# UNIVERSITI TEKNOLOGI MARA
## FACULTY OF INFORMATION MANAGEMENT

INDUSTRIAL TRAINING REPORT:

PRISM INTEGRATED SDN BHD,
2A, JLN TIANG U8/91, SEKSYEN U8,
BUKIT JELUTONG INDUSTRIAL PARK,
40150 SHAH ALAM, SELANGOR

SPECIAL PROJECT:
BROCHURE OF COMPANY PROFILE &
OUTREACH PROGRAMS

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

03 AUGUST 2015 – 31 DECEMBER 2015

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


03 AUGUST 2015 – 31 DECEMBER 2015

# DECLARATION

I hereby declare that this is my original work. I have not copied from any other student's work or from other sources. I am also declare that no part of this report has been published or submitted for publication except where due to reference or acknowledgement is made explicitly in text, nor has any part been written for me by another person.

Signed by

_____

Nuratikah Amirah Binti Borhan

2012820916

Date of submission: 11 January 2016

# ABSTRACT

The academic writing report paper is based on the period from 3 August 2015 to 31 December 2015 at PRISM Integrated Sdn Bhd. The academic writing is based on the industrial training of trainee in completing IMC 690 (Industrial Training).The industrial training is an opportunity where students can test their knowledge and creative thinking by relating the theoretical knowledge gain from the studies with the applications in the industries. With duration of weeks, trainee is placed in preferred companies in order to undergo the industrial training. The trainee undergo her practical training at PRISM Integrated Sdn Bhd located at Section U8, Shah Alam, Selangor. The trainee has been assigned to basic task in various departments such as Administration, Human Resource and Purchasing Department, Sales and Marketing Department and Operation Department. The trainee is assigned doing an outreach program, Exhibition for Annual Productivity and Innovation Conference and Exposition (APIC 2015). Trainee also designing and creating the new brochure of company profile by their duration from 17 August to 27 August 2015. Keywords: Trainee, Industrial Training, PRISM, Outreach Program,

# ACKNOWLEDGEMENT

In the name of Allah, the Most Gracious and the Most Merciful, Alhamdulillah All praises be to Allah for the strengths and His blessing for giving me enough time and making my way easier during the execution of writing this report. Besides, giving the golden opportunity to experienced industrial training and making things easier for me during my precious time completing industrial training which started on 3 August 2015 until 30 Disember 2015.

First and foremost, I would like to express my gratitude to my faculty supervisor, Madam Nurulannisa Binti Abdullah for her advice, co-operation, encouragement and useful ideas in completing this report. Not forgotten my appreciation to my supervisor during my internship at PRISM Integrated Sdn Bhd, Mrs. Shahnum Shamsudin for his support and guidance. As for my course lecturer, Madam Izzatil Husna Binti Arshad that continuously giving out up to date information, details also the needs project for my industrial training, I'm so glad that she's always give support and clues before intern also after intern for my work world someday.

Special appreciation to all the staffs in PRISM Integrated Sdn Bhd for their sincere guidance and love during my 5 months internship.

Last but not least, my deepest gratitude goes to my beloved parents, Borhan bin Wahid and Habibah bin Mohd Yusof for their encouragement towards the completion of my 3 and half years as an Information Management student.

Thank you for the experience, instruction, guidance, exposing themselves to various environments when completing my tasks during five month of internship duration.

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# CHAPTER 1

# INTRODUCTION

# CHAPTER 1: INTRODUCTION

## 1.1 Introduction

Industrial training module is a main component in the learning for UiTM. Industrial training is one of the compulsory courses for every UiTM student under Ministry of Higher Education Malaysia (MOHE). Every student bounds to be involved in industrial training for one whole semester in order for them to get their degree certificate. The main purpose of the industrial training is to produce graduates who are ready and capable to face their profession academically or non-academically with a high professionalism appearance. Other than that, it exposes the students to the occupational environment. Trainee will further learn about their real life profession. Trainee will also learn what they need to do in order to finish their works. This will prepare the students so that they will easily fit in and fulfil the demands of their profession after they finish their course.

For this semester, the student named **Nuratikah Amirah Binti Borhan (2012820916)** undergo her practical training at PRISM Integrated Sdn Bhd located at Section U8, Shah Alam, Selangor from 3rd August, 2015 until 31th December 2015. During the period of internship PRISM Integrated Sdn Bhd, the trainee has been assigned to basic task in various departments such as Administration, Human Resource and Purchasing Department, Sales and Marketing Department and Operation Department excluding Finance & Account Department.

## 1.2 Objective of Industrial Training

The objectives of the industrial training are;

- 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.

## 1.3 Timetable & Activity for Industrial Training

| Departments | Supervisors | Industrial Training Period | Activity |
|---|---|---|---|
| Administration, Human Resource and Purchasing Department | Ms. Shahnum Shamsuddin | 3 – 14 August 2015 | Trainee is involved in the process of working practices, working conditions and conditions of employment. In recruitment, trainee is involved in the process of conducting interviews and screening applicants to hire employees to work in various departments. |
| Sales and Marketing Department | Mr. Rosli Asaad | 17 – 28 August 2015 | Trainee learned how to sell and promote the organization using all forms of media and communication. Trainee learned how to deal with and establish short and long term relationships. |

| Operation Department | Ms. Shabena Baskaran | 1 September – 31 December 2015 | The trainee is exposed and trained on the operation aspects of records management in the organization. |
| --- | --- | --- | --- |

*Table 1 Timetable for Trainee during Industrial Training*

The timetable for trainee can be refer at Appendix A

## 1.3 Background of the organization

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 Kanagasabathy, Managing Director on 13th March 2004. 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 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).



*Figure 1 PRISM Integrated Sdn Bhd*

# ORGANIZATION CHART

**Managing Director**
**Ravi Kana**

**Directors**
- **K. Balasingam**
- **Gopi Pillay**

**Operation Department**

**Assist Mgr Operation Shabena**

**Delivery Unit**

**Project/ System**

**Warehouse Unit**

**Project/ Scanning Unit**

**Project/ Data Entry Unit**

**Sr Operation Assist. Percy**

**Operation Executive Maisarah**

**Operation Executive Khair, Chandran**

**Operation Assist. Hafiz**

**Delivery Assistant Yoges, Din**

**Records Center Assist Nandha, Mages, Ramu, Annanth, Selvaraj, Durai**

**Finance Department**

**Account Executive Catherine Gunavalli**

**Sales & Marketing Department**

**Business Dev. Exec. Rosli Preveen**

**Marketing Support Siti Sabariah**

**HR/ Admin & Purchasing Department**

**HR/Admin & Purchasing Executive Shabnum**

**Record Off. Athira**
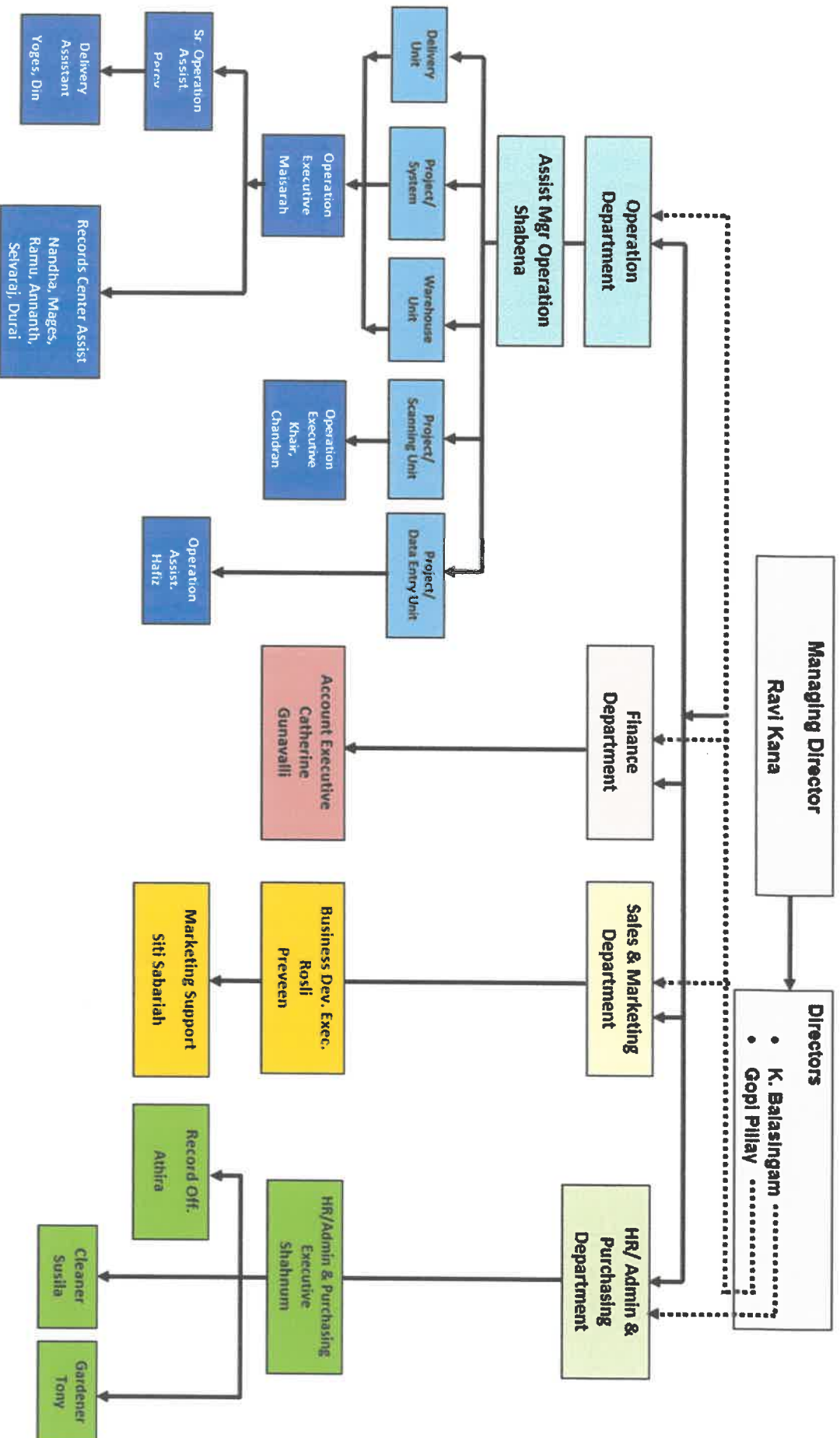
**Cleaner Susila**

**Gardener Tony**

Figure 2 Organizational Chart of PRISM Integrated Sdn Bhd

## 1.5 Mission and Vision of Company

To be the pioneer and total solution provider in Records and Information Management in the Asia region. The company 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.

## 1.6 Location



Address: 2A, Jln Tiang U8/91, Seksyen U8, Bukit Jelutong Industrial Park, 40150 Shah Alam,

Selangor

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

## 1.7 Operation Hours

| Day | Time |
|---|---|
| **Monday – Friday** | **8.30 am – 5.30 pm** |
| **Lunch Hour** | **12.00 pm – 1.00 pm or 1.00 pm – 2.00 pm** |
| **Weekend & Public Holiday** | **Closed** |

## 1.8 Services offered

PRISM Integrated Sdn Bhd focus 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:-

a) 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 are covered with good security features against fire, flood, biological agents and human.



Figure 3 Warehouse storage

b) Electronic Document Content Record Center (EDCRC)

PRISM uses 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 (refer to Appendix B) 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 **ActiveWeb** which can be accessible at any places anytime.



