



**UNIVERSITI TEKNOLOGI MARA
FACULTY OF INFORMATION MANAGEMENT**

INDUSTRIAL TRAINING REPORT:

PRISM INTEGRATED SDN BHD

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

**SPECIAL PROJECT:
CREATE A USER MANUAL AND BOOKLET**

**BY:
MUHAMMAD FAIZ AFIQ BIN MOHD YUSOF
2013181491**

**IM 245 – BACHELOR OF SCIENCE (HONS.)
INFORMATION SYSTEM MANAGEMENT
FACULTY OF INFORMATION MANAGEMENT
UNIVERSITI TEKNOLOGI MARA KELANTAN**

1st FEBRUARY 2017 – 30th JUNE 2017

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MUHAMMAD FAIZ AFIQ BIN MOHD YUSOF**

**FACULTY SUPERVISOR
MADAM AISYAH BINTI MOKHTAR**

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

1st FEBRUARY 2017 – 30th JUNE 2017

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 declaring 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. I confirm that I have read and understood the UiTM regulations with regards to plagiarism and will be penalized by the university if found guilty.

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2013181491

Date of submission: 13th July 2017

ABSTRACT

Abstract: *Industrial training is the place exposed the trainee to the real working environment. The application of knowledge, skills and experience during internships helps trainee to gain more knowledge than the knowledge during their study in university. Trainee gained some knowledge based on the training activities during internship as well as learns the soft skills needed in working environment. The service offer quality it also will help to increase customer satisfaction. So, this chapter is explain about; Chapter 1: Introduction (Background of the organization), Chapter 2: Organizational Information, Chapter 3: Industrial Training Activities and Special Projects and Chapter 4: Conclusions (Limitations and Recommendations by) the Prism Integrated Sdn Bhd.*

Keywords: *Prism Integrated Sdn Bhd, Industrial training, customer satisfaction*

ACKNOWLEDGEMENT

Alhamdulillah, at last I was finished off doing this industrial training and special project for this subject IMC 690 which is stand for Industrial Training. Even it seems pretty easy but the real fact is harder than it says. Thank you to Allah Al-Mighty who lets me to finish this assignment right on time.

Shall not being forgotten to my industrial supervisor, Madam Shahnum and faculty supervisor, Madam Aisyah Binti Mohktar who was always guide and corrected my mistakes from time to time onward on doing this special project. A huge compliments and thank you for guiding me to finish up this study and ready to make sure that my special project will be completed.

To staffs at Prism Integrated Sdn. Bhd, thank you for sharing the knowledge, information, criticism and opinion to me in order to make this special project as perfect as I can. Thanks for the supports and guidance to any information that I lack off.

Lastly, to my beloved parents, their advice and motivation giving their such a spirit to me when I faced a problem no matter how it was, especially when it comes with the matter of about the money to do the research, thank you for the understanding the difficulties that I had faced about.

Thank You.

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CHAPTER 1:

Introduction

1.0 Overview

In our final year we are required to on going to our Industrial which is also known as an internship program and practical training whereby the program is to expose student with the actual environment and practice all the theory that they have learn into real situation, the internship involves training and pre-professional working experience in an organization which is the organization will give a specific tasks and responsibilities to us within a specific period of time. According to UiTM Industrial Training Handbook (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. But for Faculty of Information Management was state the period for internship is around five month. 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. For this semester, the student named Aminnoor Manja bin Mat Zain have undergone his practical training at Prism Integrated Sdn Bhd located at Section U8 Bukit Jelutong, Shah Alam, Selangor from February until June 2017.

During the period of internship Prism Integrated Sdn Bhd, the trainee has been assigned to do a rotation, which is transferred to a various departments such as Administrative Department, Operation Department, Human Resource and Purchasing Department, Sales and Marketing Department and FSSHEQ Department excluding Finance Department which is the trainee need to know the nature of the work of each department.

Moreover In this chapter, it will discuss in the background of the organization, history of the company, functions, objective, vision and mission.

1.0.1 Objectives of Industrial Training

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

1.1 Background of the Organization



Figure 1.1: Prism Intergrated Sdn. Bhd. Logo

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 ("About Us", 2015).

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 a Top 10th place in SME Enterprise 50 Award presented by YB Dato' Sri Mustapa Bin Mohamed, Minister of International Trade and Industry (MITI). Prism also has integrated its own Subsidiaries which is info Prima Sdn Bhd that start at 2005. This company helps the main company mostly to take on the government project and handle on the government tender.



In April 2016 until now Prism Integrated Sdn. Bhd. has been taken over by Iron Mountain, a records management company of the Australia based in Padang Jawa, Shah Alam, Selangor. But before being acquired by Iron Mountain, Prism Integrated Sdn. Bhd. however, first taken over by a local company, namely Recall: Records Management Solutions for several months and then Recall itself was acquired by Iron Mountain. However Mr. Ravindran A / L Kanagasapathy still remain also as an advisor. Then Mr. Czafrizan Hussin as the General Manager.

1.1.1 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 company's 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
- Off-site 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 too 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 Consulting Programs; Records
- Management Program, Records Classification, Records Retention, Records Procedure and Manual, Records Disposition Program, 5S Program etc.
- Secured Destruction of Records. ("About Us", 2015).

1.1.2 Company Location



Figure 1.1.2 (a): Company location.



Figure 1.1.2 (b): Company building.

1.1.3 Company Registration

Name : PRISM INTEGRATED SDN BHD

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

Storage Area : 1. No. 2A, Jalan Tiang U8/91,
Address Bukit Jelutong Industrial Park,
40150 Shah Alam, Selangor.

2. No 3 & 5, Jalan TPP 5/13, Taman
Perindustrian Puchong, 42700
Puchong, Selangor.

Telephone : +603-77341111 or +603-77340033
Facsimile : +603-77341888 or +603-92351110
Email : admin@prism.com.my
Website : www.prism.com.my
Registration Number : 639513-M
Registration Date : 1st March 2004
Type of Company : SDN BHD (PTE LTD)
Working Hour : Monday-Friday 8.30 am - 5.30 pm

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:

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. Record keeping in this box will be stored in the warehouse of records that have been built terraced shelf to save storage space. It is run by well-trained employees to handle the work in the warehouse. The off-site storage is covered with good security features against fire, flood, biological agents and human vandalism.



Figure 1.1.4 (a): Prism warehouse

b) Electronic document or record management software (EDCRC)

Prism Integrated Sdn Bhd was 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.

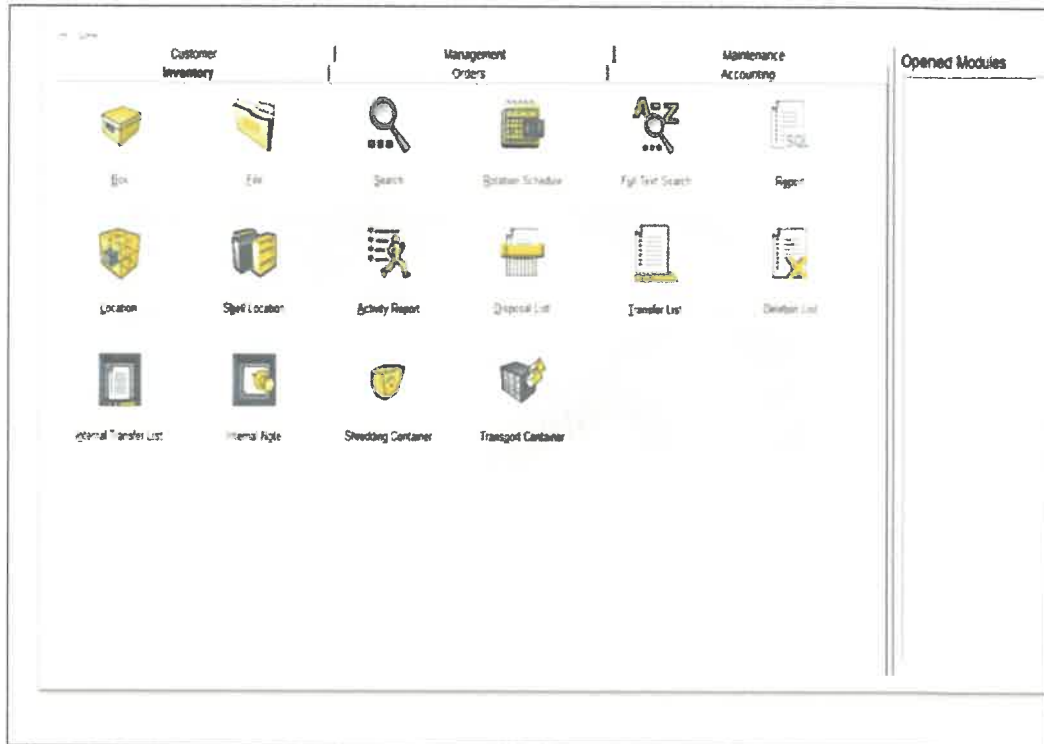


Figure 1.1.4 (b): EDCRC system

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.



Figure 1.1.4(c) (i): Prism Smart File



Figure 1.1.4(c) (ii): CD Pocket



Figure 1.1.4(c) (iii): F-Binder

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

a) 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. Tronitech is the latest software that have more function to do the digitizing process.



Figure 1.1.4(d): Tronitech system

b) 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. Their staffs also always attend the training to upgrade the performance. It can make their service can more better form day to day.

