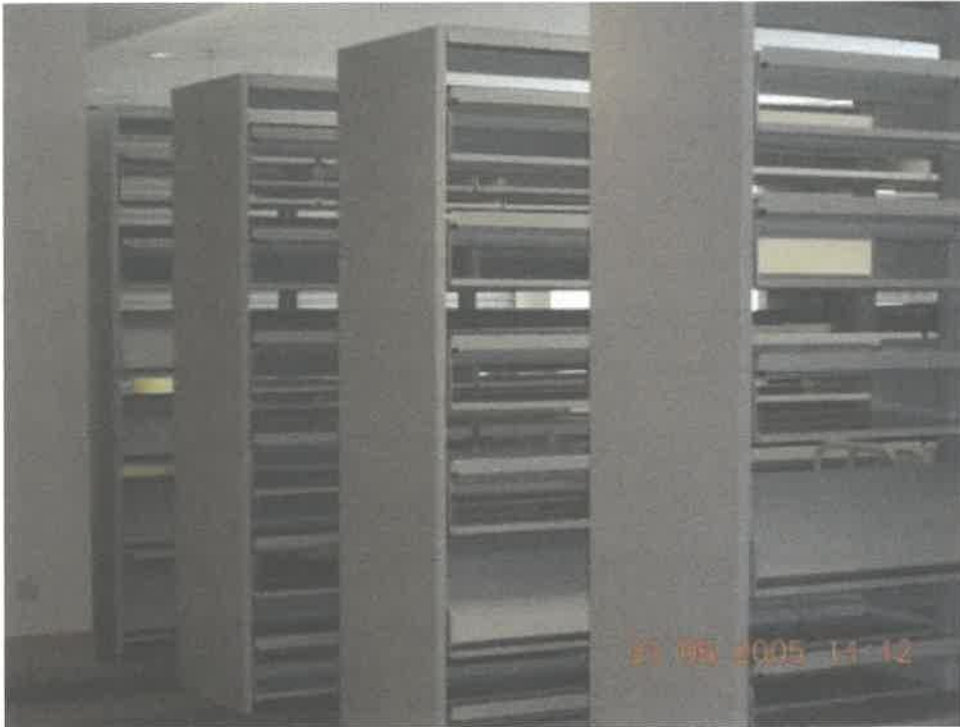
Before Step



After Step

Some of the materials handling industry's most used equipment - the **Ladder Trolley**. Our **Ladder Trolleys** are coated by epoxy powder. The ladders are designed with spring-loaded steps to prevent accidental free-rolling, for optimum employee safety. Our trolley comes in two ready-made height versions for easy access for hard to reach shelf heights.





## Fire Resistant Cabinet



### Static Shelves – Open Concept



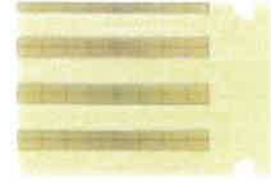
### Static Shelves – Closed with Swinging door



### Library Shelving



## Mechanical Mobile Compactors



## Filing Equipments-Mobile Compactors

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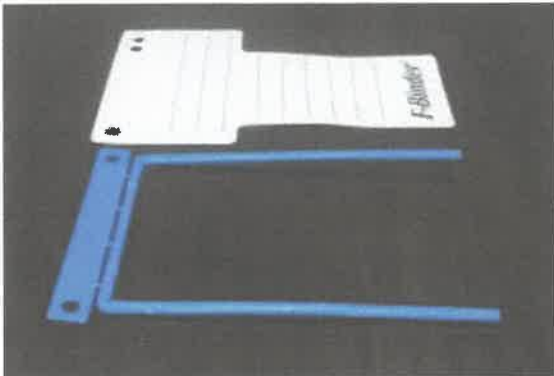
# Compact Storage



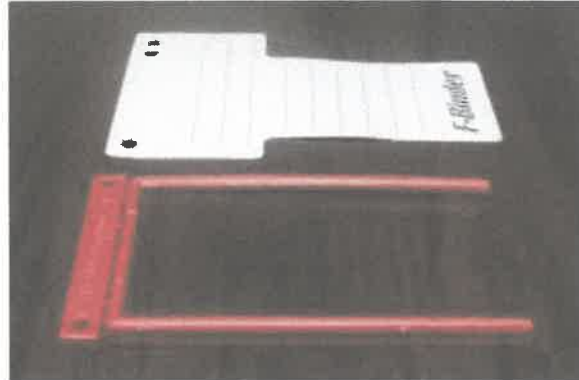
## SERVICES – OFFSITE RECORDS MANAGEMENT CENTER



## Smart Archiving Tools and Smart Archiving Systems™



F-Binder Blue for archiving 2 ring files



F-Binder Red for archiving 4 ring files



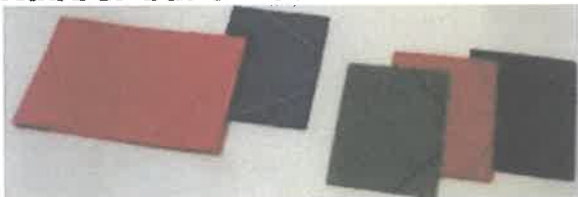


**Copy safe PP Pockets:** 0.08mm thickness. Used for storing and preserving face value records which is best not to punch holes on it. Examples of records are Grants, Titles, Agreements, all kinds of Certificates.