Figure 4 Front page ActiveWeb using at PRISM
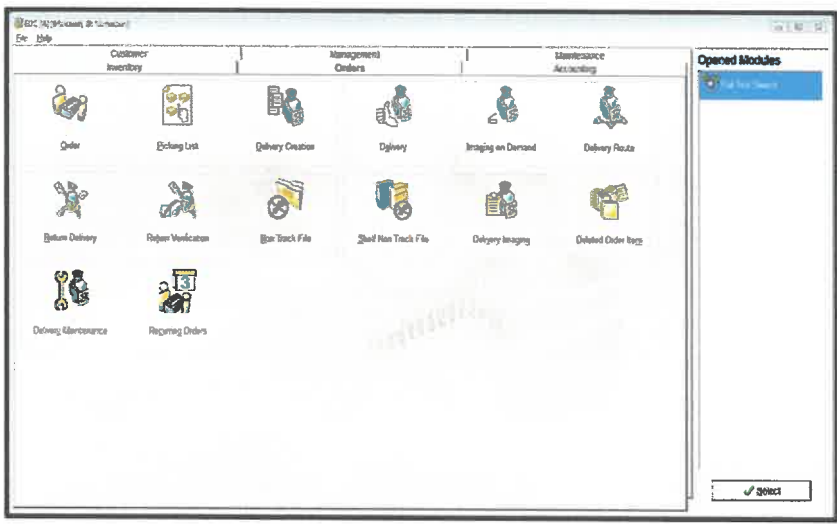


Figure 5 EDCRC System Software

c) 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:

- 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
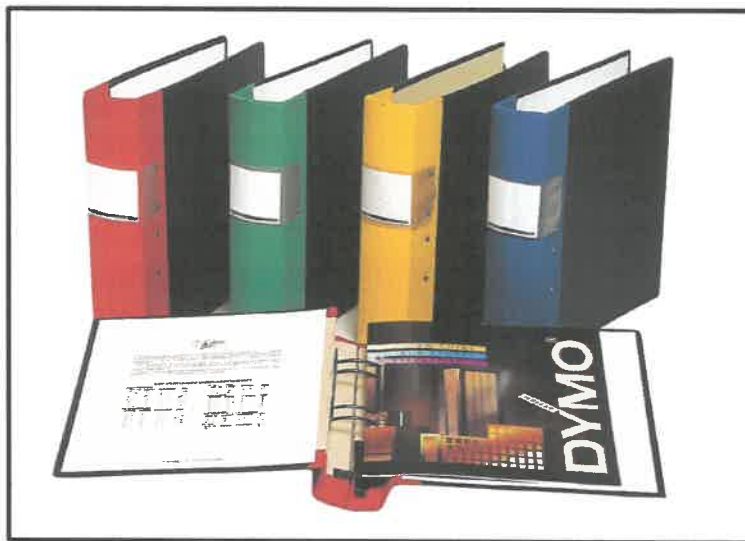


*Figure 6 PRISM Smart File*

d) 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 ActiveWeb 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.
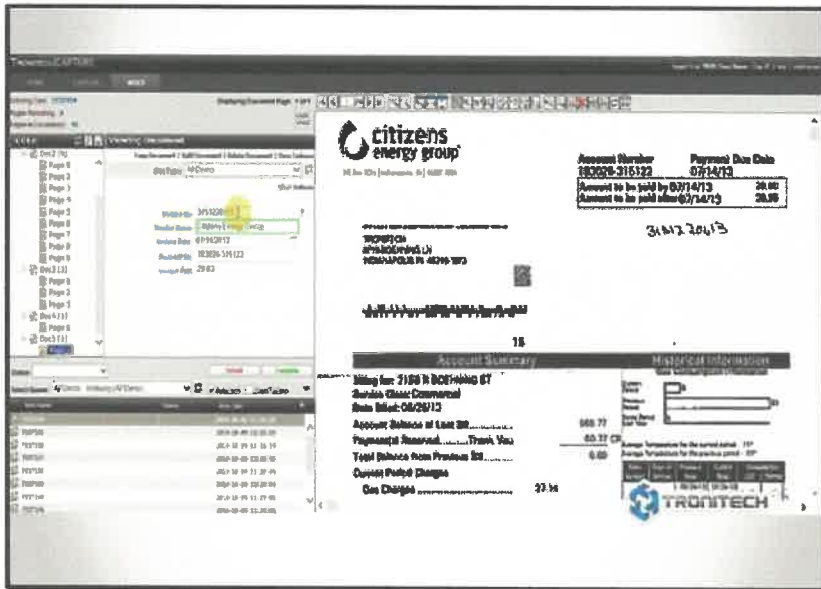


*Figure 7 Tronitech System Software for Scanning*

e) 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.



*Figure 8 Consulting Training Organized by Mr. Ravindran*

# CHAPTER 2

# ORGANIZATION

# INFORMATION

## CHAPTER 2: ORGANIZATION INFORMATION

### 2.1 Introduction

PRISM Integrated Sdn Bhd consists of four (4) main departments with total manpower of 24 personnel. The departments established are Finance Department, Sales & Marketing Department, Human Resource, Administration and Purchasing Department and Operation Department. In Operation Department, there are six (6) units which perform different tasks to achieve organizational goals. The chart below shows the departments available in PRISM Integrated Sdn Bhd. The internship students who focus on Records Management are required to learn and perform basic tasks of Administration, Human Resource and Purchasing Department, Sales and Marketing Department as well as Operation Department excluding Finance Department.

Since PRISM Integrated Sdn Bhd is consider as small company, currently there is 24 staff working in the organization. The trainee, Nuratikah Amirah Binti Borhan has been 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

## 2.2 Department Structure
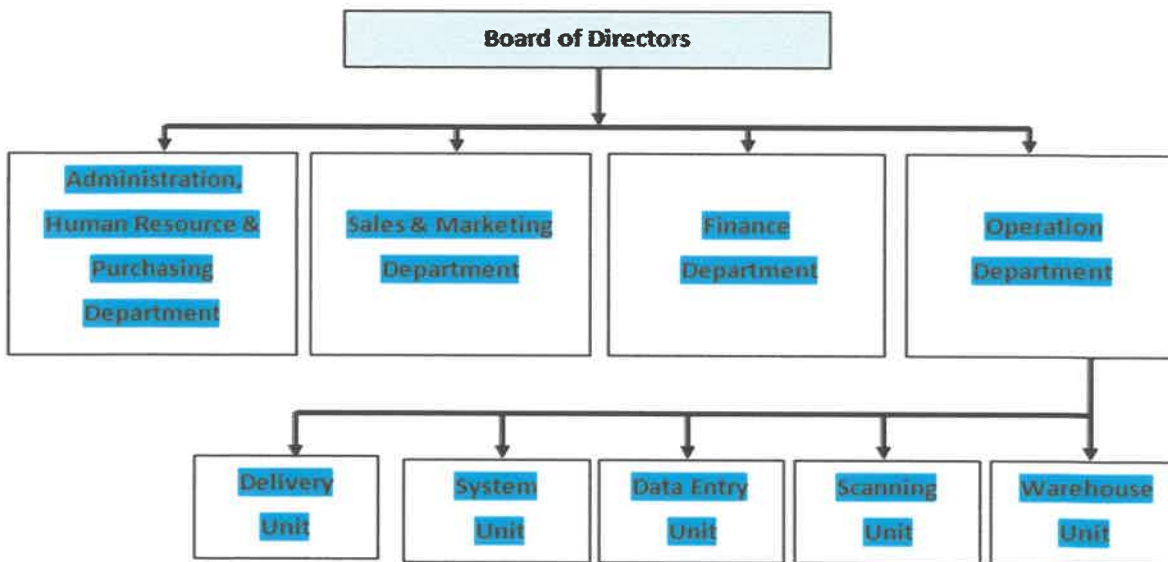


*Figure 9 Department Structure*

## 2.3. Department Function

### 2.3.1 Administration, Human Resource & Purchasing Department

In PRISM Integrated Sdn Bhd, Administration, Human Resource and Purchasing Department are responsible in handling the organization day-to-day operation and activities. Each department plays different roles and responsibilities to achieve organizational goals. The department is handle and managed by a senior Human Resource Executive, Ms. Shahnum Samsuddin.

The table below shows the functions of Administration, Human Resource and Purchasing Departments.

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| Department | Function |
|---|---|
| Administration | This department manage 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:<br><br>• Organize their divisions so that the employees know exactly what role they have to play.<br>• Schedules, prepares agenda, prepare minutes and performs administrative duties.<br>• Maintain and organizes file and records for all efficient operation of the office.<br>• Maintain good relationship with employees, suppliers and sponsorships.<br>• Able to develop administrative procedures.<br>• Able to plan and control administrative budget.<br>• Develops and implements effective, equipment and buildings maintenance programs.<br>• Ensures the insurance coverage of non-fixed assets.<br>• Undertakes disposal of non-serviceable properties.<br>• Performs other related functions. |
| Human Resource | 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:- |
|---|---|
| | <ul><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> |
| Purchasing | 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: <br><br> • Identifying the necessary products and services that meet the business needs. <br> • Conducting research to get the best products and suppliers in terms of best value, delivery schedules and quality. <br> • Liaising between suppliers, manufacturers, relevant internal departments and customers. <br> • Identifying potential suppliers, visiting existing suppliers, and building and maintaining good relationships with them. <br> • Keeping contract files and using them as reference for the future. <br> • Ensuring suppliers are aware of business objectives. <br> • Forecasting price trends and their impact on future activities <br> • Preparing an organization's purchasing strategy |
|---|---|

*Table 2 Function of Administration, Human Resource & Purchasing Department*

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## 2.3.2 Sales & Marketing Department

Sales and Marketing Department is responsible in accomplishing business development activities by selling and promoting organization's products and services to the customers, doing research and seeking for business potential. In addition, the staff is also required to involve in outreach program such as exhibition, business program and other promotional activities to promote the organization, products and services. Presently there are five (4) personnel in this department; Mr. Rosli Asaad and Mr. Preveen Garneesh as Business Development Executive, Ms. Siti Sabariah as Marketing Support and Ms. Athira as Prism Marketing Assistant.

The functions of Sales and Marketing Department of PRISM Integrated Sdn Bhd. are as following:

| Department | Function |
|---|---|
| Sales and Marketing | The list below are the job descriptions for sales and marketing staff:<br><br>• Listening to customer requirements and presenting appropriately to make a sale.<br><br>• Maintaining and developing relationships with existing customers in person and via telephone calls and emails.<br><br>• Fixed appointment with potential customers to prospect for new business.<br><br>• Responding to incoming email and phone enquiries<br><br>• Representing their company at trade exhibitions, events and demonstrations |

| | |
|---|---|
| | • Checking the quantities of goods on display and in stock; |
| | • Recording sales and order information and sending copies to the sales office |
| | • Recording sales and order information and sending copies to the sales office. |

*Table 3 Function Sales & Marketing Department*

### 2.3.3 Operation Management

Operation Department is a vital department in PRISM Integrated Sdn. Bhd. It involved the operation of the services according to the quantity, quality, specification and time to the customer's requirement at the lowest cost. In PRISM Integrated Sdn Bhd, Operation Department is divided into six (6) sub-units to provide good quality service to the customers and achieve organizational goals. Ms. Shabena Baskaran, the Assistant Manager Operation is responsible in managing the whole units of operation department and special projects. She is also responsible in managing customer service which requires her to interact with customers in all aspects of services offered by PRISM Integrated Sdn Bhd.

The functions of Operation Department of PRISM Integrated Sdn Bhd. are as following:

| Department | Function |
|---|---|
| Operation | **Delivery Unit**<br><br>This unit is responsible for sending customer's files or boxes to the right locations and pick-up |

| | files or boxes when the PRISM Integrated Sdn Bhd received the order from the customers. |
|---|---|
| | **Retrieval Unit** |
| | This unit is responsible in collecting, searching and locating customer's files and boxes when they received an order from the customers as well as returning the files and boxes into the designed location. |
| | **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 to do 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. |
| | **Warehouse Unit** |
| | This unit is responsible in warehouse management including receiving, identifying, sorting, dispatching the files and boxes to storage, placing them in storage, storage management, retrieval from storage, packing, and implementing record keeping. |

*Table 4 Function of Operation Department*

# CHAPTER 3

# TRAINING ACTIVITIES

## CHAPTER 3: INDUSTRIAL TRAINING ACTIVITIES

Chapter 3 is focusing on industrial training activities of trainee at PRISM Integrated Sdn Bhd, which is covering on the training activities and also the special projects that conducted by the trainee during internship duration.