1.1.5 Duration of Industrial Training UiTM (February – June 2017)

INTERNSHIP SCHEDULE

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

Figure 1.1.5: Internship schedule

1.2 Organizational Structure

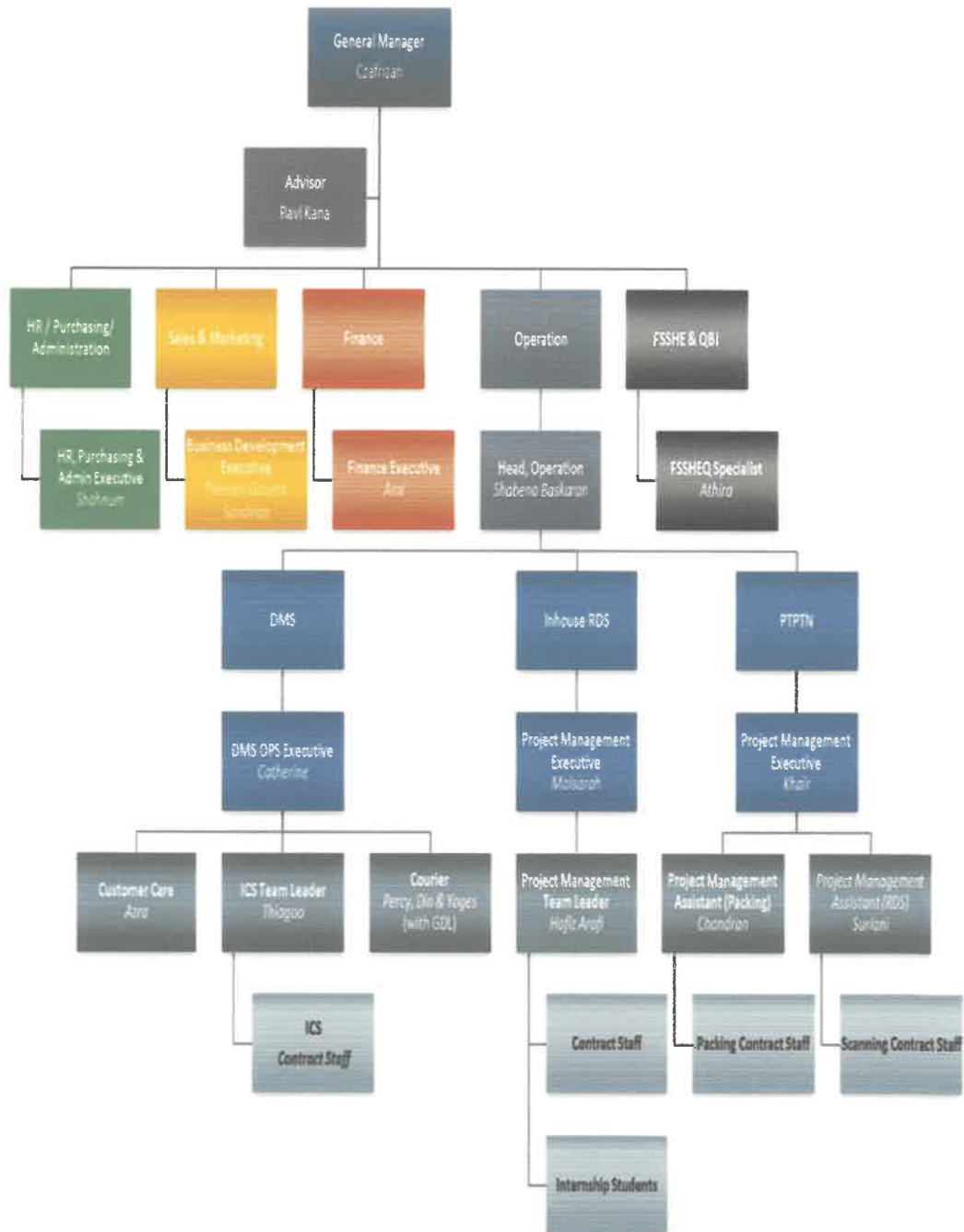


Figure 1.2: Organization Chart

1.2.1 Director History

i. Ravindran A / L Kanagasapathy (Managing Director)



Mr.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 and Storage products, Off-site Records Centre and Electronic Records Management. He introduced a revolutionary filing system called Actual-Joppa 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. Mr.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 ("About Us", 2015).

In wanting to help companies manage their records better, Mr.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 molding of candidates to facilitate the expansion of their various organizations.

ii. K. Balasingam (Director)



Mr. K. Balasingam began working as an Officer in the Department of Engineering PKNS (Perbadanan Kemajuan Negeri Selangor) from 1971 to 1993. His work is to implement and monitor all of their projects in the Engineering Department throughout the country. He took the Optional Retirement scheme in 1993, and joined the Civil and Structural Engineering firm HSS Integrated Project Manager / Government Liaison Officer from 1993 - 2000. His work there to monitor

all of their projects in and outside the country as well as work- working relationships with all relevant Government Agency. The projects are being implemented at the time was the KLIA Airport, Westport and Developing Jamek LRT Line from Kelana Jaya to and among various others. He was then offered a position as a manager a very good infrastructure in Encorp Bhd in 2000, where he was responsible for designing and building 10,000 units of Teachers Quarters for the Ministry of Education.

The project was carried out at 108 different sites across the country. He was promoted to assistant director of the Project and the project was completed in record time of 4 years. All the sites have been submitted to the Government in due time. He joined Prism Integrated Sdn Bhd as a Director in 2011 until now, where his job was to get in touch with the companies the Government and the Private Sector to File Management System. K. Balasingam play hockey Malaysia from 1972 - 1981 in various tournaments around the world. He was a key player in the 1975 World Cup hockey team played in Malaysia where our team came out fourth in the world. Best achievement ever, up to date. Now he plays tennis and Social Golf in Kuala Lumpur.

iii. **Gopi Pillay (Director)**



He was in senior management with 35 years of corporate experience with 20 years ago as General Manager / Managing Director / Regional Director for Asia manages the business operations at the country and regional level. He is a strong leader with motivational management style and a respected reputation for building and maintaining a highly motivated employee. He is very interested in the internal and external customer service and results-oriented achiever with an excellent track record for identifying opportunities for rapid economic growth in the companies / groups that he has succeeded.

He has an excellent track record in developing business organically and through mergers and acquisitions and the acquisition was successful and the integration of approximately 18 companies in Malaysia, Singapore, Indonesia, India and Brunei and established Indian business and accelerated growth through the acquisition of 7 companies India. A coach is looking for, he successfully conducted "training" courses Customer Retention for all Senior Managers in Asia Apart from developing new business, he was on the way corporate life he successfully launched several new products in Malaysia and the region. Mr. Gopi Pillay holds a MBA, a bachelor's degree 2 and is also a Certified Business Coach.

iv. Rosli Asaad (Business Development Executive)



Mr. Rosli Asaad is in charge of marketing and services for all products and services in the Ministry of Prism, Government agencies, especially Pejabat Tanah dan Galian for the Peninsular of Malaysia. He also has 32 years of experience in land administration and marketing. This means he is very skilled and has a strong experience in this field. Which also dragged her into the record because of his experience in this field. He is also involved in records management services, disposal services and provides mobile compactors.

v. **Siti Sabariah Ismail (Marketing Support)**



Mrs. Siti Ismail Sabariah has 25 years of experience in the records management and has helped government agencies, government bodies, especially those with problems in the management of active and inactive records them. In addition, he also specializes in providing services for Destruction of Records for government bodies. Among the government agencies that use the service as State Secretary, Social Welfare Department, Malay Chamber of Commerce and Dewan Bahasa dan Pustaka.

CHAPTER 2:

Departmental Information

2.0 Introduction

Prism Integrated Sdn Bhd consists of four (5) main departments with total manpower of 45 personnel. The departments established are Finance Department, Sales & Marketing Department, Human Resource, Administration and Purchasing Department, Operation Department and FSSHEQ & QBI Department. In Operation Department, there are three (3) units such as DMS, In-house RDS and PTPTN which perform different tasks to achieve organizational goals. The chart below shows the departments available in Prism Integrated Sdn Bhd. The trainee 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 considered as a small company, currently there is 45 staff working in the organization. The trainee, Muhammad Faiz Afiq Bin Mohd Yusof has been assigned to four (4) departments for on-job training which are three department of Administration which is Human Resource and Purchasing Department, Sales and Marketing Department, and FSSHEQ Department and all units in Operation Department.

2.1 Departmental Structure

a. Operation Department

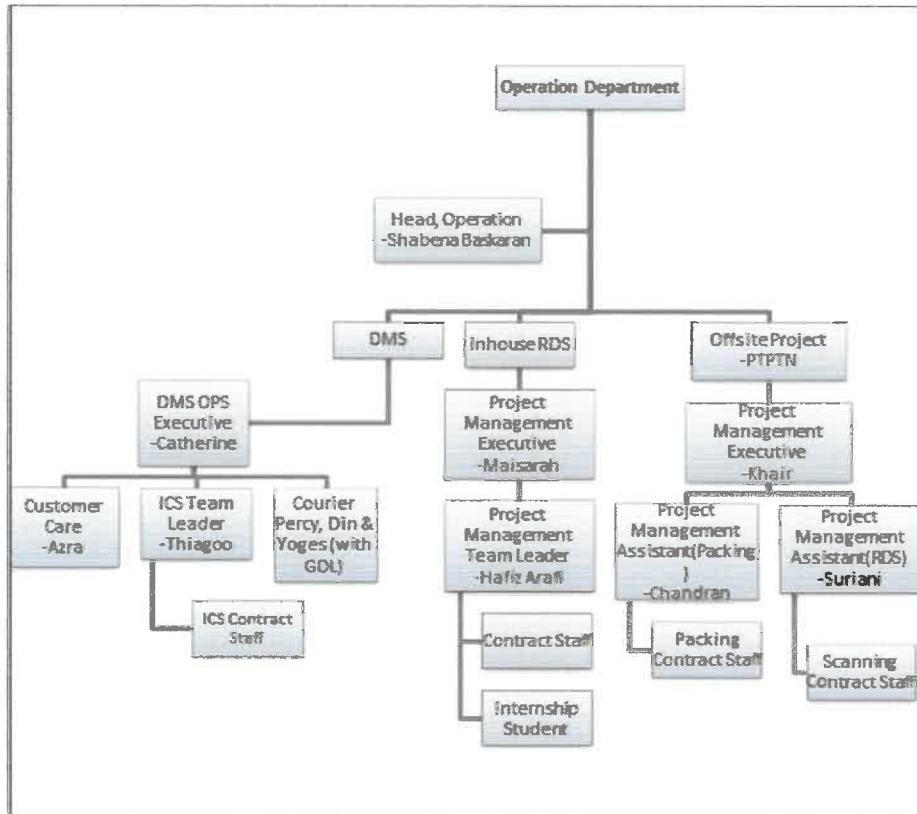


Figure 2.1(a): Operation department structure.

Operation Department is a vital department in Prism Integrated Sdn. Bhd. In Prism Integrated Sdn Bhd, Operation Department is divided into three (3) units, Document Management System (DMS), Inhouse Record Document System (RDS) and Offsite Project for customer PTPTN. Ms. Shabena Baskaran, is the Head of Manager Operation is responsible in managing the whole units of operation department and special projects.

For DMS unit, Ms. Catherine will responsible to monitor (3) three sub-units, Customer Care will control by Azra, ICS (Warehouse) Team Leader will control by Mr. Thiagoo and Courier will conduct by Percy. For customer care unit is for check

the delivery order from customer. The delivery orders are customer will order their record that store at Prism storage. Ms Azra can list the delivery order then will pass to ICS Team Leader, Mr. Thiagoo and their staff can prepare what the customer order. Then the order can give to Courier and the courier team can deliver to the customer. Before deliver to the customer, the courier team can do the staging, its mean courier team can scan the file and upload to the system. In DMS unit can do daily operation like retrieval, pick up, staging and more if involve to warehouse task.

Inhouse RDS unit will control by Maisarah, Project Management Executive and will conduct by Hafiz Araf, Project Management Team Leader. The Team Leader also can lead the project if the company get the new project from customer. He can go to the customer place or company to do the packing the document, then his team can pick up the document to the Prism. The general task that can do by Inhouse IDS are packing, indexing, scanning and data entry for new project. The internship student under Operation Department also will conduct by Team Leader and all tasks also will give by Team Leader.