### Index PP Separators



### Rubber band File



## Storage Tools

**CD pockets:** With 11 International Holes to fit any file folder  
3 pieces of CD fits into one pocket.



**Expanding Pockets:** Suitable for very thick documents, maps, books that cannot be punched. Come with 11 holes to fit into any file folder.

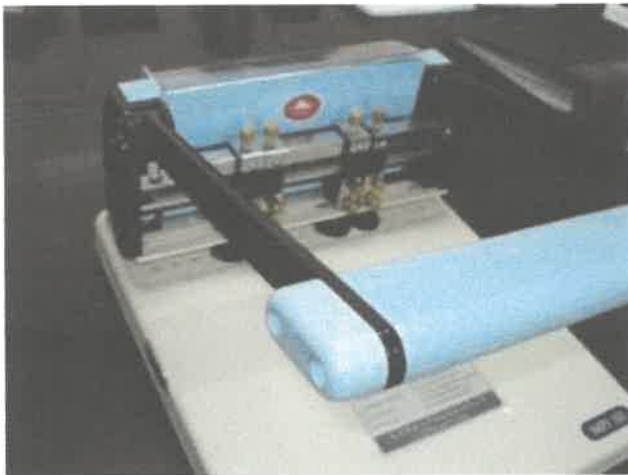


## Punchers / Perforators

Servo 4 Hole Puncher  
Capacity: 10 sheets



Leitz Medium Duty Hole Puncher:  
Capacity: 35 sheets



Heavy Duty Puncher:  
Capacity – 100 sheets

Heavy Duty Electric Punch  
Capacity – 500 sheets

## Greppo Presentation Binders



These are plastic Binders that come in 16 colours. It is ideal for any form of presentation especially to clients. It has a front pocket and side pocket to tailor make the files front and side cover. It's suitable for training, ISO documentation, customer kits, company profiles, sales kit etc. It uses the unique "Fork" like mechanism which allows you to retrieve a document anywhere in a miracle 3 seconds.

## Prism Colour Tab Paper Files



**It's impossible to overlook a misfile and easy to correct.**



**Jopa-Actual Labels predesigned for Customers**

<p><b>DBP/7-2/ Sulit / 144/18/2-0385</b></p>	<p><b>PKD/GOM/500- 0/0/9/P2539</b></p>	
<p><b>Abdul Bin Ahmad @ Mat</b></p>	<p><b>P2539</b></p>	<p><b>MBMB/JPP/2/01213 (SULIT)</b></p>
 <p>ديوان بهاس دان پوساک <b>DEWAN BAHASA DAN PUSTAKA Malaysia</b></p>	<p><b>ROSLIM BIN HJ SALIM</b> Pembantu Kesihatan Awam  <b>Pejabat Kesihatan Daerah Gombak</b></p>	<p><b>NORIZAH BTE ABDULLAH</b></p>
<p><b>2004</b></p>	<p><b>GADAIAN</b></p>	 <p><b>Child's File</b></p>
<p>Salinan Baucer Bantuan Belia</p>	<p><b>1995</b></p>	<p><b>Jilid 25</b></p>
<p>0290D - 0350D</p>	<p><b>Folio 82 - 100</b></p>	
<p>جياتن بليا دان سوكن نكارا <b>JABATAN BELIA DAN SUKAN NEGARA KEMENTERIAN BELIA &amp; SUKAN MALAYSIA</b></p> 	<p> <b>Pejabat Daerah &amp; Tanah Maran</b></p>	<p><b>Your House File</b></p>
<p><b>Your Car File</b></p>	<p><b>UPTM 159/558/ 4-79</b></p>	
	<p><b>4-79</b></p>	<p><b>MY HOME</b></p>
	<p><b>NORHILMI BTE ABDUL GHANI</b> Pekerja Khidmat Singkat  <b>MAMPU</b></p>	