### 3.1 Training activities

For chapter 3 is focusing on the training activities that have been provided by the organization. The trainee has been assigned to basic task in various departments such as Administration, Human Resource and Purchasing Department, Sales and Marketing Department and Operation Department. In this chapter also mention about the daily task given by the supervisor.

### 3.1.1 Data entry unit

Data entry unit is responsible in managing, monitoring, and updating metadata stored in the computer or database that has been done by trainee. In this section, it has been divided into two tasks which are typing and checking. It has been done by the trainee using Electronic Data Capture. Electronic Data Capture (EDC) system is a computerized system designed for the collection of clinical data in electronic format for use mainly in human clinical trials. EDC replaces the traditional paper-based data collection methodology to streamline data collection and expedite the time. The benefits of using EDC system are;

- Cleaner Data – EDC software is particularly good at enforcing certain aspects of data quality. Edit checks programmed into the software can make sure data meets certain required formats, ranges, etc. before the data is accepted into the trial database.

- Cleaner Data – EDC software is particularly good at enforcing certain aspects of data quality. Edit checks programmed into the software can make sure data meets certain required formats, ranges, etc. before the data is accepted into the trial database.

- More Efficient Processes – EDC software can help guide the site through the series of study events, requesting only the data needed for the particular patient's circumstance at a particular time. It faculties the process of clarifying data discrepancies with tools for identifying and resolving data issues with sites, and can help reduce the number of in-person site visits required during a trial.

- Faster Access to Data – Web-based EDC systems can provide near real-time access to data in a clinical trial. This insight enables faster decision making, and can support adaptive trial designs.

Typing is the tasks where the trainee need to key in all customer information that are needed as their references. The trainee were given the task at least 5 boxes per day to achieve the Key Performance Indicator as state in the goals meeting. Same also with the checking, the trainee need to do checking after typing have done. The trainee must ensure there is no spelling errors, redundant data, missing information and all errors that related to the customer information. This is to avoiding problems in retrieving information. The customers who have trainee doing typing are Perbadanan Tabung Pendidikan Tinggi Negara (PTPTN), Malaysia Quality Agencies (MQA), Jabatan Perkhidmatan Awan (JPA) & others.

*Figure 10 Typing in Data Entry Unit*



*Figure 11 Checking in Data Entry Unit*

## 3.1.2 Project/ Scanning Unit

Project/ scanning unit is the section that 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.

Under project/ scanning unit, it has divided by section such as document preparation, scanning, quality control, indexing, and document re-preparation. The trainee has been assigned this task all under operation department.

### 3.1.2.1 Document Preparation

The document preparation is the first process to be done to simplify the scanning process. Some preparation of documents prior to scanning will be required and will vary with the nature of documents to be scanned. Typically, preparation includes the removal of stables, clips and bindings, followed by sorting and orientation of documents prior to loading the scanner.
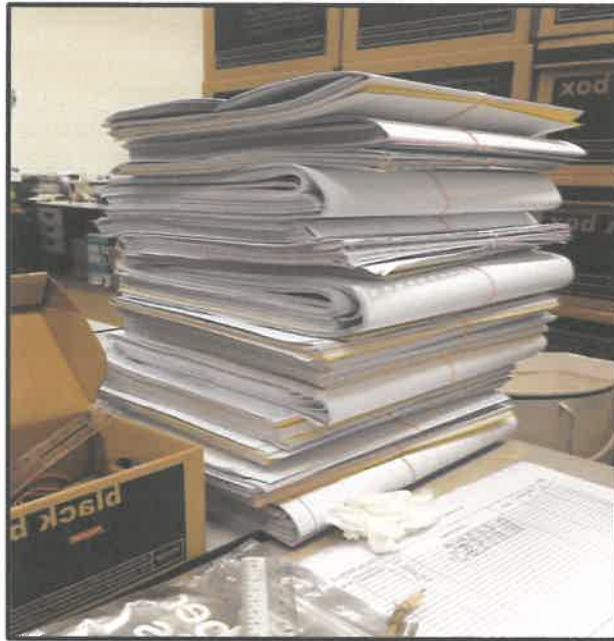
*Figure 12 Document that has been completed to document preparation process*

The trainee has been asked to do document preparation. The trainee must ensure there is no impurities in the paper such as paper clipper, staples, folded paper which would interfere with the process of scanning. The estimation boxes to be done per day is 6 boxes refer to the Key Performance Indicator of project/ scanning unit.

### 3.1.2.2 Scanning

The next process is scanning. The trainee given the task to scan all customer's documents into digital formats as requested by the customers. In scanning unit, it also has the same task with data entry unit which require them to managing, assisting, monitoring and updating the scanning output and their subordinates. The number of boxes that are mostly done by trainee is five boxes per day that contain six thousand sheets. Before doing scanning, trainee must ensure that scanner is clean from all impurities such as ink stains. Trainee was commissioned to do this task for three weeks. The customer documents that been scanned is from Perbadanan Tabung Pinjaman Tinggi Nasional (PTPTN).

*Figure 13 Document Imaging Process*

## 3.1.2.3 Quality Control

Quality control is the next process after doing scanning. Quality control is visual inspection that must be a part of any quality assurance process for digitised records. The object of digitisation is to render a true and accurate copy of the original record. The trainee has been assigned this task by checking the scanned document according to the following aspects:

- image resolution – check all text and detail on the image is legible, in particular fine or small size text, punctuation and decimal points
- image orientation – check image head-up, not skewed and is correctly centred
- image completeness – check image not cropped or incomplete
- dimensional accuracy – check that dimensional information is reproduced within acceptable tolerances
- colour fidelity – check original colours preserved in image.

*Figure 14 Quality control done by trainee*

The total of boxes that are mostly done by trainee is three boxes contains 5603 sheets. With quality control, digitized representation, or image, of the original created and checked for uploading the image to the EDRM is usually the next step in the process.

### 3.1.2.4 Document Re-Preparation

Document Re-preparation is the last task under scanning unit where trainee need to returns the documents to its original shape. For example, trainee must re-staples the documents before being stored in warehouse storage. This process is very demanding and difficult for trainee because lack of equipment. Trainee must do by herself, for example, document re-preparation for Indah Water Konsortium (IWK), trainee have to put back the ring binder at the document as the picture below. It was difficult to trainee because sometimes it will causing injury for finger.

*Figure 15 Document Re-preparation by trainee*

### 3.1.3 Packaging

The trainee were brought to the company such as Perbadanan Tabung Pinjaman Tinggi Nasional (PTPTN) and Goh Rafidah Tan & Co. There, the trainee has been assigned to do packaging all inactive files and documents into the boxes for the purpose of storage. A box can fit around 5 files with the measurement weight not more than 16 kilograms. It is depending on thickness of file or document. Before doing the packaging, trainee must built the boxes. After that, trainee need to paste barcode sticker at the boxes and the reference sticker at the form. The form is needed to record the number of files that have been packing.

*Figure 16 Form for packaging*



*Figure 17 Packaging at Goh Rafidah Tan & Co*

*Figure 18 Packaging at PTPTN*

## 3.1.4 Project/ System

For project/ system, the trainee is under the supervision of Operation Executive, Ms Maisarah Nurhaizan for two weeks from 9 November to 20 November 2015. This unit is running EDCRC system software where trainee need to manage and control the overall record management process starting from the creation until disposition. The EDCRC system software, consists of six different modules which are accounting, customer, inventory, order, management and maintenance, and also another sub-module that is related to the Information Records Management Industry. The trainee have manage the customer, inventory, and maintenance modules. On the first day, a brief description of the EDCRC system software work process from Ms. Maisarah to trainee. Then, trainee need to key in all customer delivery order into Microsoft Excel as report for system activity. Trainee also learn about system which the process to do scan on demand, making order, staging, customer received, quality check, and others.

In additional, trainee has learn overall process on how to make scan on demand. Scan on demand is document retrieving by customer for urgent things. First, request from customer either from email or call. Trainee need to make an order at system. After making order, find the location of scan on demand document needed by customer then give order to warehouse for bring out the file. When the file is retrieve from warehouse, scan the document needed only. In scan on demand process, there is several methods should be taken as scan the document, do the maintenance which are quality control, checking, and customer received. After the process, trainee must picked order and print delivery order for reference and customer reference. The last is trainee need to scan the delivery order and import image to the system and email to the customer. This process is a daily task for the staff to do while under the unit.

### 3.1.5 Basic Tasks

The basic tasks is the daily task done by the trainee. First, the trainee is always being communicate with the customer. For example, while working in the project/ system unit, the trainee will always get a call from a customer regarding a problem of missing and retrieve file, order delivery, customer complaint and others. Trainee was assigned to connect with customers. If there is problem that trainee cannot solve it, then refer to the Ms. Maisarah or pass to her. This tasks is very challenging to trainee because trainee have to deal with all different kinds of people, and sometimes getting along with all of them can be a bit of a challenge. From there, it helps trainee how to manage people management skills.

Besides, the trainee is also doing photocopy document. For example, to do checking in scanning unit, the trainee must print out all checking data from EDC capture before start checking task. Then, if there is an error and trainee make correction on the copies, the correction must be photocopy for the staff reference when doing correction in system. In additional, the trainee also did work such as filing. Trainee also doing maintenance for staff laptop. For example, install printers and devices in laptop, install antivirus, and install Microsoft.

The trainee were also taken to meet with client. This is under supervision of Ms. Amira, Marketing Executive. The first meeting was at PKNS. At the meeting, trainee must learn how to communicate with client. For the first time, trainee feel nervous, this is because trainee faces the real environment work not like university. Trainee must doing well on the behalf of company. On the meeting, it discussed about the second phases record management project that being handled under Ms. Amira. The quotation and pricing was presented by Ms. Amira and trainee must take note what PKNS officer need. For second time, Ms. Amira bring the trainee to Digi Telecommunication Sdn Bhd at Subang Hi-Tech, Selangor. Same experiences like going to PKNS, trainee was involved meeting with DIGI Staff regarding to DIGI Digitized Registration Agreement Document Scanning and Storing Tender.

### 3.1.6 Other training activities

### 3.1.6.1 DIGI Digitized Registration Agreement Document Scanning and Storing Tender

DIGI Digitized Registration Agreement Document Scanning and Storing is a tender where PRISM need to prepared Request for Quotation ("RFQ"). It is tender for company bid to get this project. The trainee has been assigned to handle this tender together with the assistant marketing and two other members. The assistant marketing is delivered the information related to the tender and the issues that related to its. The trainee are asked to discuss about the tender with two group members. They need to discuss and make a quotation about the pricing of document scanning and storing services. The pricing is refer to the services and product of PRISM. Trainee has been asked to prepare the slide presentation of the project to present to Managing Director. After prepared the quotation and pricing, the trainee had a meeting with the assistant marketing manager and Managing Director. In the meeting, the trainee had conducted the presentation and present to the Managing Director about the program and the objective of the program. After the presentation, Managing Director satisfied with the presentation and agreed to carry out the tender.

After confirmation, Managing Director with the trainers went to the meeting at DIGI Telecommunication Sdn Bhd, Subang Hi-Tech.

3.1.6.2 ISO 9001:2008 Awareness Training

Quality is the back bone of an organization and its nation, as we move into the next phase of industrialization and further integrated into the global economy, quality brand creation becomes increasing paramount in today's global arena. ISO 9001 standard is designed to help organizations ensure that they meet the needs of customers and other stakeholders while meeting statutory and regulatory requirements related to the product/service.