The special unit is offsite project for customer at PTPTN. It will lead by Mr. Khair, as Project Management Executive and will devide to two sub-units, Packing will conduct by Chandran as Project Management Assistant and RDS will conduct by Suriani as Project Management Assistant. This unit is one of the service that offer by Prism. The task that do at PTPTN also same with inhouse such as scanning, packing, and indexing.

b. Human Resource, Purchasing and Administration Department

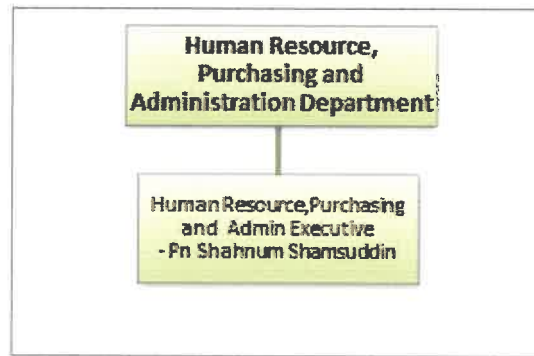


Figure 2.1(b): Human Resource, Purchasing and Administration department structure.

In Prism Integrated Sdn Bhd, Human Resource, Purchasing and Administration Department, are combined in one unit that being handled and managed by a senior Human Resource Executive, Pn Shahnum Shamsuddin. This department are responsible in handling the organization day-to-day operation and activities. Each department plays different roles and responsibilities to achieve organizational goals. So in other words, this unit handle three scope of works that conducted by Pn Shahnum Shamsuddin. For Human Resource, she are responsible in manage the staff such as welfare of employees and hire the new employees. Then for purchasing she is responsible in manage the purchase activities such as purchase the office and others department necessity like file, stationary, safety shoes etc. Last but not least for admin department, she responsible in manage the office daily works.

c. Sales and Marketing



Figure 2.1(c): Sale and marketing department structure.

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 programs such as exhibition, business program and other promotional activities to promote the organization, products and services. Mr Preveen Ganesh as Business Development Executive is a main people that can handle about sale and marketing process.

d. FSSHEQ

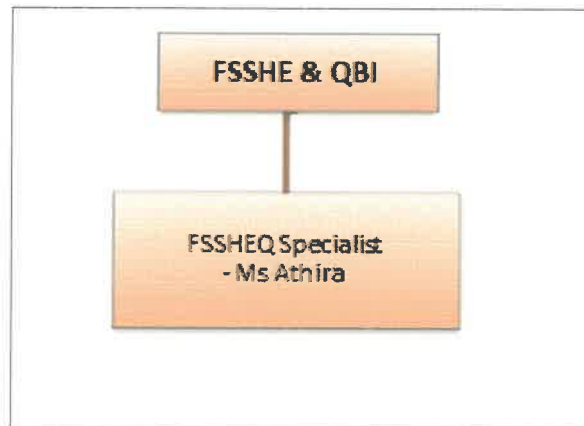


Figure 2.1(d): FSSHEQ department structure.

FSSHEQ department is responsible in many parts at Prism Integrated Sdn. Bhd. This department will cover the facilities, security, safety and health, environment and quality. The facilities such as air condition, toilets, computer and all facilities that have in Prism. The security was setup by security guard and CCTV that can cover the security need at Prism. Thumb print access also one of the security that implement in Prism. But the safety and health will cover to the Prism staff about safety and health when do a task. The trademark for this part is "ZeroHarm", it mean to make sure no harm in job environment. Lastly, the environment quality to ensure the comfort of the employees works in the area of Prism. Ms Athirah as the FSSHEQ Specialist will responsible to handle this department and she also can set the maintenance task.

2.2 Department Function

As for the function of each department, the table below will show the function of the four

(4) Departments in Prism Integrated Sdn Bhd:

Table 2.2: Department function

Department	Function
Operation Department	<p>Document Management System</p> <p><u>Customer Care</u></p> <ul style="list-style-type: none"> • This unit can receive the record or file list order from customer. <p><u>ICS/ Warehouse Unit</u></p> <ul style="list-style-type: none"> • 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. <p><u>Courier Unit</u></p> <ul style="list-style-type: none"> • 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. • It also 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.

Inhouse Record Document System (RDS)

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

	<p>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>
	<p>Offsite Project Unit</p> <ul style="list-style-type: none"> • Manage the customer record at the customer place. Also do same process like inhouse process.
<p>Human resources, Purchasing and Administration Department</p>	<p>Human Resources</p> <p>Human Resource (HR) involves personnel management and recruiting to perform organizational tasks. This unit also responsible in developing, providing and implementing policies, procedures, and staff friendly guidelines and support within the organization. The job descriptions for HR staff to achieve organizational goals are as follows:</p> <ul style="list-style-type: none"> • Work closely with various departments, increase in a consultancy role, assisting line managers to understand and implement policies and procedures. • Liaising with a wide range of people involved in policy areas such as staff performance and health and safety. • Recruiting staff, including developing job descriptions and person specifications,

	<p>preparing job adverts, checking application forms, short listing, interviewing and selecting candidates.</p> <ul style="list-style-type: none">• Developing and implementing policies on issues like working conditions, performance management, equal opportunities, disciplinary procedures and absence management.• Administering payroll and maintaining employee records.• Preparing training program to the staff within the organization to provide new knowledge and improve their job performance.
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	<p>Purchasing Unit</p> <p>The Purchasing, also known as procurement or acquisition department. This unit is responsible for procurement of all necessary materials and assets to operate the business. The functions of the Purchasing Unit are as following:</p> <ul style="list-style-type: none"> • Identifying the necessary products and services that meet the business needs. • Conducting research to get the best products and suppliers in terms of best value, delivery schedules and quality. • Liaising between suppliers, manufacturers, relevant internal departments and customers. • Identifying potential suppliers, visiting existing suppliers, and building and maintaining good relationships with them. • Keeping contract files and using them as reference for the future. • Ensuring suppliers are aware of business objectives. • Forecasting price trends and their impact on future activities. • Preparing an organization's purchasing strategy. <p>Administration Unit</p> <p>This unit manages the organization day to-day</p>
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	<p>operation. It is the backbone of the organization because this unit 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">• Organize their divisions so that the employees know exactly what role they have to play.• Schedules, prepares agendas, prepare minutes and performs administrative duties.• Maintain and organizes files and records for all efficient operation of the office.• Maintain good relationship with employees, suppliers and sponsorships.• Able to develop administrative procedures.• Able to plan and control administrative budget.• Develops and implements effective, equipment and building maintenance programs.• Ensures the insurance coverage of non-fixed assets.
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<p>Sale and Marketing Department</p>	<p>The list below are the job descriptions for sales and marketing staff:</p> <ul style="list-style-type: none">• Listening to customer requirements and presenting appropriately to make a sale.• Maintaining and developing relationships with existing customers in person and via telephone calls and emails.• Fixed appointment with potential customers to prospect for new business.• Responding to incoming email and phone enquiries• Representing their company at trade exhibitions, events and demonstrations• Checking the quantities of goods on display and in stock• Recording sales and order information and sending copies to the sales office• Recording sales and order information and sending copies to the sales office.
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FSSHEQ Department	<p>The list below are the job descriptions for FSSHEQ staff:</p> <ul style="list-style-type: none">• Check the facility condition.• Maintenance do if there is damage to the facility.• Always check the list of staff thumbprint.• Always check the presence of staff.• Keep the safety and health of staff.• Ensuring staff wear designated as safety shoes.• Update always an extinguisher.• Make an emergency such as a fire drill training to staff.• Always check the security guards checkpoint.
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Chapter 3:

Industrial Training Activities

3.0 Introduction

Especially for the training activities at Prism Integrated Sdn Bhd, the trainee have to undergo rotation job which is needed the trainee need to train under every department in prism and learn the nature of work and environmental of each department. So, the rotation is generated that guided by internship schedule. The schedule is created by Human Resource Department for internship student work flows. The trainee needs to know the function of each department and the job scope of the department and comply with instruction by supervisor of department. Besides, the trainee has to join an attachment for about five months and also follows the rules and regulation was set up by the company.

Moreover, for the trainee an activity was divided into two sections which are the training activities and the special project. So, the detail for trainee activities and special project will be refers on the next point.

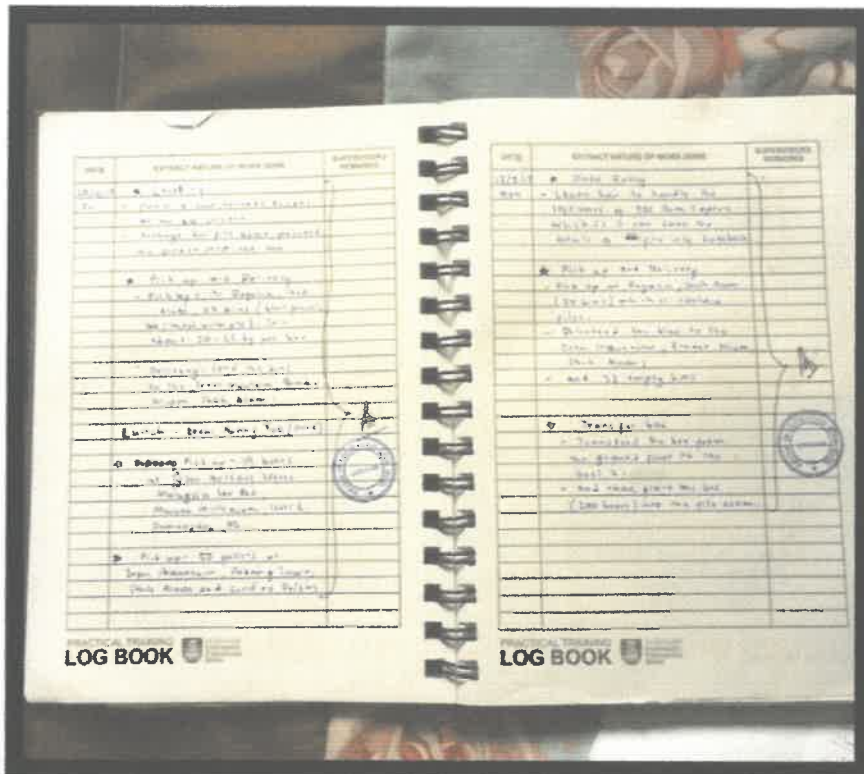


Figure 3.0 (a): Daily Report for Training Activities

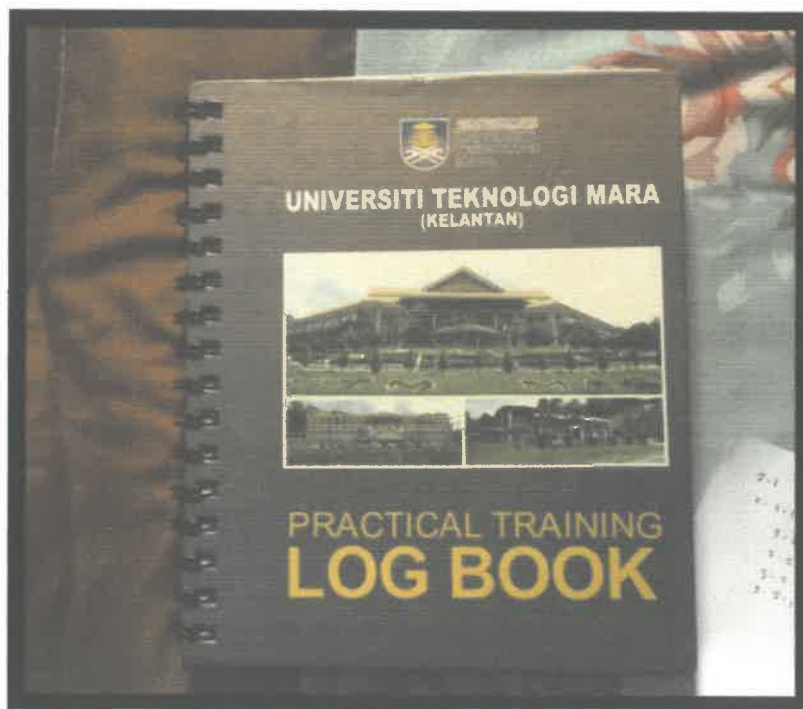


Figure 3.0 (b): Hardcover Log Book

3.1 Training Activities

The training Activities carried out on a daily task. So, this section will shows the process, task profile and the flow chart for training activities during the five months internship at the Prism Integrated. Sdn. Bhd.