## Majlis Bandaraya Melaka Bersejarah



## Lembaga Hasil Dalam Negeri



## Application of Prism Smart Files at Customers Office

**Before**



**After**



**Before**



**After**



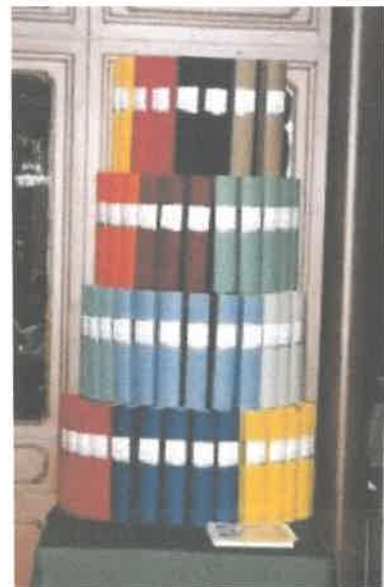
## PRODUCT CATALOGUE



Prism Smart Files



## File Folders and Binders



These amazing **Swedish** original Binder was ***invented in 1889***. It's unique "fork" like ring mechanism allows you to ***retrieve documents anywhere*** within the file in ***a miracle 3 seconds***.

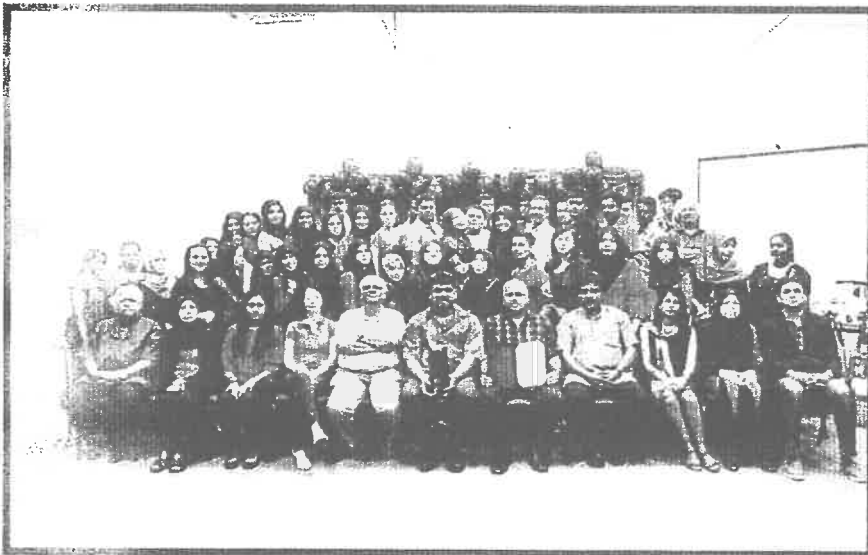
The ***back-spine is made of solid-wood*** and is known to ***last for 40 years***. It's highly suitable for ***long term usage and archival records*** and it's ***very durable and hardy***.

It comes in ***12 beautiful colours*** for ***colour coding your files***. It makes your ***office more presentable*** and ***enhances your company image*** for your clients. Because of its unique durability, this file is ***RECYCLED using our Smart Archive System™*** which can be found on page 9. We recommend our clients to Recycle the files thus ***no more purchasing of new files*** and therefore ***saving you lots of money***. The effective cost of a file over 5 years is ***RM 3 per file***.

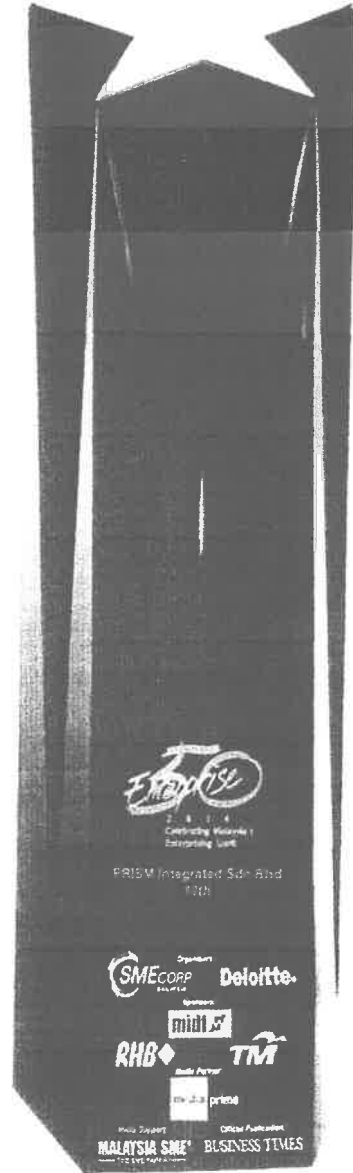
## SME E50 AWARD- SME CORPORATION



The Award was presented by YB Dato' Sri Mustapa bin Mohamed, Minister of International Trade and Industry (MITI)



Prism Integrated family thanks you and conveys our deepest gratitude for your support



Prism achieves 10<sup>th</sup> place in SME E50 Award