The benefit of this training is:

- Staff will obtain a better understanding of their role and objectives from the documented management system.
- They will benefit from the reduced stress level & improved productivity because they will be using an efficient management system, and they know what is expected from them.
- Their morale and sense of pride will raise when they goals expected and customer satisfaction.
- New staff can immediately learn their job, because the details are in writing. It provides the means for staff to perform their tasks right the first time and every time.

On 28th August 2015, trainee had involved with ISO 9001:2008 Awareness Training that organized by AJA EQS Certification for whole day. On the first session training, participants were briefed in the background and fundamental of Quality Management System and second session is ISO 9000: 2000 standards and the 8 quality management system. On the workshop, participants has been divided into group by department to be given assignments. The trainee has present the quality policy of company and quality objective on behalf the Marketing department. For session 3, trainers discussed about ISO 9001:2008 Requirement, which has clause 4 to 8 and Session 4

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discussed about documented quality management systems. The training was held at 8.30 am to 5.00 pm.

The next training is second phase of ISO 9001: 2008 which is analysis and interpretation. It was held on 1st October to 2nd October 2015 at 8 am to 5 pm. Participants has prepared requirement needed as discussed on session 3 in first training. Trainers discussed about clause 4 to 8 on the training.

3.1.6.3 Raya Celebration

The trainee is assigned by supervisor to make preparation for Hari Raya Celebration on 7th August 2015 at the PRISM office. Before the day, trainee is assigned to buy items for the lucky draw prizes. Trainee need to prepare quotation price of the item for approval from Mrs. Shahnum and Accounting Department, Mrs. Catherine. On the day, trainee has setup places and event, for example, games for hari raya, lucky draw, photo booth and props, and foods. Trainee have made preparation throughout the day. The theme of Hari Raya Celebration is traditional outfit. All staffs and trainees is compulsory to wear it.



*Figure 19 Raya Celebration*

### 3.1.6.4 Indian Festival Celebration

The trainee also been asked by supervisor to make preparation for Deepavali Celebration on 3rd December 2015 at the PRISM office. Before the day, trainee is assigned to buy cakes for the birthday celebration & items for lucky draw. Trainee also need to prepare quotation price of the item for approval from Mrs. Shahnum and Accounting Department, Mrs. Catherine. On the day, trainee has setup places and event, for example, lucky draw, places, and foods. Trainee have made preparation throughout the day.



*Figure 20 Deepavali Celebration*

## 3.1.6.5 Attending the Printwork 2015 Expo and Seminar, Hilton Hotel

The Printworks 2015 Expo and Seminars' is the free expo that provide with the latest marketing data and information every business needs to keep up with the dynamic Malaysian marketplace. The trainee were assigned to go to the expo with Marketing Executive, Ms Amira. These free interactive marketing was held in Hilton Hotel, Kuala Lumpur fom August 24th to August 28th. The Marketing Executive choose to go on 26th August 2015.

The Printworks Newspaper Expo is designed to introduce these businesses to the extraordinary power of print and online advertising through Malaysia's most widely read and influential newspapers; The New Straits Times, Berita Harian and the Harian Metro. In just one 45-minute seminar, trainee learn how easy, effective and affordable it is to attract new customers and increase sales by advertising across Malaysia's most influential and largest Print Media group.

The benefits from this expo is trainee learn the proven marketing strategies that Malaysia's most successful advertisers use. This means how simple it is to reach the consumers we want and stay ahead of our competition. Growing business through advertising has never been easier or more affordable with the range of amazing expo.

## 3.2 Special Project

The special project is focusing on the main project of trainee while in internship duration. At the first beginner, the trainee has been assigned to create and design a new look of company profile. In additional, the trainee has done an outreach program which as Annual Productivity & Innovation Conference (APIC 2015).

### 3.2.1 Brochure for company profile

According to Business Dictionary.com, company profile is Concise description which, among other items of information, includes firm's history, number and quality of its human, financial, and physical resources, organizational and management structure, past, current and anticipated performance, and its reputation, and the standing of its goods or services. The company profile is very important to organization. Because of that, trainee has been assigned to creating and designing a new brochure of company profile. The old brochure has been done by Ms. Amira who are using Microsoft Word only. According to Ms. Amira, the content information in brochure cannot be changed. Ms. Amira had assigned that the process of editing and designing is around 2 weeks starting from 17 August to 27 August 2015. The sample of brochure can be referring in *Appendix* G. The creation of brochure is based the following phases.

### Planning Phases.

In the beginning of brochure creation, trainee is asked to create and design new brochure for company profile. The company profile has been given to trainee to study what will trainee did. After the discussion with Ms. Amira, trainee propose to change the style of brochure which convert them into booklet. As for trainee and Ms. Amira went to the Printworks 2015 Expo and Seminar, trainee proposed to get their promotion in printing the brochure. Trainee is only assigned to create and designing the new brochure.

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The problem that can be define as concise description of the issues that need to be addressed is;

      i.        An outdated version of company profile.

      ii.      In printed form.

The objectives to create and design the brochure are to assist the organization dealing with their customer. The objectives are includes;

      i.        Attract customer to read the brochure

      ii.      Customer will confidence in the services and products that are available and served.

## Analysis Phase

The analysis phase is briefly about the technology used in term of software and hardware that be used in developing the system. The software that be used in creating and designing brochure is:

i.      Canva

      This software is to design with millions of stock photographs, vector, and illustrations that trainee can even upload by own. It also can access a great selection of fonts perfect for every design. Canva has unveiled its much anticipated Canva for Work platform, which enables individuals and organizations to create consistent, effective, and inexpensive graphic designs

ii.      Adobe Photoshop

      Adobe Photoshop is a graphics editing program developed and published by Adobe Systems.

The hardware that be used in creating and designing brochure is:

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i.      Computer

A computer is a general purpose device that can be programmed to carry out a set of arithmetic or logical operations automatically. Since a sequence of operations can be readily changed, the computer can solve more than one kind of problem. The computer will be used to create the system

## Design Phases

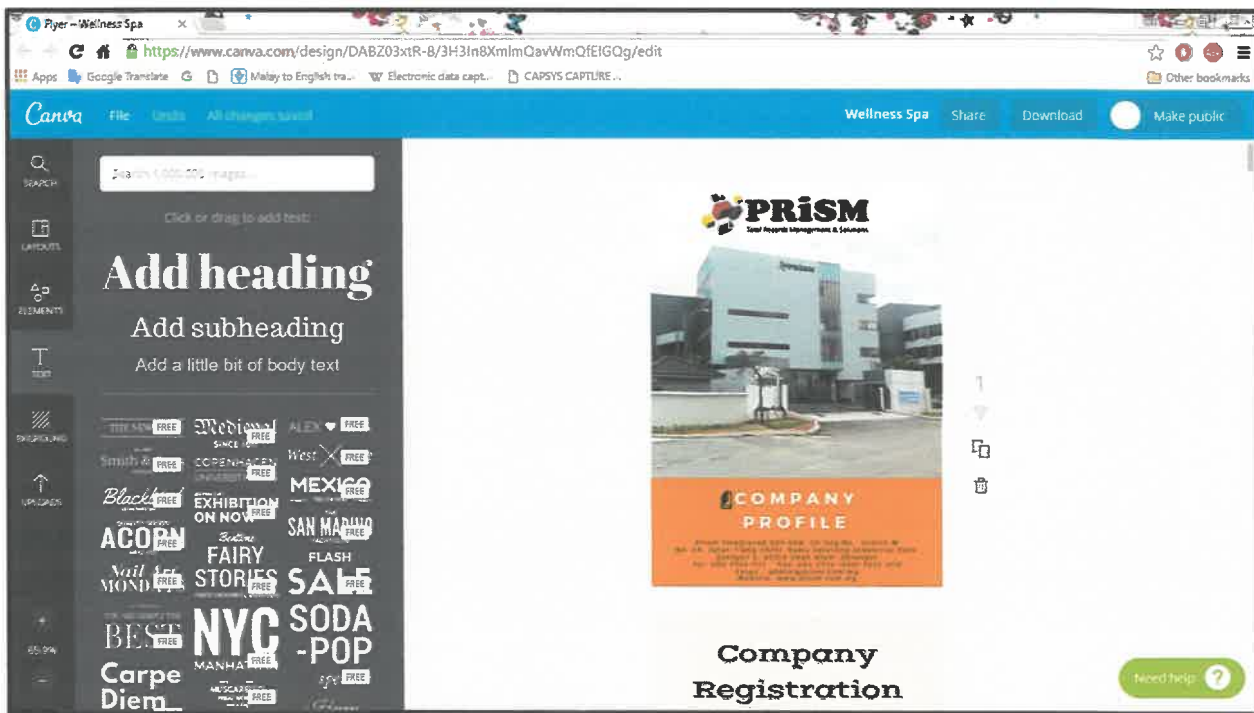As mention, trainee is responsible to create and design new brochure for company profile.



*Figure 21 Editing using Canva*

## Implementation Phases

As mention it before, trainee only create and design the new brochure template for the company. After done, trainee give a copy to Ms. Amira to her proceed on printing process.

## 3.2.2 Outreach Program

### 3.2.2.1 Exhibitor at Annual Productivity and Innovation Conference and Exposition (APIC 2015)

MPC is organizing the Annual Productivity & Innovation Conference (APIC 2015) which is an annual event for sharing ideas MPC innovation product and process innovation and best practices implemented by the organization of the private sector and the government sector. MPC has invited the PRISM to be one of the exhibitors at the convention for the purpose of sharing knowledge, disseminate information and promote products in records management and office files. Organization supervisor, Mrs. Shahnum has assigned trainees to handle the exhibition as special project.

Exhibitor is one of the outreach program that be involved the trainee. The exhibition was held on 2 November to 4 November 2015 at Sunway Pyramid Convention Center. For this program, the trainee and the group had follow the concept of before, during and after the program concept.



*Figure 22 APIC Program*

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*Figure 22 Tentative program*

The trainees had meeting for this program at meeting room on 2 October 2015 at 9 am. The purpose of meeting is to make a proposal, appoint committee members and discussed about team roles. The proposal of the program can be refer at Appendix D. After completing the proposal, the trainee is setting the date to meeting and presents the proposal. On 8 October 2015, trainee is conducted the presentation with supervisor, Mrs. Shahnum. After the presentation, Mrs. Shahnum is satisfied with the presentation and agreed to carry out an exhibition and will discussed with Managing Director, Mr. Ravindran. The next meeting was held on 9 October to discuss the costing of exhibition. The third meeting was discussed about tentative of program and design of the banner. All of minutes of meetings can be refer at Appendix E.

*Figure 23 Banner design*

Before the program, trainee and group are bought the needed items to be display on exhibition. For this outreach program, trainee is responsible to be welfare bureau. Trainee has monitored the environmental activities to ensure they are safe and conducive to the activities planned. Besides, responsible welfare of others trainees in case if there are participants who have health problems during ongoing program activities. On 1 November 2015, trainees go to the places to setup event. Besides, trainee also responsible to prepare all goodies bag to be spread to people who comes to the booth.



*Figure 24 Preparing goodies bag*

The trainee has been assigned to go to exhibition on 4 November 2015. Before the event start, trainees and others member is cleaning the booth to setup them as well as design before. This is to ensure the booth is clean and tidy. After cleaning up everything, trainees compile the display of items to show to the visitors



Figure 25 during exhibition

On the program, trainee have treated a visitor that coming to booth. The trainees have answered the questions asked about the company and its products. Mostly visitors are interested to the services and products that offered by PRISM. The purpose of this outreach program is to promote products in records management and office files. By the event, it gains customer that interest to buy filing products and equipment, such as PRISM Smart File, binder, and black box. The program has ended at 3 pm.

# CHAPTER 4

# CONCLUSION

# CHAPTER 4: CONCLUSION

Chapter 4 is focusing on the conclusion of the industrial training report. It covers about the application of knowledge, skills and experience, personal thoughts and opinion, lesson learnt and also limitation and recommendation of trainee during the industrial training at PRISM Integrated Sdn. Bhd.