3.1.1 Labelling

Labeling which is the process to renew or replace the old barcode sticker to the new barcode on the record files for the box management purpose. So, this process will proceed in the operational room and the trainee will be monitor by Supervisor, Miss Maisarah Nurhaizan and she also gives the instruction to the trainee to keep the process were doing well. Table 3.1.2 shows the task profile of labeling process.

Table 3.1.1: Task Profile for Labeling

Task	Labeling
Scope	Record management
Duration	For the whole five Months
Task Supervisor (S)	Miss Maisarah Nurhaizan
Hardware / Device	Trolley, Manpower, Scanner, etc.

Firstly, the trainee needs to write the box number that are delivered from the Warehouse IC and the IC staff will arrange the box in operation room and proceed to write the box number which is the box are contained 15-30 record file. Then, all the box number listing will pass to the team leader or supervisor. After that, they will print out the new barcode sticker refers to the box number given and printed out by using the barcode printer. Then, the new barcode sticker will distribute to trainee and staff for next step is patching process. So, the staff and trainee needs

to pick up the box according to new barcode sticker and take out the record file from the boxes. Addition, the barcode sticker printed information which is the record file number, record name, box number and barcode, which will be used for later location scan. So, the staff and trainee needs to be careful while doing the replacement the barcode sticker because when the person who are careless doing wrong patched on the wrong files it will be delayed the process of customer request when they need their files with urgently. After finish all patched the barcode sticker on files, put it back in the box and arrange the box separately to the unpatched new barcode and wait to the next process.

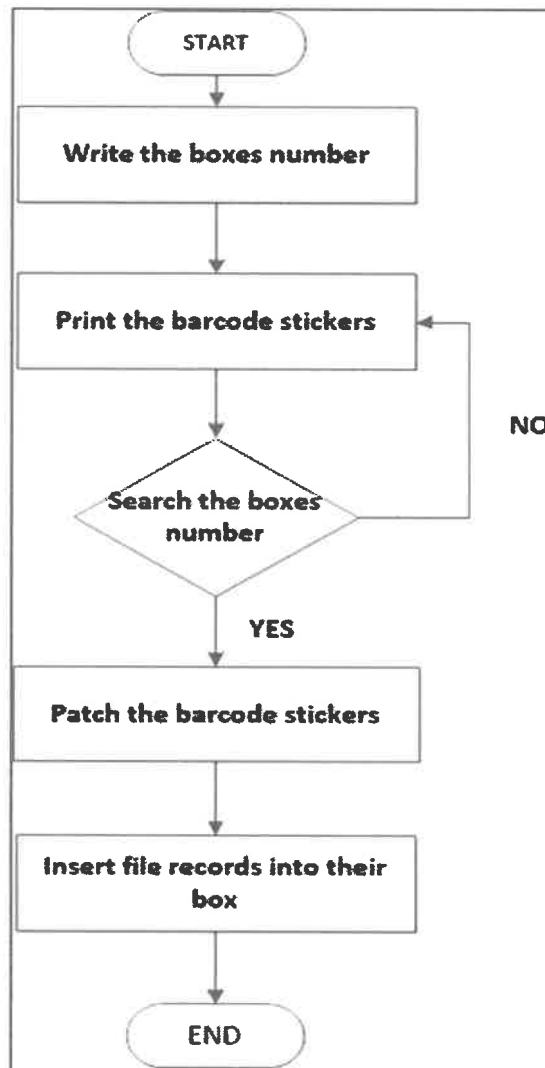


Figure 3.1.1 (a): Labeling Flow chart

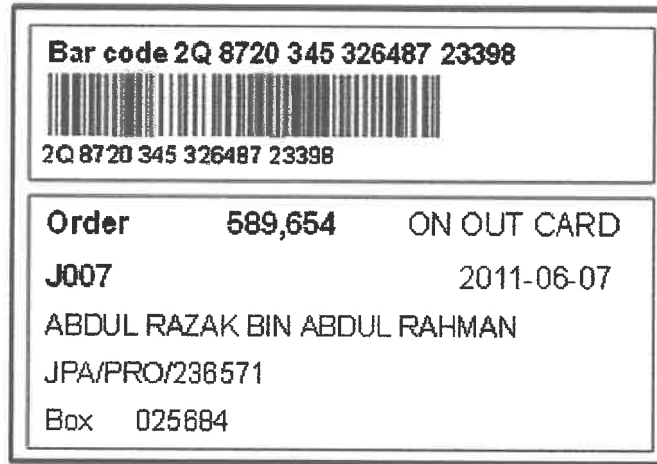


Figure 3.1.1 (b): Barcode sample

3.1.2 Data Entry

Data entry will be done when the client requested. When the files enter the Operation Department, the files need to be identified and recorded accordingly. The system Prism used for data entry is Electronic Data Capture (EDC) system. Table 3.1.2 shows the task profile of data entry process.

Table 3.1.2: Task Profile for Data Entry

Task	Data Entry
Scope	Record management
Duration	23 th February 2017 – 2 nd March 2017
Task Supervisor (S)	Miss Maisarah Nurhaizan
Hardware / Device	Trolley, Manpower, Scanner, etc.
Software	Electronic Data Capture (EDC) system

Firstly, the process need to done by trainee are first entering data needed into the system. The data that usually insert in the system are the box number, file number, name and the identification number of the person at the file. Secondly, the

trainee must fill the Daily Working Sheet for Typist and Checkers form and select Data Entry. Lastly, the trainee must sticking green sticker to the boxes to mark the boxes has been done for data entry. Figure 3.1.2 shows the flow chart of data entry process.

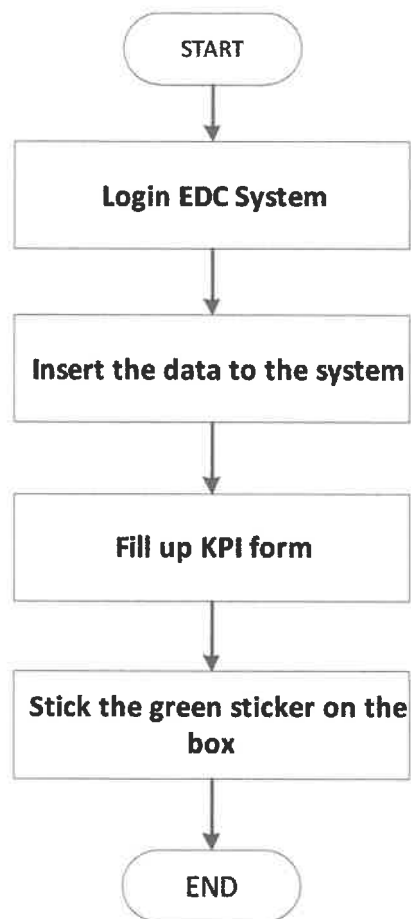


Figure 3.1.2 (a): Data Entry Flow chart

Table 3.1.3: Task Profile for Data Checking

Task	Data Checking
Scope	Record management
Duration	23 th February 2017 – 2 nd March 2017
Task Supervisor (S)	Miss Maisarah Nurhaizan
Hardware / Device	Trolley, Manpower, Scanner, etc.
Software	Volen System

Firstly, the process start with the trainee needs to login into the Volen System and insert the project name and the files number. After the data of the file was came out, the trainee need to check all the information inside the system whether have error, typo or information incomplete information and change and add it accordingly. Furthermore, after the checking was done the trainee needs to fill the same form as Data Entry but now select Checking. Lastly, the trainee must sticking white sticker to the boxes to mark the boxes has been done for checking. Figure 3.1.3 (b) shows the workflow of data checking process.