## 4.1 Application of knowledge, skills and experience

Trainee had applied the knowledge and skills from IMS 457, Multimedia for Information Professionals while completed with the other trainees. In addition, the good knowledge and skill in this subject also helped trainee in give suggestions and ideas to other trainees in producing multimedia materials for special projects such as designing template for brochure, banner, back drop, and others.

Based on knowledge skills and experience on subject IMS 606, Information System Analysis for Information Professional I and II, it also helped trainee in write the good documentation of first and second phases of ISO training. The process of flowchart has been incorporated into documentation. The example of flowchart can be refer to the Appendix F. According to the Merriam-Webster dictionary, systems analysis is the process of studying a procedure or business in order to identify its goals and purposes and create systems and procedures that will achieve them in an efficient way.

Enhanced by knowledge from subject IMS 556 Information System Interaction & Consultation, is helped trainee in communicating with people is important when managing outreach programs and in the delivery of information to the peoples. All these subjects were helpful and repair trainees in every communication and when making a presentation.

All the knowledge and skills of gained by trainee during studies in Faculty of Information Management is very helpful and useful to the trainee while arrange and conducted Exhibition of Annual Productivity & Innovation Conference (APIC 2015) is be used and apply properly. Based on the knowledge and skills existing is make trainee become more explored furthermore practicing for the future. The experience gathered from handling events and programmers such as user training during studies in Faculty of Information Management, UiTM Kelantan also had benefited the trainee in order to communicate with the clients, customers, staffs, corporate peoples, and peoples, The knowledge that gained is very helpful because trainee is able to handle the entire problem with easily without work in pressure.

## 4.2 Personal thoughts and opinion

Trainee and the group are assigned the organization with conducted the outreach program as special projects. By outreach program that was held on 2 November to 4 November 2015, trainee feels that the program is very useful to trainee. For example, at the program, there are others companies that exhibit at the same place. By that, trainee who are trying to get better job after internship can drop their resume to the company. Trainee were exposed by external organizations in promoting themselves to others companies

In additional, trainee can gained a lot of knowledge from various angles and has honed their skill for dealing with the world of work in the future. In addition, through this program, the values can be fostered among trainee and other trainees as well. Tolerance and cooperation among trainee is formed among trainees who came in one university but different classes. For example, carried out without any problems and always exchange opinions and accept other trainees' opinion.

By going to the meeting outside, the trainee learns to hone the presentation skills that always put into practice at the university. Trainee are trained to speak in front of a crowd of strangers and in large quantities. For example, going meeting at DIGI Telecommunication Sdn Bhd.

Besides, in managing festival ceremony such as Hari Raya, Deepavali celebration, trainee feels that the relationship between trainee and the group become close and becomes more closely and was able to build a closer relationship. This is because to manage the event, it requires an attitude of cooperation to ensure the success of the event successfully.

## 4.3 Lesson learnt

The trainee has learnt to become more confident, discipline, can increase communication skills, teamwork, problem solving and also in term of negotiation and persuasion skills. Trainee is become more confident to deal with the public. It does not matter to make a presentation or to convey and share information together. Confident level of trainee also rises when dealing with other staffs in PRISM Integrated Sdn Bhd, customers, and clients. In term of communication skill, trainee is successful communicate verbal with other staffs in the organizations that are different races, culture and religion. Most of training task involved interaction and need trainee to communicate with superior, other workers which also include foreign workers. The enforcement of English language in the working environment have improve trainee English both spoken and written.

From this lesson also, trainee show able to manage and delegate task to other trainees, which is build positive working relationship. The teamwork is established while handling outreach program together. In term of problem solving, trainee is display the ability to take a logical and analytical approach to solving problems and resolving the issues. Trainee and the group is facing a few minor problem which is can be solved with good skill in problem solving. With the good communication between the trainees in the group is the key on problem can be solved easily. Trainee is gained a very good lesson learnt which is knowledge of negotiation and persuasion. Based on this knowledge, trainee always put forward the opinions and also understands where the other person is coming from. From that, the negotiation and persuasion is very good in life and also could be practice in future.

In additional, trainee is able to work under the pressure. The way is by keep calm in a crisis and do not become too over helmed or stresses. It makes trainee become more aware about the challenger in conducting business in future. The five month placement also has provided trainee the opportunities to develop and improve the soft and functional skills. All of this valuable

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experience and knowledge that trainee have gained were not only acquired through the direct involvement in task given but also through other aspect of the training such as work observation, interaction with colleagues, superior, and others third party related to the company. From what trainee have undergone, Trainee are hundred percent agree that the industrial training program have achieve its entire primary objective. It's also the best ways to prepare student in facing the real working life. As a result of this lesson, trainee now are more confident to enter the employment world and build my future career.

## 4.4 Limitations and Recommendations

Trainee had assigned a few limitations during the internship duration which is to solve the limitations trainee is recommending the solution of the problem. The limitations and recommendations are below:

i.      Not related to major

Trainee are majoring in Information System Management and minoring in Record Management, however the task were given such as quotation and pricing in Marketing Department. Trainee involve the task that are not related to the course.

ii.     The quantity of Internship Students

The number of students for industrial training affect work under operation department. This means the company has taken an advantage from trainees. In operation department, its only have four permanent workers work in office and the rest is contract workers. The company are not hiring more contract workers during industrial training period. All tasks in operation such as data entry, checking, scanning, doc-prep, re-prep, quality control, and checking mostly done by trainees. Due to this limitation, there are various problems arise. For example, students are not given due attention to their special project because must complete the office works. As recommendation of this limitation, the company should hire their workers and give students attention from the department and the opportunity exposed to real working environment so that students can prepare themselves for the challenges and obstacles in the world of work in the future.

iii.    Lack of facility

Lack of facility such as workstation especially happen in Operation Department. Workstation is one of the essential requirements for internship students for trainees to carry out daily tasks assigned by the supervisor. Besides, trainees want to do report on their log book. Trainees are

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more than 10,000 sheets, then the scanner will be damaged. The personal computer (PC's) also outdated which using window XP, so that after doing data entry, sometimes the PC's were hang. This will make trainee stressed and keep doing same work.

These constraints lead trainees to undertake tough tasks with a comfortable and perfect. As recommendation of this limitation, trainee proposes PRISM to buying adequate equipment. Besides, for internship student intake, company should assigned one supervisor for two or three trainees to pleasure and comfort of students. Furthermore, to make it easier for PRISM in dealing with any matter related to the internship student's.

iii.     Supervisor assigned for the Internship Students.

Each trainee placed under one supervisor. Because too many students are taking by the company to undertake practical in PRISM Integrated Sdn Bhd, a supervisor has 10 trainees. For example, Mrs. Shahnum has 10 trainees under supervise including trainee. As for that, Mrs. Shahnum has divided the task according the weeks for different department to make sure all the trainees under supervise is conducted the task give appropriately. The timetable for trainee can be refer at Appendix A. In additional, this limitation is has led to some trainees who are not recognized by the supervisor, which lead to other problems will arise. It also may result, trainees are not given the experience and be exposed to the natural world of work has many problems and obstacles. It is highly recommend considering that each supervisor is allocate only for two or three trainees only, which is to make sure, the supervisor identify any trainees under his care as well as providing related experience real working for them so that trainees are better equipped to face the future after serving internship.

related experience real working for them so that trainees are better equipped to face the future after serving internship.

v.     The allowance

The third limitation is an allowance. The allowance that be given to the trainees are RM500 for a month. It is not enough due to student status and some trainees are not live nearby. Some of the trainees are come from different states apart from Kuala Lumpur and Selangor, as trainee who come from Terengganu state. The trainees also faced the same problem in finding affordable rent house or rent a room. It is very hardly to rent a room or house at affordable price since it's quietly expensive to rent a room or house nearby to Bukit Jelutong. So, trainee decided to rent at Puncak Perdana as far from the company. Due to this problem, the trainees had to ask the family to pay for themselves in the course of this internship. It is highly recommend considering in term of allowances for the trainee.

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S. Shahnum, personal communication, August 3, 2015

# APPENDIX A:
# TIMETABLE INDUSTRIAL
# TRAINING ACTIVITIES

| Week | Duration | Scanning | Warehouse | Delivery | Data Entry/ Software | Records | Marketing | HR/ Admin |
|---|---|---|---|---|---|---|---|---|
| 1 | 3 August – 7 August | Hafizuddddin, Hafiz, Saffuan, Rizal, Zulhilmi, Shah Rizan, Tengku, Azra | | | | | Farah | Nuratikah |
| 2 | 10 August – 14 August | Hafizuddddin, Zulhilmi, Hafiz, Saffuan, Shah Rizan, Tengku, Rizal | | | Azra | | Farah | Nuratikah |
| 3 | 17 August – 21 August | Hafizuddin, Zulhilmi, Rizal, Hafiz, Azra, Shah Rizan, Tengku, Safuan | | | | | Nuratikah | Farah |
| 4 | 24 August – 28 August | Hafizuddin, Zulhilmi, Azra, Saffuan, Hafiz, Shah Rizan, Tengku | | | Rizal | | Nuratikah | Farah |
| 5 | 31 August – 4 September | Hafizuddin, Zulhilmi, Rizal, Nuratikah, Farah, Shah Rizan, Hafiz | | | Saffuan | | Tengku | Azra |
| 6 | 7 September – 11 September | Zulhilmi, Rizal, Shah Rizan, Hafizuddin, Nuratikah, Farah, Hafiz | | | Saffuan | | Tengku | Azra |
| 7 | 14 September – 18 September | Shah Rizan, Saffuan, Zulhilmi, Hafiz, Farah, Nuratikah, Rizal | | | Hafizuddin | | Azra | Tengku |
| 8 | 21 September – 25 September | Shah Rizan, Saffuan, Zulhilmi, Hafiz, Farah, Nuratikah | | | Hafizuddin | | Azra | Tengku |
| 9 | 28 September – 2 October | Tengku, Azra, Rizal, Farah, Nuratikah, Hafizuddin, Zulhilmi | | | Hafiz | | Saffuan | Shah Rizan |
| 10 | 5 October – 9 October | Tengku, Azra, Nuratikah, Rizal, Farah, Zulhilmi, Hafizuddin | | | Hafiz | | Saffuan | Shah Rizan |
| 11 | 12 October – 16 October | Hafiz, Azra, Farah, Hafizuddin, Nuratikah, Zulhilmi, Rizal | | | Tengku | | Shah Rizan | Saffuan |

| | | | | | | |
|---|---|---|---|---|---|---|
| 12 | 19 October – 23 October | Hafiz, Azra, Farah, Hafizuddin, Nuratikah, Zulhilmi, Rizal | Tengku | | Shah Rizan | Saffuan |
| 13 | 26 October – 30 October | Shah Rizan, Tengku, Nuratikah, Azra, Hafizuddin, Saffuan, Rizal | Farah | | Hafiz | Zulhilmi |
| 14 | 2 November – 6 November | Shah Rizan, Tengku, Nuratikah, Azra, Hafizuddin, Saffuan, Rizal | Farah | | Hafiz | Zulhilmi |
| 15 | 9 November – 13 November | Farah, Tengku, Shah Rizan, Rizal, Hafizuddin, Azra, Saffuan | Nuratikah | | Zulhilmi | Hafiz |
| 16 | 16 November – 20 November | Farah, Tengku, Shah Rizan, Hafizuddin, Saffuan, Rizal, Azra | Nuratikah | | Zulhilmi | Hafiz |
| 17 | 23 November – 27 November | Farah, Azra, Nuratikah, Hafiz, Zulhilmi, Tengku, Saffuan | Shah Rizan | | Hafizuddin | Rizal |
| 18 | 30 November – 4 December | Farah, Zulhilmi, Nuratikah, Saffuan, Azra, Tengku, Hafiz | Shah Rizan | | Hafizuddin | Rizal |
| 19 | 7 December – 11 December | Farah, Tengku, Nuratikah, Saffuan, Azra, Shah Rizan, Hafiz | Zulhilmi | | Rizal | Hafizuddin |
| 20 | 14 December – 18 December | Farah, Tengku, Nuratikah, Saffuan, Azra, Shah Rizan, Hafiz | Zulhilmi | | Rizal | Hafizuddin |
| 21 | 21 December – 25 December | | | | | |
| 22 | 28 December – 1 January | | | | | |