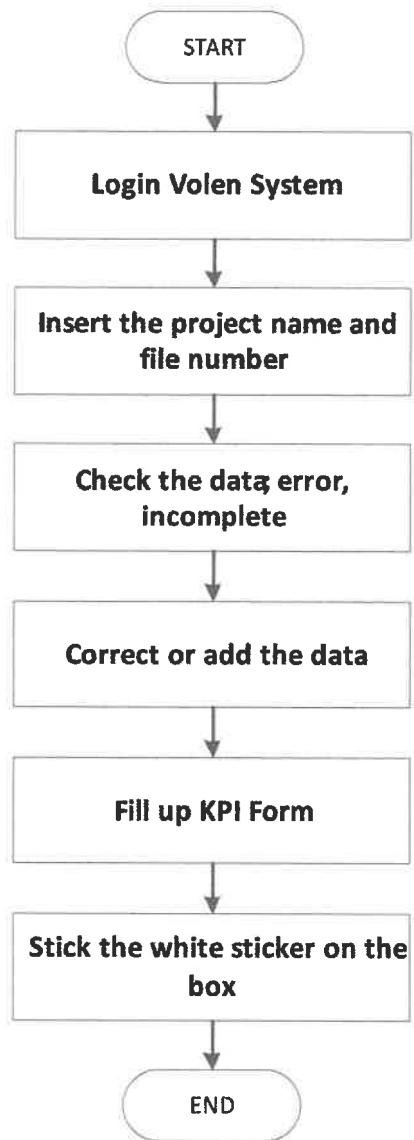


Figure 3.1.3 (a): Data Checking Flow chart

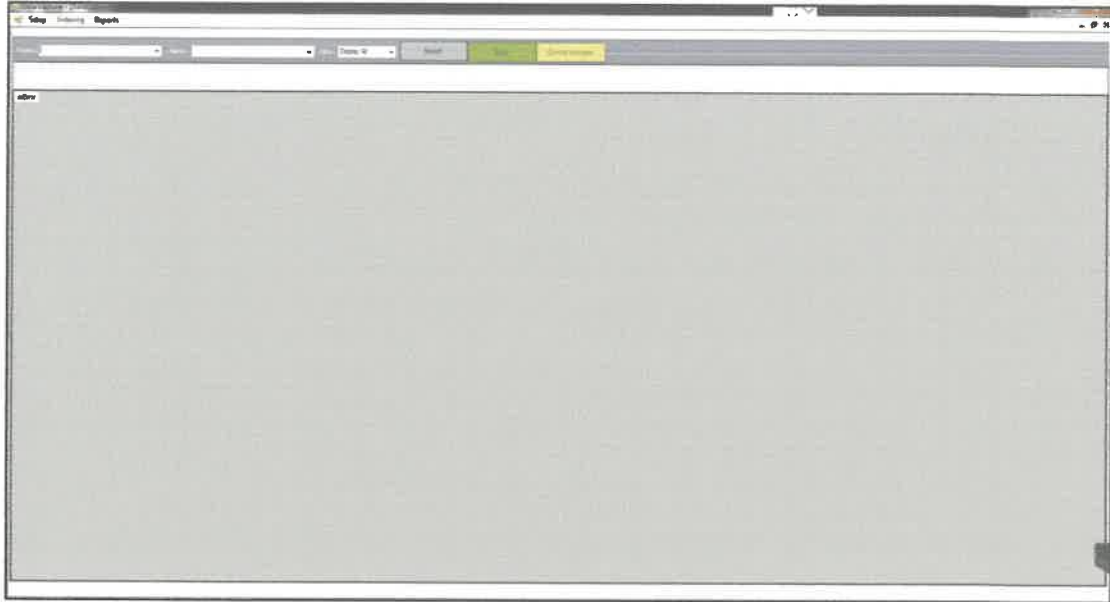


Figure 3.1.3 (b): Volen System interface

3.1.4 Document Preparation (Doc-Prep)

After the clients send their files or documents at Prism for scanning process, the trainee must do Doc Prep. The primary goal of the Doc-Prep phase is to maintain the integrity of documents based on predetermined standards. These standards specify the requirements and procedures for preparing and organizing all documents in order to increase scan quality and productivity.

Doc Prep process consists of sorting of document, disassembling attached or stapled document groups, fixing torn documents, make copies to increase quality or to resize documents. By disassembling attached means is removing all the staple, paperclip, take out 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. There have a tool which is stapler remover to help the process of removing staples faster and easy. Table 16 shows the task profile of Document Preparation (DocPrep) process while figure 30 shows the picture of stapler remover.

Table 3.1.4: Task Profile for Document Preparation (Doc-Prep)

Task	Document Preparation (Doc-Prep)
Scope	Record management
Duration	20 th April 2017 – 21 th April 2017
Task Supervisor (S)	Miss Maisarah Nurhaizan
Hardware / Device	Stapler remover, photocopy machine
Software	None

Firstly, the process start with the trainee needs to follow the method below and needs to 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 1 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.

After Doc-Prep done, the trainee must stick the boxes with the white sticker to identify that the boxes have been finish Doc-Prep. The trainee also need to record in the work form for each document that has been Doc-Prep. Figure 3.1.4 (a) below shows the flow chart of document preparation (Doc-Prep).

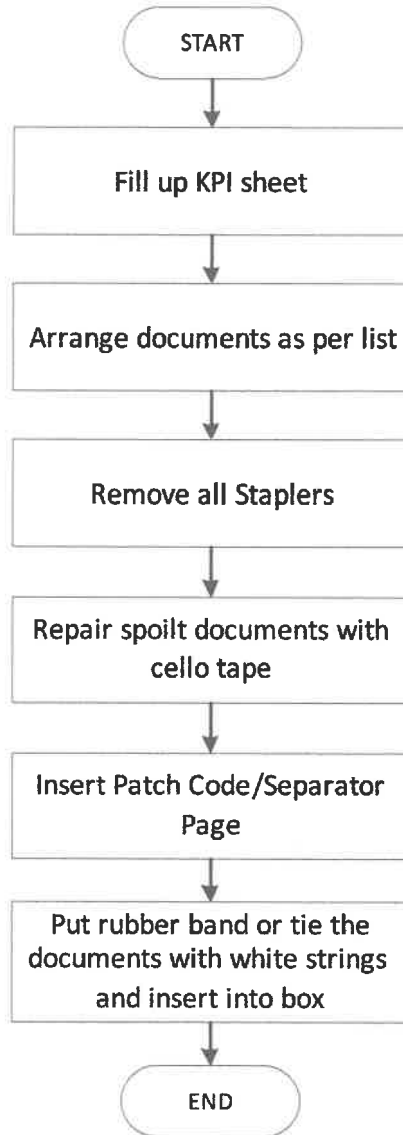


Figure 3.1.4 (a): Document Preparation (Doc-Prep) Flow chart



Figure 3.1.4 (b): Stapler remover

3.1.5 Re-preparation Document (Re-Prep)

Re-prep which is the process of re-attached the documents. The trainee needs to attached the documents exactly like as before the process of Doc-Prep being done. The trainee will use the stapler, comb binding or any types of tools to combine the documents and the arrangement will be follow as the original as before. The Re-Prep process needs to be done carefully so that the documents would not mix with another page which is not their original pages. Table 3.1.5 shows the task profile of re-preparation (re-prep) document process while the figure 3.1.5(a) shows the flow chart of re-preparation (re-prep) document process.

Table 3.1.5: Task Profile for Re-preparation (re-prep)

Task	Re-preparation (re-prep)
Scope	Record management
Duration	20 th April 2017 – 21 th April 2017
Task Supervisor (S)	Miss Maisarah Nurhaizan
Hardware / Device	Stapler remover, photocopy machine, masking tape, comb binding, paper clips
Software	None

Firstly, the process start with the trainee needs to open the files boxes and took out the documents and combine all the documents with the stapler or paper clip. Lastly, put the documents into the box.

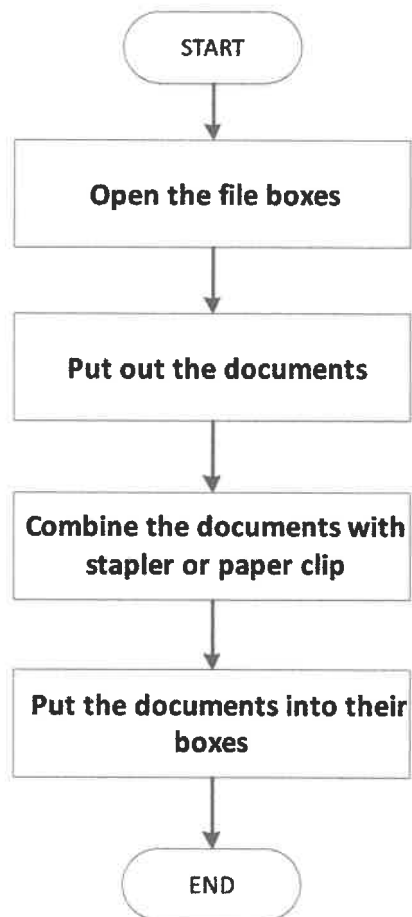


Figure 3.1.5 (a): Re-preparation (re-prep) Flow chart



Figure 3.1.5 (b): Guided by permanent staff

3.1.6 JPA Open Shelf Project

JPA Open Shelf Project task is to transfer the JPA boxes that stored in Information Center to the Open Shelf. This project was start on early of February and the expectation the end of this project is on the October. The open shelf were placed at first, second and third floor. JPA is the one of the customers that have the large amounts of files that keeps in Prism. There are about 40,000 boxes. The purposes of this project are to minimize the use of space in the Information Center and to easy the staffs to retrieve the fails. The process the trainee needs to follow from the start to the end of process.

Table 3.1.6(a): JPA Open Shelf Project

Task	JPA Open Shelf Project
Scope	Record management
Duration	For whole 3 ½ months
Task Supervisor (S)	Miss Maisarah Nurhaizan
Hardware / Device	Trolley, Manpower, Scanner
Software	None

Firstly, the process start with the trainee needs to;

i. Move out boxes

The trainee need to take out the boxes from the location given in Information Center and put them to the trolley and move to Operation Area. Usually the amount of move out boxes is hundred (200) boxes per day. The trainee later need scan those boxes as transfer. The scan process needs to be done because to know the boxes exact located. So that, when the trainee need to do the picking or retrieving, the system will ease the process by told the exact location. The table 3.1.6 shows the task profile of move out the boxes from Information Center while figure 3.1.6 (b) shows the flow chart of move out the boxes.

Table 3.1.6(b): Moves out boxes

Task	Moves out boxes
Scope	Record management
Duration	For whole 3 ½ months
Task Supervisor (S)	Miss Maisarah Nurhaizan
Hardware / Device	Trolley, Manpower, Scanner, Forklift
Software	None

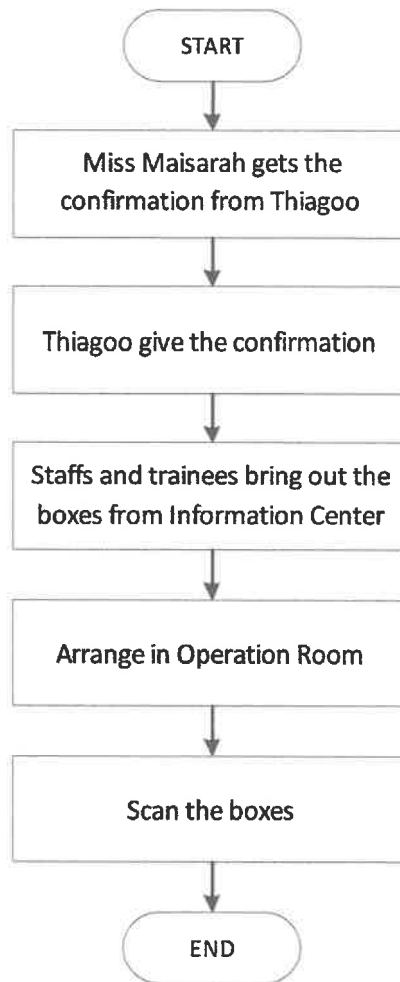


Figure 3.1.6 (a): Moves out the boxes Flow chart



Figure 3.1.6 (b): Moves from Warehouse IC (Information Center)

ii. Transfer boxes

The last process of JPA Open Shelf Project is to transfer all those boxes that the files inside them have been attached new barcode to the Open Shelf. There are 3 (three) location of Open Shelf which are at Level 1, 2 and 3. Table 3.1.6 (c) shows the task profile of transfer boxes.

Table 3.1.6(c): Transfer boxes

Task	Transfer Boxes
Scope	Record management
Duration	For whole 3 ½ months
Task Supervisor (S)	Miss Maisarah Nurhaizan
Hardware / Device	Trolley, Manpower, Scanner
Software	None

At first location, those boxes need to be transfer at Level 2. After the boxes being transfer to a Level 2, the files inside them will be take out to be scan and to be put at the shelf. Before the files been transfer into the shelf, the shelf must be put the barcode. The barcode is representing as location of the files. After the barcode location been attached then the trainee need scan the barcode attached at shelf. Its act as open location and then the trainee need to take out the files from the boxes and scan them (the new barcode that been attached before) accordingly as many as can (usually 30 to 40 files) and then put them into the shelf. After the shelf is full, the trainee needs to scan again the attached barcode at the shelf to close the location. Those scan process is to record where the files located, so it will ease the process of the picking or retrieving later. The last process of transfer boxes is to unfold the empty boxes and tied them using rope. When the Level 2 complete, the trainee need to repeat all those process again for the 1st Level.

Figure 3.1.6 (c) shows the workflow of transfer boxes process, while figure 3.1.6 (d) and figure 3.1.6 (e) shows the trainees run the JPA Open Shelf Project.

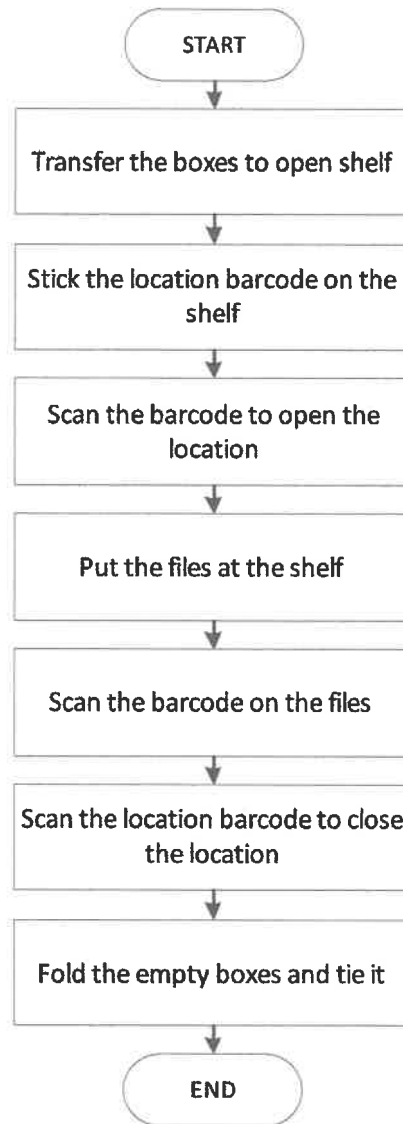


Figure 3.1.6 (c): Transfer boxes Flow chart



Figure 3.1.6 (d): Transfer boxes



Figure 3.1.6 (e): Open shelf

3.1.7 Records Packing

For the packing task, the trainee need to packing documents and files into the boxes at the client place. For this task, the trainee had done packing for this task at PTPTN site. For this process, there have two (2) steps. Firstly, the trainee needs to fold the boxes first. The second which is the last process have to ways, first is to record how many files or document bundle can be put inside the boxes by jot down the quantity at the form and attached the barcode given by Prism at two (2) places, at boxes and at the form. Second ways is by search the barcode number or also called PTPTN number in the database. After that the document that had been search will be place in the particular boxes while the barcode that had been labelled on the boxes will be scan so that the location of the document can be recorded. The trainee needs to be sure the weight of those boxes is not exceeding 16 kg. When finish, the boxes will be pickup later by lorry or van. Table 3.1.7 (a) shows the task profile of records packing process while Figure 3.1.7 (a) shows the flow chart of records packing process.

Table 3.1.7 (a): Records packing

Task	Records packing
Scope	Record management
Duration	4 th April 2017
Task Supervisor (S)	Miss Maisarah Nurhaizan
Hardware / Device	Laptop, Scanner
Software	None

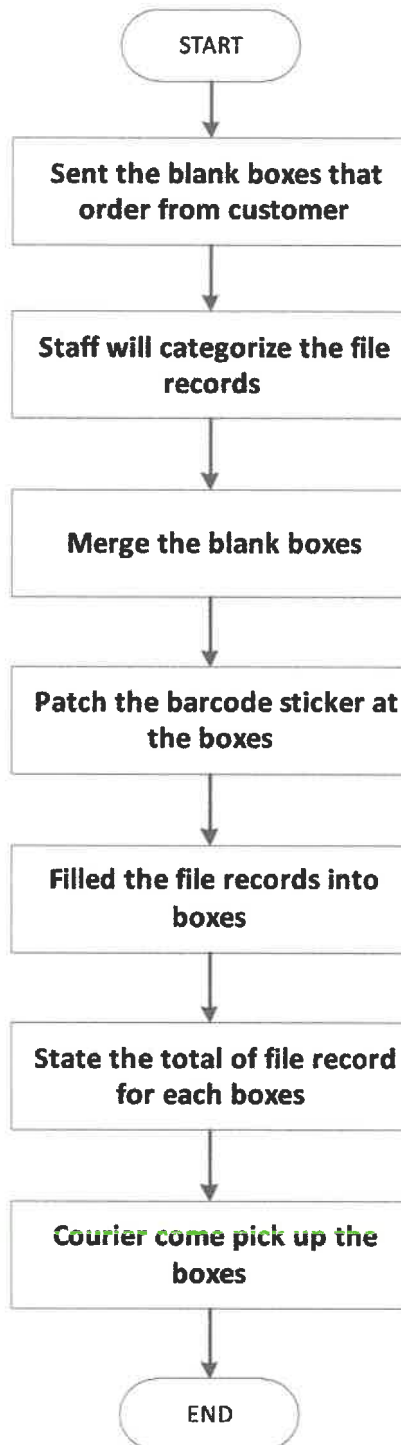


Figure 3.1.7 (a): Records Packing Flow chart

3.1.8 Fire Alarm Maintenance

One of the devices that can detect the fire at the earliest stage other than smoke detector is fire alarm. Fire alarm system will alert the occupants about the fire, so that they can take an action such as find the emergency door and accumulate at the leisure place that save from the fire. In the Prism Integrated Sdn Bhd, the fire alarm system was connecting to the fire station nearby. For the information the firemen will be arrive in about 1 minute at Prism. Other than fire alarm system, the fire extinguisher, pump hose reel and water sprinkler also important as the prevention plan. The fire alarm maintenance will be made once at every month. Table 3.1.8 (a) shows the task profile for the Fire Alarm Maintenance.

Table 3.1.8 (a): Fire Alarm Maintenance.

Task	Fire Alarm Maintenance.
Scope	Safety & Security
Duration	9 th May 2017
Task Supervisor (S)	Miss Wan Nur Athirah
Hardware / Device	Water sprinkler, pump hose reel, fire alarm
Software	None

The trainee needs to escort the contractors from Nelson Engineering Sdn Bhd, which wants to do the fire alarm maintenance to the pump room. Pump room is where the water sprinkler, standby pump hose reel and fire alarm were placed. There are three (3) type of main water sprinkler that are the duty water sprinkler, jockey water sprinkler and standby water sprinkler. The contractors were check those thing whether it was function well or not. Next the contractor was checking the main fire alarm panel that was placed at the post guard. There are 6 button

that are represent the fire alarm at ground floor, first floor, second floor, third floor, top of building and warehouse. The purpose the contractors check the panel of fire alarm is to ensure that all the fire alarm system that have in Prism was functionally well. Last but not least, the contractors were check the fire drill hose to ensure that the drill hose there are no leaks and they also check the pressure of water from the fire hydrant to ensure the pressure of water was suitable and can be use when the fire happens. There are two (2) boxes of the hose and each box both has 2 hoses. Figure 3.1.8 (a) shows the water sprinkler pump in the pump room while Figure 3.1.8 (b) shows the flow chart of the Fire Alarm Maintenance.



Figure 3.1.8 (a): Water sprinkler pump

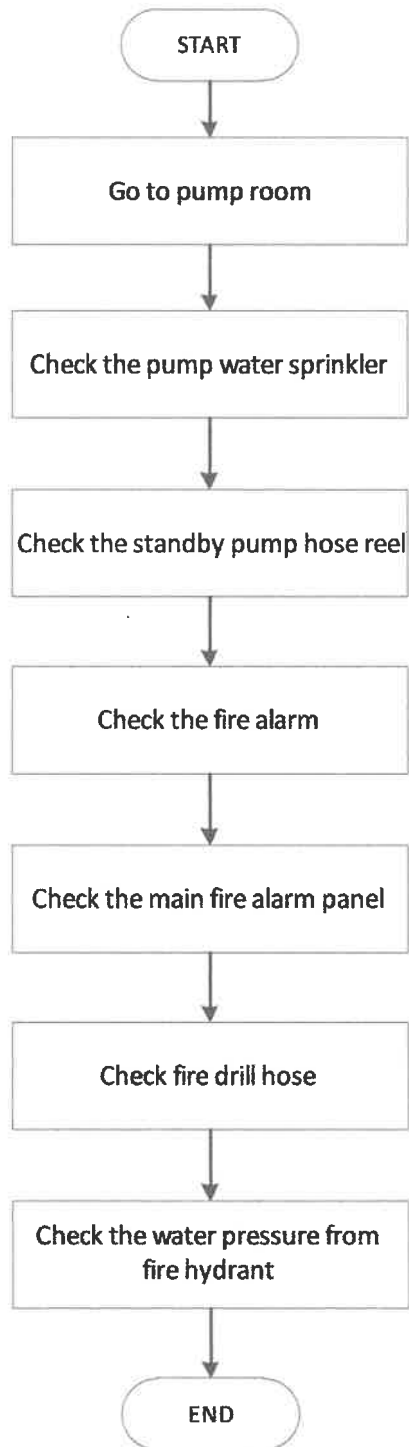


Figure 3.1.8 (b): Fire Alarm Maintenance

3.1.9 Clocking reporting

Clocking is use to records the data that contained in tamper and weather-resistant touch memory buttons. Clocking device also known as Guard Tour System. The buttons at the Prism are representing the location. There are about ten (10) buttons that have in Prism. The use of the clocking is the security guard need to make the patrolling at ten (10) buttons and touches the devices to a button. When the device is beeps and flashed its LED, it was confirm that the button's ID has been successfully recorded. The security guards need to round at all areas that have the ten (10) buttons every two (2) hours in a day while every single (1) hour at night. This is to ensure the security of the building from the treads of unauthorized person and to ensure the security guards was guarding the organization and do their work. Figure 3.1.9 (a) shows the clocking device or Guard Tour System, while Table 3.1.9 (a) shows the task profile of clocking reporting.



Figure 3.1.9 (a): Petrolwand

Table 3.1.9 (a): Clocking Reporting.

Task	Clocking Reporting
Scope	Safety & Security
Duration	9 th May 2017
Task Supervisor (S)	Miss Wan Nur Athirah
Hardware / Device	Clocking devices, Computer
Software	Guard Tour System, Microsoft Excel

To get the data from the guard tour device, first thing first the trainee need to get the device and the clocking book from the security guard. The function of the clocking book is the security guard will write down their name and the time they do the patrolling, while the guard tour device as an evidence that the security guard do their works based on what they write in the clocking book. After that, the trainee goes to the control room to collect the data from the clocking device to the guard tour system. The data that had been uploading in the system will be converting to Microsoft Excel format. Here, the person in-charge that is Miss Wan Nur Athira and the trainee need to double check and compares the result from the data that had been collect and clocking book. If there are any miss clocking, the trainee need to highlight, because Miss Wan Nur Athira will make the report and sent it to the Mr. Nizam. After comparing the result, the trainee needs to return the device and the clocking book to the security guard. Figure 3.1.9 (b) shows the flow chart of clocking reporting.