# APPENDIX B:
# DIFFERENT MODULE
# EDCRC SYSTEM
# SOFTWARE

EDC (A) |Maisarah, Bt Nurhazzani|

File   Help

Customer          Management          Maintenance
Inventory         Orders              Accounting

Opened Modules

Order

Return Delivery

Delivery Maintenance

Picking List

Return Verification

Recurring Orders

Delivery Creation

Non Track File

Delivery

Shelf Non Track File

Imaging on Demand

Delivery Imaging

Delivery Route

Deleted Order Item

10:57 AM
31/10/2015

EDC [A] [Maisarah, Bt Nurhaizan]

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 Purge

Opened Modules

10:56 AM
31/10/2015

EDC [A] [Maisarah, Bt Nurhaizan]

File  Help

Inventory
Customer

Orders
Management

Accounting
Maintenance

Opened Modules

Box and File Verification

Department Transfer

Rebuild Space Usage

Remove PRE ADD

Box and File Maintenance

10:57 AM
31/10/2015

EDC [A] iMaisarah, Bt Nurhaizan]

File   Help

Inventory

**Customer**

Orders
Management

Accounting
Maintenance

Opened Modules

Customer Information

Delivery Address

Authorized User

Restriction

User Group

Customer Holidays

Retention Schedule

Department

Source Location

10:55 AM
31/10/2015

EDC {A} [Maiserah} Bt Nurhazzan]

File   Help

Customer
Inventory

Management
Orders

Maintenance
Accounting

Opened Modules

Invoicing

Delivery Billing

Delivery Type

Box Type

General Pricing

Customer Pricing

Periodic Invoice Item

Departmental Invoicing

Customer Volume Usage

BimeLink Pricing

10:57 AM
31/10/2015

# APPENDIX C:
# APIC BROCHURE
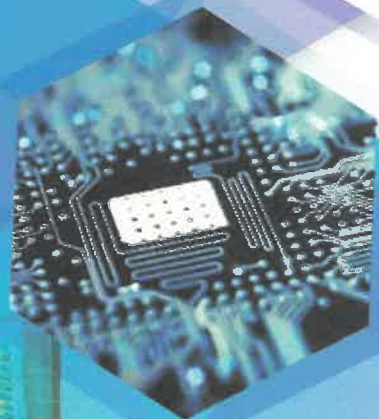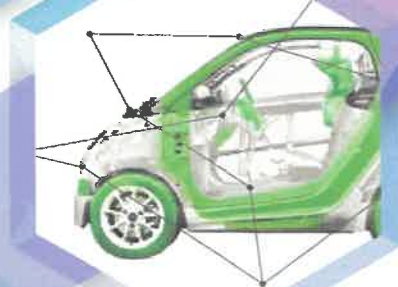
## ANNUAL PRODUCTIVITY & INNOVATION CONFERENCE AND EXPOSITION (APIC) 2015

Annual Productivity & Innovation Conference and Exposition (APIC) 2015 is a prime event organised by Malaysia Productivity Corporation (MPC). APIC brings together two of MPC's major Team Excellence Conventions and exposition which will also be held to showcase outstanding achievements from the industries.

### 1. National Team Excellence Convention on Innovative & Creative Circle (ICC)

Features the presentation of selected circles among the gold award recipients in the Regional ICC Conventions. It is an annual event where the best overall ICC Excellence Award winner is announced.



## NATIONAL TEAM EXCELLENCE ON INNOVATIVE CREATIVE CIRCLE (ICC) CONVENTION

## 2-4 NOVEMBER 2015

In today's highly competitive environment, the speed of change becomes the competitive factor in organisational strategy. In line with the change, the Innovative and Creative Circles (ICC) have emerged as one of the most effective means in encouraging industries to enhance their competitiveness. ICC activity has now evolved as part of the Malaysian best practices, and highly recognised for its effectiveness in solving problems at the workplace. Thus contributing to innovation of products that would satisfy customers' needs, improvement in existing products and services. That would further delight customers, or reduce time and wastages to save cost and simplify work processes.

National Innovative Creative Circle (ICC) Convention features the best selected circles among the Gold Award recipients in the Regional ICC Conventions. It is an annual event where the Best Overall ICC Excellence Award winner is announced. The innovative and creative projects presented at the Conventions are testament of the ability of the workforce in Malaysia in applying their creativity and innovativeness to enhance productivity and competitiveness. The National Innovative Creative Circle (ICC) Convention serves as a platform in giving due recognition to all participating circles that have excelled in achieving value generation and cost savings for their respective organisation.

### OBJECTIVES

- To provide an opportunity for the participants to meet, share and exchange ideas on ICC best practices;
- To learn from the 'Best of the Best' Circle in achieving continuous breakthrough improvement;
- To recognise achievements gained from ICC activities; and
- To inculcate the culture of knowledge-sharing and life-long learning.

### PROGRAMME SECRETARIAT

- **Ms. Safniwati Jasri**
  E-mail : safniwati@mpc.gov.my
  Tel : +603-7951 2379

- **Ms. Nursyahrina Muhamad Nor**
  E-mail : syahrina@mpc.gov.my
  Tel : +603-7951 2394

- **Ms. Nur Amirah Shaaban**
  E-mail : nuramirah@mpc.gov.my
  Tel : +603-7951 2342

### AWARD

The Best Overall ICC Excellence Award Winner is selected among the winners of each sector. The award winner will receive the Minister of International Trade and Industry Challenge Trophy.

## 2. National Team Excellence Convention on Quality Environment (QE/5S)

Is a platform for Quality Environment practitioners to demonstrate their achievements in inculcating excellence in work culture through the Quality Environment system.

## 3. Exposition

Is a unique platform which provides practitioners, academics and industry players to showcase products and process breakthrough, new ideas and creativity on productivity, innovation and competitiveness.

The theme of APIC 2015 is "FROM IDEAS TO REALITY". The theme corresponds productivity is the integral component in order to achieve higher production, higher income and hence higher standard of living.

---

## NATIONAL TEAM EXCELLENCE ON QUALITY ENVIRONMENT (QE/5S) CONVENTION

## 2-4 NOVEMBER 2015

Quality Environment (5S) practices have universally demonstrated remarkable results in supporting Quality Management and Lean Management initiatives. Pursuit of quality improvements in industries today begin with establishing the basics of 5S practices; namely, organising the workplace, keeping it neat and clean, and maintaining the standardised conditions and discipline. The implementation of 5S practices will result in simplifying work, reducing waste and eliminating non-value adding activities, while improving quality, efficiency, safety and creating a healthier corporate climate.

Today, many organisations that have implemented the Quality Environment (5S) System were rewarded with astonishing results as indicated by our customers, mainly the Managing Directors and Chief Executive Officers of the Malaysia National Quality Environment (5S) Award Winners. One such comment was:

"We have not seen any SIMPLER and more POWERFUL approach to improvement which can also be implemented at a LOWER COST".

In addition, the Quality Environment (5S) can be used in laying the groundwork for ISO 9001:2008 certification and other quality initiatives. Successfully deploying the Quality Environment (5S) will improve organisational efficiency and enhance overall performance.

## OBJECTIVES

- Provides a platform for sharing of best practices for performance enhancement through innovation;

- Provides an opportunity for Quality Environment (5S) practitioners in sharing ideas, experiences and achievements towards improvement and seeding the best working culture to increase the organisational performance and productivity; and

- Recognises exemplary organisations in managing and implementing the 5S practices.

## AWARD

The Best Overall Project selected among the winners of each sector will receive the Malaysia National Quality Environment (5S) Award.

## PROGRAMME SECRETARIAT

- **Ms. Norfaizah Abdul Rahman**
  E-mail : faizah@mpc.gov.my
  Tel : +6013-332 1984

- **En. Khairul Nazir Nawi**
  E-mail : khairul@mpc.gov.my
  Tel : +6013-359 9869

## STREAMS FOR PROJECT PRESENTATIONS

Manufacturing

Electrical & Electronic

SME

Services

Public Sector

# REGISTRATION FORM

**ANNUAL PRODUCTIVITY & INNOVATION
CONFERENCE AND EXPOSITION (APIC) 2015**

## 2 - 4 NOVEMBER 2015
**SUNWAY PYRAMID CONVENTION CENTRE
& SUNWAY RESORT HOTEL AND SPA**
'FROM IDEAS TO REALITY'

Please fax the completed form to: +603-7955 1824 / +603-7960 6264
Any inquiries on registration, please contact:

**Ms. Nursyahrina Muhamad Nor**
E-mail : syahrina@mpc.gov.my
Tel     : +603-7951 2394

**Ms. Norfaizah Abdul Rahman**
E-mail : faizah@mpc.gov.my
Tel     : +603-7951 2468

| Company Name: | | Contact Person: | |
|---|---|---|---|
| Address: | | Designation: | |
| | | Tel: | |
| | | Fax: | |
| | | E-mail: | |

## FEE RM583/PER PERSON/PER DAY INCLUDING:

- **National Innovative Creative Circle**
- **National Quality Environment (QE) Convention**

| No. | Name | Designation | Day 1 | Day 2 | Day 3 | Closing Dinner (RM212 per pax) | Total (RM) | Mobile No. | E-mail |
|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | |

- Prices shown inclusive of 6% GST.
- Full payment must be made upon registration.
- Cancellation and substitutions: You may substitute participants at any time.
  MPC does not provide refunds for cancellations.
- Fee exclude accommodation.

## PAYMENT METHOD

☐ Local Order

☐ Cheque or Bank Draft payable to 'Perbadanan Produktiviti Malaysia'.

☐ Money Transfer : Perbadanan Produktiviti Malaysia
                 Akaun Maybank Islamic MPC
                 No: 564164438566
                 (Sent a copy of payment/transfer slip to MPC with form) to **diyana@mpc.gov.my** or **salia@mpc.gov.my**

☐ I wish to register and agree to abide by all terms and conditions.

Signature :

Name    :

Date     :

Company Stamp:

# APPENDIX D:
# PROPOSAL OF
# APIC 2015
# EXHIBITION

# PROPOSAL OF EXHIBITION OF ANNUAL PRODUCTIVITY AND INNOVATION CONFERENCE AND EXPOSITION (APIC 2015) ORGANIZED BY MALAYSIAN PRODUCTIVITY CORPORATION (MPC)

## 1.0 Introduction

MPC has invited the PRISM Integrated Sdn Bhd to be one of the exhibitors at the convention for the purpose of sharing knowledge, disseminate information and promote products in records management and office files. The internship student has request to do an outreach program which as Annual Productivity & Innovation Conference (APIC 2015) as their special projects.

## 2.0 Purpose

This proposal were submitted for consideration and financial contributions from the top management for the approval of programs and financial contributions

## 3.0 Time, Date, Venue

| | | |
|---|---|---|
| Date | : | 2 - 4 Nov 2015 |
| Time | : | 8.00 am - 5.00 pm |
| Venue | : | Foyer Ballroom, Sunway Piramid Convention Centre. |
| Width booth | : | 3m x 3m |

## 4.0 Committee member

i. Mr. Shah Rizan bin Mohamad
ii. Ms Farah Diana bt Eshak
iii. Ms. Azra Syazana bt Zainuddin
iv. Ms. Nuratikah Amirah bt. Borhan
v. Mr. Tengku Ahmad A'izuddin b. Tengku Ahmad Akman
vi. Mr. Mohammad Hafiz b. Che Amran
vii. Mr. Safwan b. Mohamad
viii. Mr. Mohd Rizal b. Ismail
ix. Mr. Ku Hafizuddin b. Ku Mansor
x. Mr. Mohammad Zulhilmi Syafiq b. Baharuddin

## 5.0 Target audience

The target audiences of this program are an organization from private sector or government sector.

## 6.0 Costing for booth

| No | Item | Description | Price |
|---|---|---|---|
| 1 | **Decoration** <br><br> -Flowers + vase <br> -Stick Perfume <br> -Glass (Put Sweets) | <br><br> 1 unit Mixed flower (plastic) <br> 1 unit <br> 1 unit | <br><br> RM 20.15 <br> RM 6.00 <br> RM 6.00 |
| 2 | Candy | 5 mixed flavour | |
| 3 | **Printing** <br><br> -Brochure <br> -Banner <br> -Small bag with logo | <br><br> 100 pcs (RM 1.20/pcs) <br> 1 Unit (Rm 35/unit) 2'x5' <br> 100 pcs (RM 3.60 pcs + printing) | <br><br> RM 120.00 <br> RM 35.00 <br> RM 360.00 |
| 4 | Drinking Water | 2 Boxes (RM 10.00/box) | RM 21.20(GST) |
| | **Total** | | RM 568.35 |

## 7.0 Equipment needed

| Item to Prepare | Quantity | Action |
|---|---|---|
| **Display Item** <br><br> -PSF (all colors and size) <br> -Puncher <br> -Copysafe <br> -F-binder <br> -Boxes <br> -Mini Box <br> -Business Card <br> -Banner | <br><br> 8 <br> 4 <br> 1 box <br> 1 box <br> 4 <br> 50 | Tengku, Azra & Hafiz |
| **Brochure To Prepare** <br><br> -Company Profile BM/BI <br> -Product Catalogue BM/BI <br> -Promotion copysafe and file <br> -Promotion PSF Package <br> -Brochure PSF <br> -Brochure Record Centre | <br><br> 50 <br> 50 <br> 50 <br> 50 <br> 50 <br> 50 | Amira & Farah |
| **Audio/Technical** <br><br> -Laptop <br> -Extension plug <br> -Video | <br><br> 1 <br> 1 <br> 1 | Tengku & Ku Hafizuddin |

| | | | |
|---|---|---|---|
| **Goodies Bag**<br><br>-Small bag<br>-Brochure<br>-Mini box<br>-Company profile | 100 | | Shah Rizan & Zulhilmi |
| **Refreshment**<br><br>-Small drinking water<br>-Sweets | 60<br>5 packets | | Rizal & Safuan |

8.0 Tentative Program

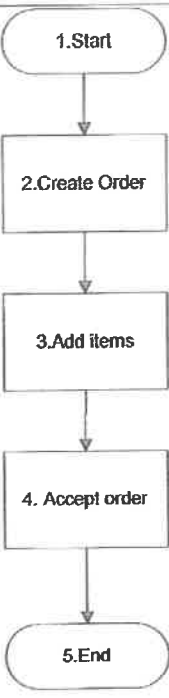| Date | Time | Event | Person In Charge |
|---|---|---|---|
| 02 November 2015 | 9.30 am – 4.30 pm | -Event started<br><br>-Official Opening (Plenary Hall)- Mr Ravi & Mr Gopi will attend.<br><br>-Exhibition show day 1<br><br>-Booth tour by Deputy Prime Minister | Tengku, Azra & Shah Rizan |
| 03 November 2015 | 9.30 am – 4.30 pm | - Exhibition show day 2<br><br>-Conference day 1 | Hafiz, Farah & Zulhilmi |
| 04 November 2015 | 9.30 am – 4.30 pm | -Exhibition show day 3<br><br>-Conference day 2<br><br>-Packing and moving out of hand-carry item by exhibitors. | Ku hafizuddin, Rizal, Amira & Safuan |

Prepared by;


(NURATIKAH AMIRAH BORHAN)

On behalf the Internship Student
UNIVERSITI TEKNOLOGI MARA

# APPENDIX F: EXAMPLE FLOWCHART ISO TRAINING

| Version: | 5.82 |
| --- | --- |
| Date: | 2012-1-02-17 |
| First release Date: | 2012-1-02-17 |

```
┌─────────────┐
│   1.Start   │
└─────────────┘
      │
      ▼
┌─────────────┐
│2.Create Order│
└─────────────┘
      │
      ▼
┌─────────────┐
│ 3.Add items │
└─────────────┘
      │
      ▼
┌─────────────┐
│4. Accept order│
└─────────────┘
      │
      ▼
┌─────────────┐
│    5.End    │
└─────────────┘
```

**1.Start:**

**2. Create Order**

- Orders - > Order
- File - > Create Order (Ins)
- Select user
- Enter user's password      (if prompted)
- Select delivery address
- Select delivery type

**3. Add items**

**Box:**

- Item -> Add Item - > Box Retrieval (F8)
- Enter # or description, or RC #
- Enter recipient & press OK
- Select desired boxes & press OK

**File from a box:**

- Item -> Add Item - > File Retrieval (F9)
- Enter Box # or Field 1(box)
- Enter recipient & press OK

"Select desired files. If file not in list press the "Add" button, then enter information to find file. Press OK"

**Inventoried file:**

- Item -> Add Item - > File Retrieval (F9)
- Enter # or desc. or RC
- Enter recipient & press OK
- Select desired files & press OK

**Return /pickup of items to RC**

- Item - > Add Item - > Returns - > Not Specified (F10
- Enter quantity of return items (containers) & press OK

**Pickup of specific items (rare)**

- Item - > Add Item - > Returns - > Boxes (F6)/ Files (F7)
- Click on ADD
- Select desired items & press OK

**Line Item (other supplies or service)**

- Item -> Add Item -> Line Item
- Enter charge back code if necessary & press OK

**Note that you can**

- 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->Add Items->Box Search (F11) | File Search (F12))
- Add items from a text file listing (Alt-F8)
- Add items from a list of box or file numbers pasted in (Alt-F9), for example from an e-mail

For more information on these topics, see the help manual (F1, or Help->Contents then search for 'Adding items to an order').

**4. Accept order**

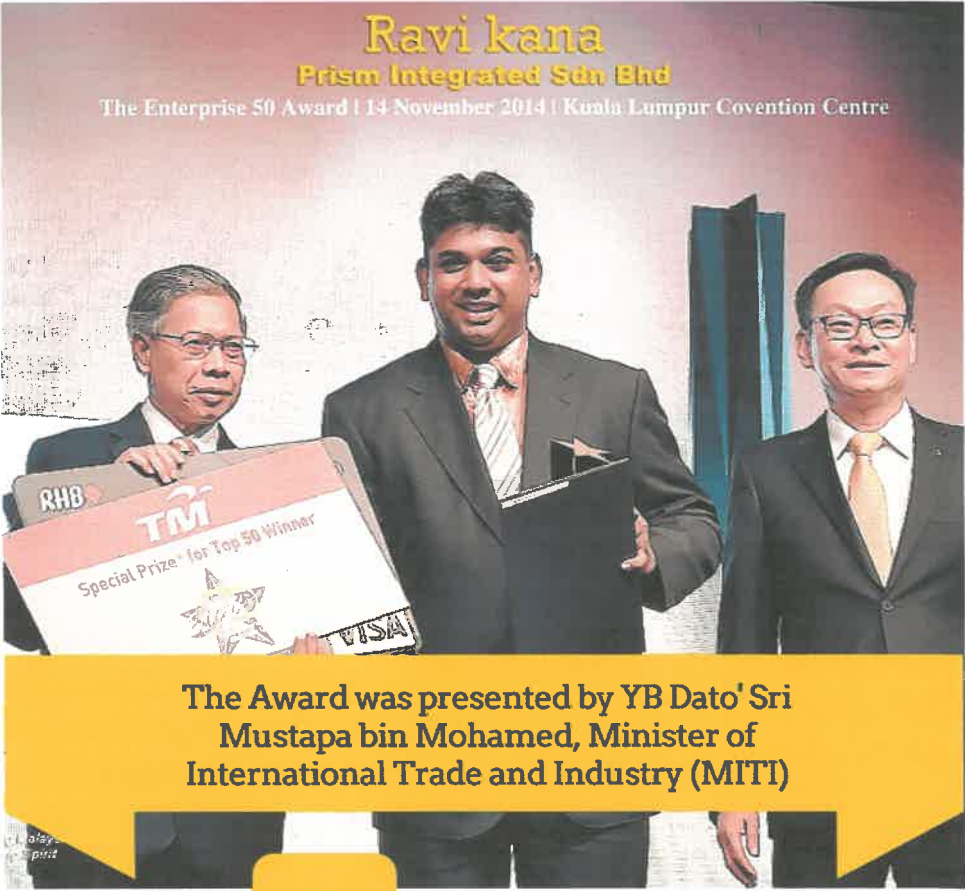- Click on the ACCEPT button (Ctrl+Enter)

# APPENDIX G:
# SAMPLE
# OF
# BROCHURE

# PRiSM
Total Records Management & Solutions

# COMPANY PROFILE

# Company Registration

| | |
|---|---|
| **NAME:** | **PRISM INTEGRATED SDN BHD** |
| **ADDRESS:** | **No 2A, Jalan Tiang U8/91, Bukit Jelutong Industrial Park, 40150 Shah Alam, Selangor, Malaysia** |
| **STORAGE ADDRESS:** | **No 2A, Jalan Tiang U8/91, Bukit Jelutong Industrial Park, 40150 Shah Alam, Selangor** |
| **TELEPHONE:** | **+ 603 7734 1111 or + 603 7734 0033** |
| **FAXIMILE:** | **+ 603 7734 1888 or + 603 9235 1110** |
| **EMAIL:** | **admin@prism.com.my** |
| **WEBSITE:** | **www.prism.com.my** |
| **REGISTRATION No.** | **639513-M** |
| **REGISTRATION DATE:** | **01-03-2004** |
| **TYPE OF COMPANY:** | **SDN BHD (PTE LTD)** |
| **PAID UP CAPITAL:** | **RM 300,000.00** |
| **BOARD OF DIRECTORS:** | 1. **Ravindran Kanagasabapathy (Managing Director)** <br><br> 2. **Vijendran Kanagasabapathy** <br><br> 3. **K. Balasingam** <br><br> 4. **Gopi Pillay** <br><br> 5. **Regina Shanti** |

# Ravi kana
## Prism Integrated Sdn Bhd
The Enterprise 50 Award | 14 November 2014 | Kuala Lumpur Covention Centre

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

Prism achieves 10th place in SME E50 Award

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

## 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/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 honours graduate in Hotel Management from Toulouse, France and 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

Executive 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 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

- 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

## ROSLI ASAAD

Position

- 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, Dewan Bahasa dan Pustaka and etc.
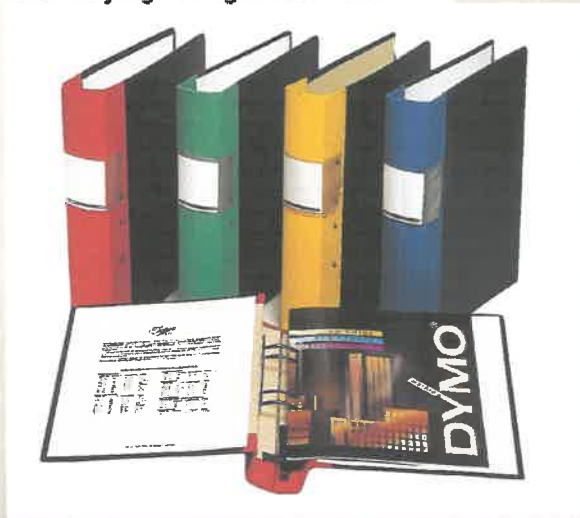
## SITI SABARIAH ISMAIL