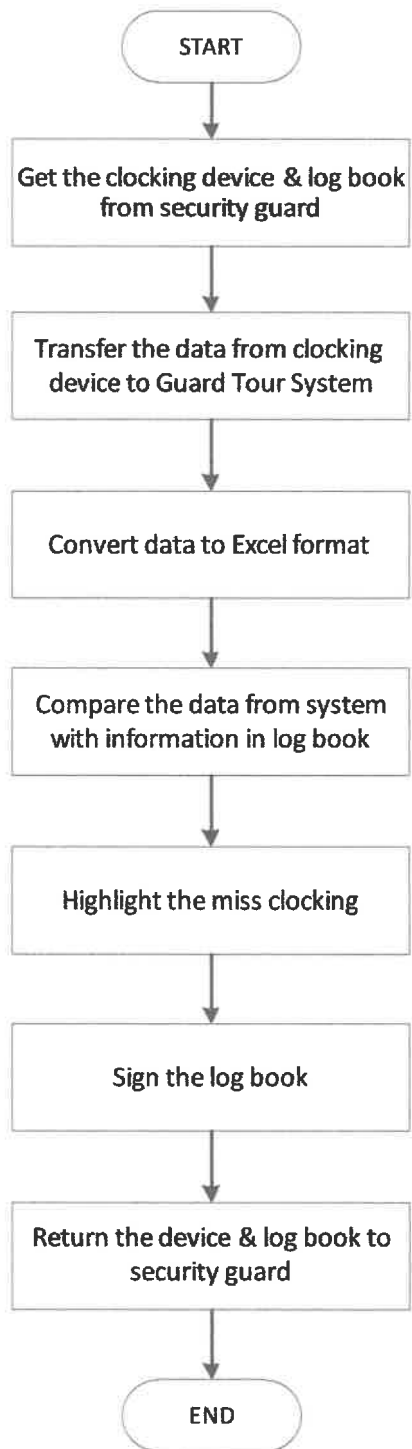


Figure 3.1.9 (b): Clocking Reporting Flow Chart

3.1.10 Customer Searching

Prospect is the person or company that will become the clients. The function to get the prospect is to ensure the company grows the profit. The way to get the prospect, the trainee needs to approach the prospect and make an appointment with them. Table 3.1.10 shows the task profile of Customer Searching

Table 3.1.10 (a): Customer Searching.

Task	Customer Searching
Scope	Entrepreneurship
Duration	Throughout the attachment (Sales & Marketing)
Task Supervisor (S)	MR. Preeven
Hardware / Device	Telephone
Software	None

To get the prospect, Mr. Preeven was giving the business card of prospect to the trainee. There are about thirteen (13) prospects that the trainee need to approach. The first step after the trainee gets the prospect business card, the trainee needs to make a call. After the call was connected, the trainee must introduce their self and from which company and then the trainee need to explain about the service that company provide to the prospect. After explain of that and ensure that the prospect really needs the service, the trainee needs to arrange the appointment between prospect and Mr. Preeven. Figure 3.1.10 (a) shows the flow chart of customer searching.

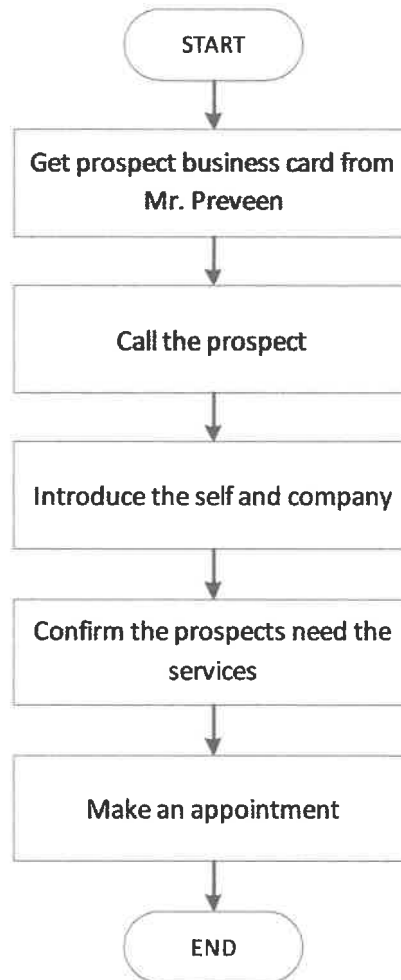


Figure 3.1.10 (a): Customer Searching Flow Chart

3.1.11 Internal Audit

Internal Audit is being done because want to improve an organization operation and to face External Audit later. This action is as a precaution step to prevent from getting non-conformance when External Audit comes to audit each department in Prism. The trainee has to follow auditing for Human Resource / Administrator Department and Operation at PTPTN site and the trainee task is to record all the information needed. Table 3.1.11 shows the task profile of internal audit.

Table 3.1.11 (a): Internal Audit

Task	Internal Audit
Scope	Management
Duration	Throughout the attachment (HR, Purchasing, & Admin Dept.)
Task Supervisor (S)	Madam Shahnum
Hardware / Device	Computer
Software	Oracle System

To do the internal audit, usually the auditor will do the greeting and then the auditor will inform about the agenda of the internal audit. When the audit was start, the auditor were asking the question according to the job procedure and will asking for evidence related that is the documented evidence. In addition, the auditor will pick one of the staff to interview. This is to ensure the staff understands their job tasks. After finish interview, the auditor will fill the form and giving comment according to Non-conformance (NCR) for un-complete document or evidence that need be available before External Audit and also Observation (OBS) that is the action need to be taken later before External Audit. Figure 3.1.11 (a) shows the flow chart to manage the delivery / receive order.

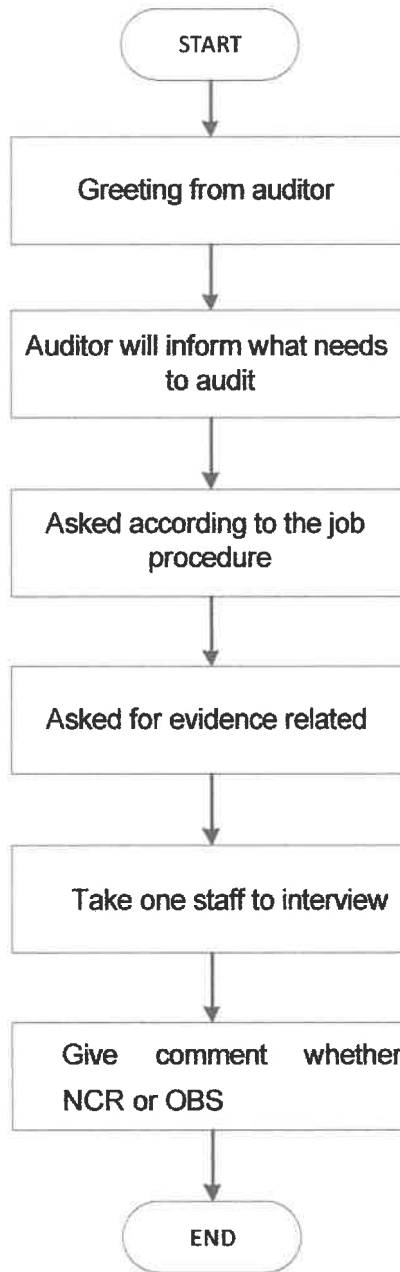


Figure 3.1.11 (a): Internal Audit Flow Chart

3.2 Special Project

The trainee was given an idea to create a user manual and booklet for the Prism Integrated Sdn Sdn.

3.2.1 Project Profile for User Manual

Each developed system needs step-by-step or how to use the system. As much as like a user manual are means to easier the end-user for the system to monitor or use it. User only needs to refer the user manual only when using the system. So, the trainee has some discussion with Supervisor before to proceed to create a user manual. Then, the Supervisor give a permission to create a user manual and The Tronitech System have been choose as a task. Furthermore, TRONITECH|CAPTURE known as CAPSYS|CAPTURE. It is function as to digitalize paper based format into digital format. So, this system is uses under the Operation Department, this special project is monitor and advises by Hafiz Arafi, Project Management Team Leader.

3.2.1.1 Design

The trainee was designs this User Manual for Tronitech System by using Microsoft Publisher and converts it into the PDF format. The content that the trainee insert into the user manual was get from the Project Management Team Leader, the staff and also the information were get during the trainee do the industrial training.

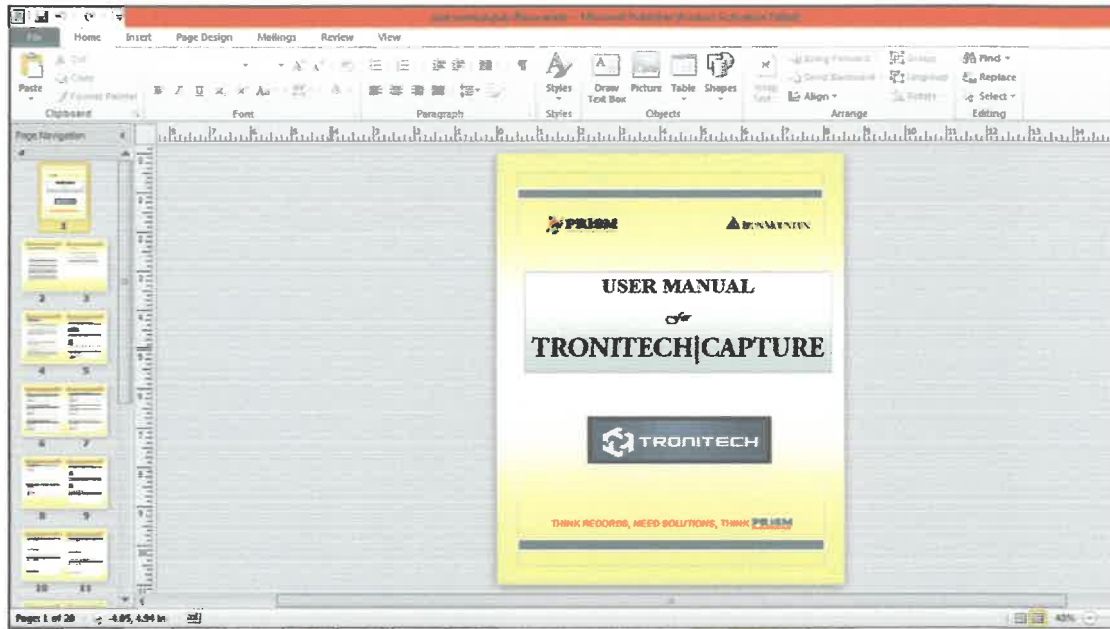


Figure 3.2.1.1 (a): Cover page for User Manual

3.2.2 Project Profile for Booklet

User Guide for Physical Storage is a guide to new prospect that will become customers to Prism. It can be their guide to record keeping in Prism Integrated Sdn. Bhd. This project was proposed by Mr. Preeven, Sales and Marketing Department. According to him this user guide can be used as a booklet to be distributed to the new customers. Besides, with this booklet, Prism can use it when there is an event or others programme related to the record management purpose. So, the information for booklet, the trainee gets from Mr. Preveen and Administration.