Position

**PRODUCTS & SERVICES**

Colour code Filing System
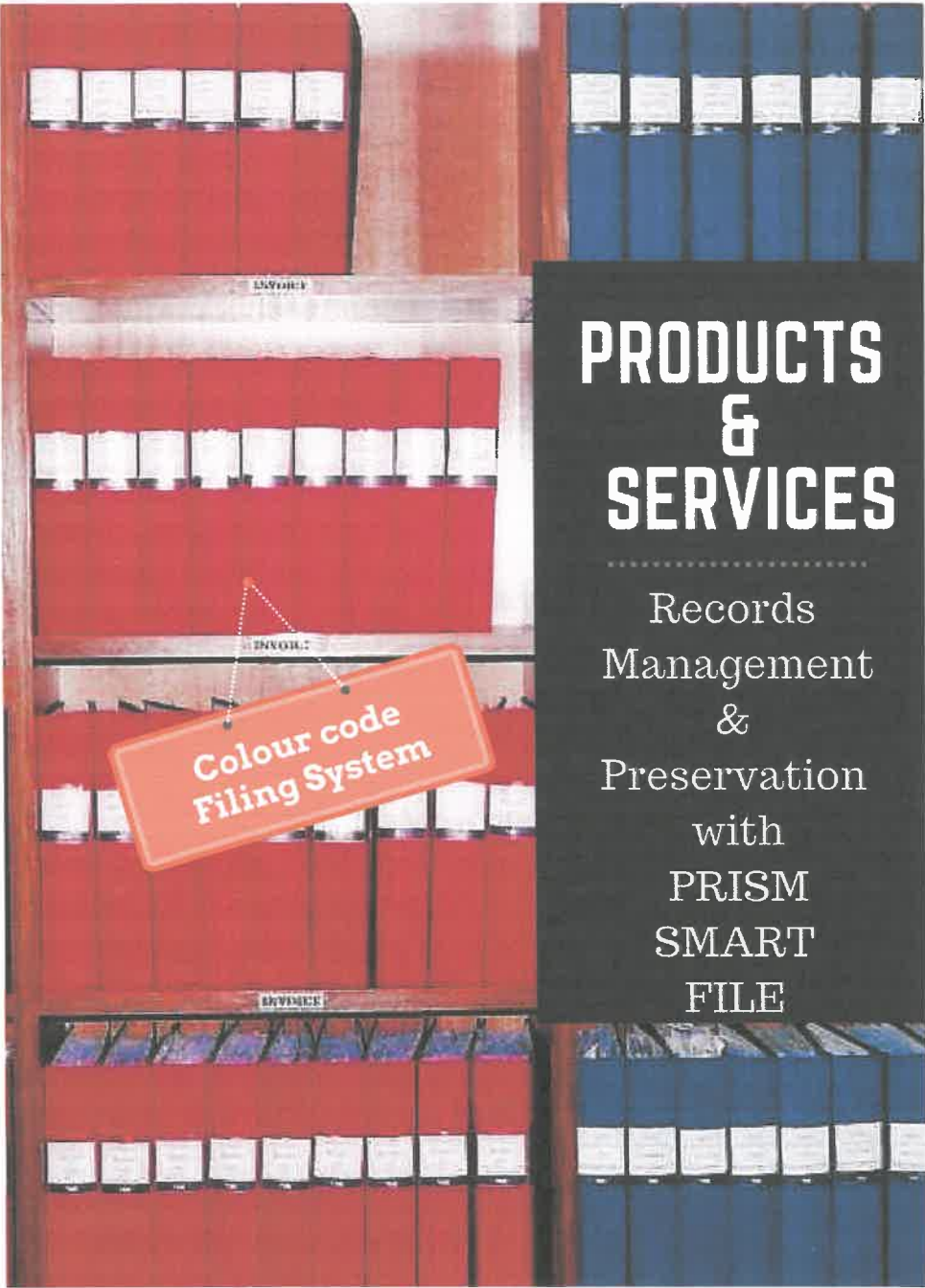
Records Management & Preservation with PRISM SMART FILE

# Easy Retrieval &
# Enhances corporate
# image



Kulit Jopa Sulit

Kulit Jopa Rahsia

Kulit Jopa Terbuka

**Spesifikasi Jopa memenuhi Akta yang sedang berkuatkuasa**



# Prism Smart File compiles to the existing Laws
# and Acts in Plane

LHDN uses Prism Smart File for 5S

PEKELILING KEWANGAN

1999 - 2006

LHDN MALAYSIA

# PRISM SMART FILES

| BEFORE | AFTER |
|--------|-------|

# RECORD MANAGEMENT TRAINING PROGRAM

# 5s Quality Environment Program
# Forest Department Sarawak
# 6-7 December 2011





Records
Management
Training
For
Kementerian
Pelajaran
Malaysia

# STORAGE EQUIPMENT: MECHANICAL MOBILE COMPACTORS FOR MAINTENANCE OF RECORDS



## MECHANICAL MOBILE COMPACTORS: Arkib Negara Malaysia

# DISPOSITION
## SERVICES
## FOR
## CLOSED
## AND
## INACTIVE
## RECORDS

# PRISM RECORDS MANAGEMENT
# SOFTWARE, SCANNING SERVICES

The Complete Records Management Solution
**Versatile Enterprise**

**Imaging**
*just got easier!*

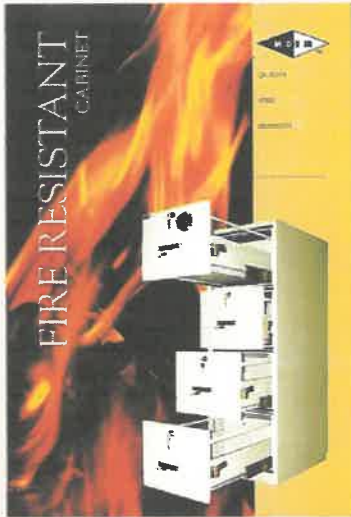# ARCHIVING SYSTEM FOR IN HOUSE MANAGEMENT OF INACTIVE RECORDS
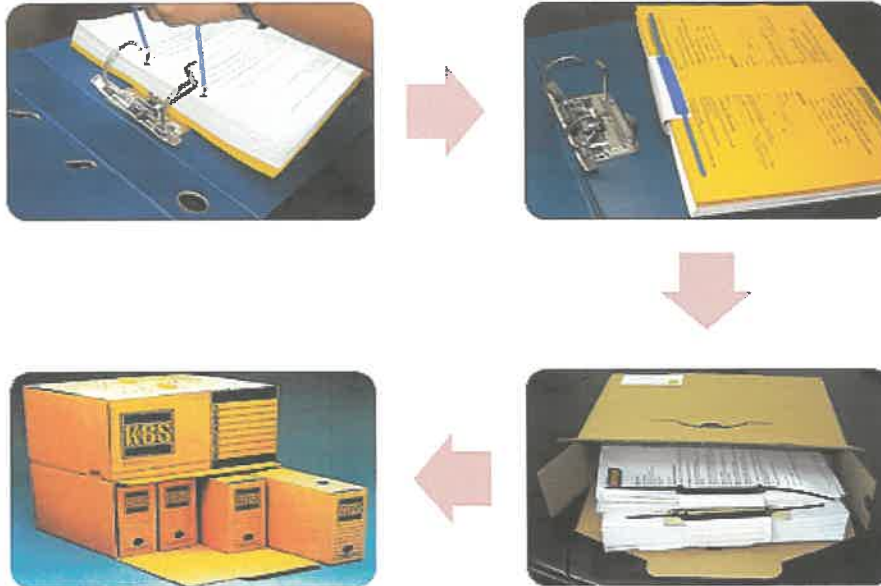


## Lembaga Hasil Dalam Negeri:

# STORAGE EQUIPMENT FOR THE
# MAINTENANCE OF RECORDS



# "OUTSOURCING" OF RECORDS
# MANAGEMENT FOR OUR RECORD CENTER

# OUR CUSTOMERS

| PRIVATE CLIENTS | GOVERNMENT CLIENTS |
|---|---|
| 1. Ericsson Sdn Bhd | 1. MAMPU |
| 2. AIA | 2. Kementerian Dalam Negeri |
| 3. Panasonic | 3. Jabatan Perkhidmatan Awam |
| 4. Rentokil Initial | 4. Pejabat Tanah di seluruh semenanjung Malaysia |
| 5. Zul Rafique & Partners | 5. Suruhanjaya Perkhidmatan Awam |
| 6. Shenn Delamore | 6. Suruhanjaya Perkhidmatan Pelajaran |
| 7. Bar Council of Malaysia | 7. Kementerian Kewangan – Bahagian Dasar Pinjaman |
| 8. Volvo | 8. Kementerian Penerangan (RTM) |
| 9. BASF | 9. Kementerian Kerja Raya |
| 10. Antah Schindler | 10. Kementerian Sumber Asli |
| 11. Prudential | 11. Kementerian Kesihatan |
| 12. Novozyme | 12. Kementerian Perhutanan (FRIM) |
| 13. Favello Favco | 13. Kementerian Pelajaran |
| 14. Worldwide Holdings Bhd | 14. Dewan Bahasa & Pustaka |
| 15. Celcom | 15. Majlis Bandaraya Melaka Bersejarah |
| 16. Ranjit Ooi & Partners | 16. Pusat Timbangtara Serantau |
| 17. Amcorp Berhad | 17. Arkib Negara Malaysia – Bhg Perolehan |
| 18. Thomas Philip Kwa & Lau | 18. Jabatan Agama Islam – Bhg Perundangan |
| 19. Techart/Mara | 19. Jabatan Pengangkutan Jalan |
| 20. Universiti Putra Malaysia | 20. Ibu pejabat Polis Kontinjen Selangor – Shah Alam |
| 21. Universiti Kebangsaan Malaysia | 21. Perbendaharaan Selangor |
| 22. Securities Commission Malaysia | 22. JKR – Cawangan Elektrik |
| 23. Amanah Raya Berhad | 23. Perpustakaan Negara |
| 24. PJI Holdings Berhad | 24. Intan |
| 25. Columbia Asia | 25. Jabatan Perkhidmatan Kajicuaca |
| 26. UM Land Bhd | 26. Ericsson Malaysia Sdn Bhd |
| 27. Antah Schindler | 27. Tech Art (Anak Syarikat MARA) |
| 28. Chase Perdana Berhad | 28. Shafie & Co – Peguambela |
| 29. Proton Holdings Bhd | 29. SUK Pejabat Menteri Besar Selangor |
| 30. TATA Consultancy | 30. SUK Terengganu |
| 31. Tenaga Nasional Bhd | 31. SUK Pahang |
| 32. Telekom Malaysia Bhd | 32. Hospital Klang |

## HOSPITAL TENGKU AMPUAN RAHIMAH KLANG

Our project with Hospital Klang was to help them to resolve the major difficulties they were facing with managing patient files. There were 500,000 patient files and storage space was a major issue. Cabinets were used to store the older inactive files. Preservation and protection of the records was a major concern. There was high exposure and risk in the area of security and preservation. Records were highly exposed to fire issues, pest issues, water and flooding issues as well as human vandalism and sabotage.

The first of our solutions was to improve the management of the active files in terms of the Equipment, File Folder and the Patient Record Filing System. We used high density mechanical mobile storage to help minimize the limited space available and implemented a single file folder system using terminal digit filing.

On the inactive files we proposed proper racking and box storage for their in-house files as well as X-Ray's.

# PRISM HQ & RECORD CENTER WITH MAPS



2A, Jln Tiang U8/91, Seksyen U8, Bukit Jelutong Industrial Park, 40150 Shah Alam, Selangor
Tel: 03-7734 1111, Fax: 03-77341888

Click on the link below and use Google maps or any other map applications to navigate to Prism:
Prism Integrated Sdn. Bhd.
Map Coordinates: 3.1105, 101.554