3.2.2.1 Design

The trainee designs this Booklet for User Guide for Physical Storage by using Microsoft Publisher and converts it into the PDF format.

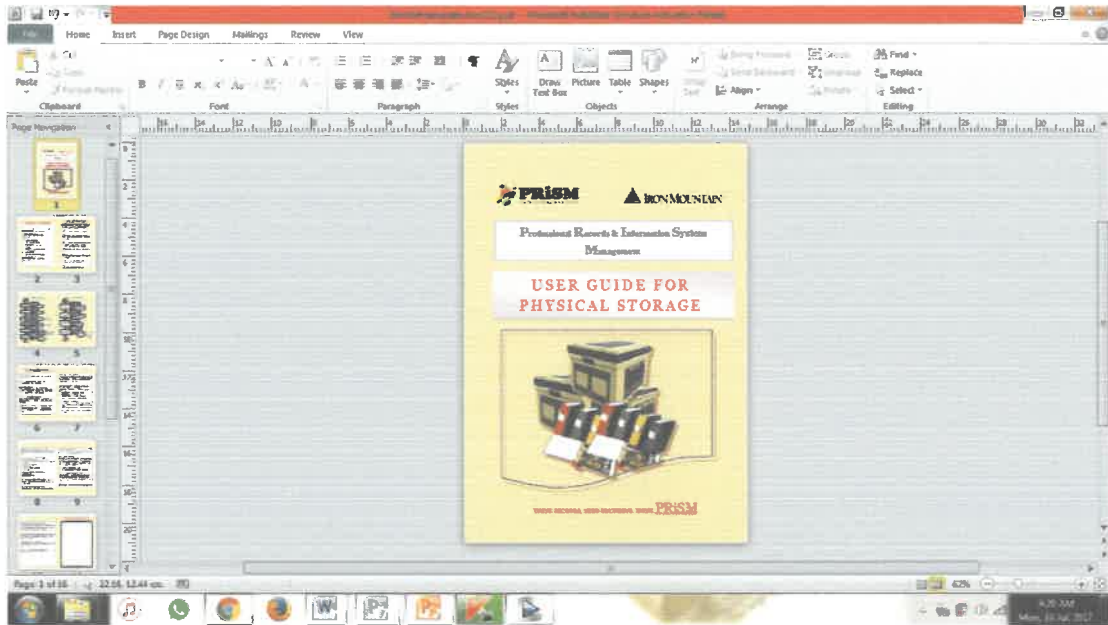


Figure 3.2.2.1 (a): Cover page for Booklet

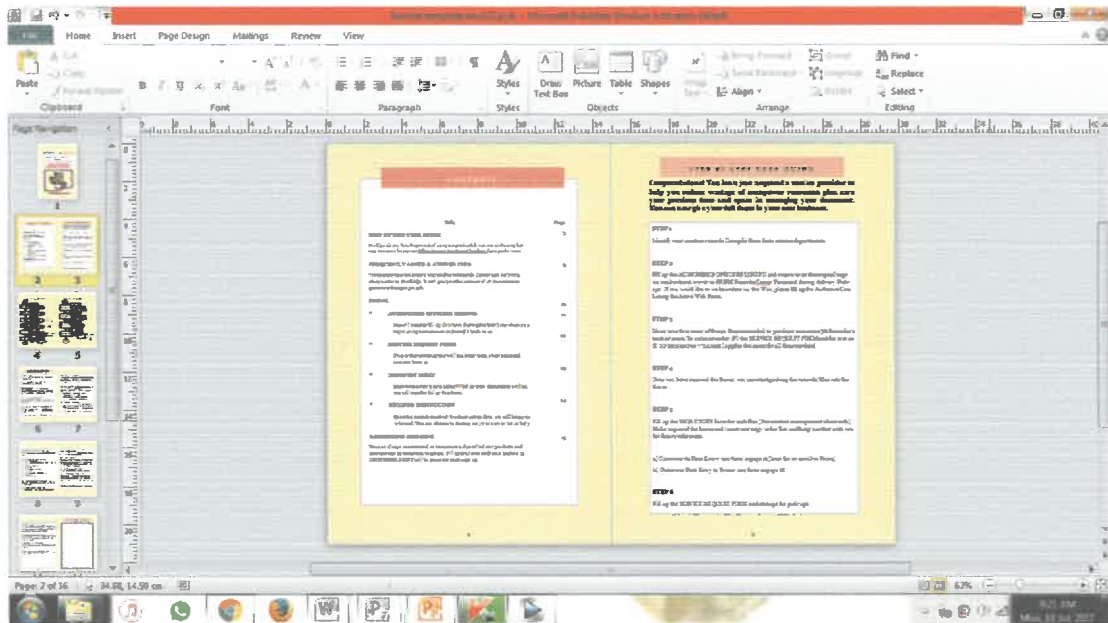


Figure 3.2.2.1 (b): Table of Content for Booklet

Chapter 4:

Conclusions

4.0 Introduction

There is Application of knowledge, skills and experience in undertaking the task (Knowledge Gained), Personal thoughts and opinion, Lesson Learnt, 4.4 Limitation and Recommendations

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

The trainee gains a lot of experience during five (5) month internship at Prism Integrated Sdn. Bhd. The company gives experiences by giving a direct involvement for trainee to do the tasks by himself. Those experiences are the real working environment that the trainee needs to overcome after graduation.

Moreover, attending the industrial training had exposed the trainee to the real working experiences. By undergone the training, the trainee also can apply all the learning process in the university to be practice at working places. Table 4.1 shows the application of knowledge, skills and experience.

Table 4.1: Application of Knowledge, Skills and Experience

No.	Tasks	Knowledge	Skills	Experience	Related course
1	JPA Open Shelf Project	Learn the function of barcode and the purpose to transfer the records management from box to files.	Teamwork Able to learn	The trainee had to manage the records from the stick the barcode on the file, transfer the boxes to open shelf and arrange the files on the shelf.	IMR504 Classification and Filing System IMR454 Management of Records Repository
2	Re-preparation Document (Re-Prep) and Document Preparation (Doc-Prep)	Learn how to manage the records with care before and after do the scanning.	Willing to learn Patience Able work under pressure	The trainee needs to remove and put back all bullet stapler, paper clips, plastic cover, binding and notes of Water Consortium document.	IMR454 Management of Records Repository
3	Checking	Use the Volen system Learn to identify the error that had been key-in and how to add the data in the system.	Computer skill (Volen system) Time management	The trainee needs to check the data that had been key-in during the data entry process and correct the error or add the data.	IMR454 Management of Records Repository

4	Deal Making with customer	Learn to approach the prospect about the service and product.	Communication skills Deal making	The trainee needs to calls the prospects and try to approach them with the company services and products.	ENT300 Entrepreneurship
5	Fire Alarm Maintenance	Learn how to handle the contractor when they do the maintenance.	Communication skills Supervising	The trainee needs to escort the contractor and ensure they make the maintenance at the right place.	IMS455 Support Service and Maintenance for Information System

6	Clocking	Learn how to import the data from the clocking device to Guard Tour System	Computer skill Willing to learn Deals with difficult people Punctuality	The trainee needs to get the clocking device and log book then transfer the data into the Guard Tour System and compare the data in the system and log book.	IMR451 Management of Records in Organization
7	Records packing	Learn how to insert the data in the system, how to fold the boxes and the function of the barcode PTPTN and barcode Prism.	Computer skill Management skill Willing to learn	The trainee went to PTPTN site to do the records packing and the trainee was finished about 3 batches of documents.	IMR454 Management of Records Repository IMR451 Management of Records in Organization
8	Data entry	Learn how to use the Electronic Document Capture (EDC) system and identify the important data that need to insert in the system.	Computer skill Willing to learn new thing and able to work under pressure	The trainee needs to do the data entry from the Amanah Raya Berhad (ARB) and Jabatan Perkhidmatan Awam (JPA) documents.	IMR454 Management of Records Repository

9.	<p>Customer searching Client agreement renewal management</p>	<p>The trainee was gain the knowledge on how to approach the prospect in order to attract then know more about the company</p>	<p>Communication skills</p>	<p>The trainee needs to call the prospect and try to approach them with the service that prism offer</p>	<p>None</p>
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4.2 Personal thoughts and opinion

After undergone training for five (5) month at Prism Integrated Sdn. Bhd., the trainee will recommend this company as a place for industrial training for others students because its expose the real working situation. This is the best place to apply all the theories that the students gain in the class.

Another thoughts the trainee felt is he been welcomed at this company because all the worker that work here are so kind hearted to share their knowledge and experiences. The workers are not tire or make a face to teach the trainee over again when he do not understand or cannot do the task well. Besides that, there's a lot of knowledge will be gain here such as how to attract people to store their documents and files at Prism and how to maintain relationship with client, packing, scanning and others.

4.3 Lesson Learnt

The industrial program at Prism Integrated Sdn. Bhd. have given trainee a lot of knowledge, skill and experience in handling real work environment. It is good for the trainee to being exposed to the nature of work. There has varieties of lesson learnt by the trainee during industrial training.

Another lesson that the trainee gets from this interships is teamwork. There a lot of project that Prism has need to people work together. For example, JPA Open Shelf Project. The trainee need to work with other to move out boxes form Information Center to Operation Area and by do it alone is impossible. It's maybe possible, but it will take time to finish. The trainee felt, when people work together as a team, the jobs not only will be finish on time but also the quality of the jobs will be increased.

4.4 Limitation and Recommendations

In the five (5) month of training the trainee have observe the company environment which is need some improvement that could be done. As for we all know that every company have their own weakness and every weakness have its solution and improvise. Below are some improvements that the company can do so that the company could run smoothly without any problem.

i) **Need to update the equipment**

As for the equipment the computer in the company is updated and it will affect the daily operation in the operation department. The computer also is important for storage the information, the computer need to be upgrade because it's too slow to be operates. Its takes a lot of time to finish one task due to the slow programmed system. Sometimes, the data that have been store in the computer missing when the computer facing the problem when the network is not working properly. As for the recommendation Prism's need to update and make maintenance to their computer system so that the computer can works smoothly without any problem.

II) **Transport vehicle need to be monthly service**

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.

III) Multitask

In the company there are staff that are multitasking which is the staff have to do various task because the staff manage three department under her supervision so it can be tired and it could affect the staff health because she need to work under pressure and stress. As for the recommendation the prism need to hire more staff so that the task could be done by the specific person with the specific task.

4.5 Conclusions

As for the conclusion the internship program for the final year student is a good method that for the student to enhance all the knowledge that the trainee had learn in the university, in the university the trainee just learn the theory but as in the internship program the trainee could adapt all the knowledge that the trainee learn into practically, 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 and for the future.

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