UNIVERSITI TEKNOLOGI MARA
FACULTY OF INFORMATION MANAGEMENT

INDUSTRIAL TRAINING REPORT:

PRISM INTEGRATED SDN. BHD.

2A, JALAN TIANG U8/91,

BUKIT JELUTONG INDUSTRIAL PARK,

40150 SHAH ALAM, SELANGOR.

SPECIAL PROJECT: ONE-HR SYSTEM USER MANUAL AND
USER'S GUIDE BOOKLETS

BY

AMINNOOR MANJA BIN MAT ZAIN

2013355917

IM245 – BACHELOR OF SCIENCE (HONS.)

INFORMATION SYSTEM MANAGEMENT

FACULTY OF INFORMATION MANAGEMENT

UNIVERSITI TEKNOLOGI MARA KELANTAN

01 FEBRUARY 2017 – 30 JUNE 2017

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FACULTY SUPERVISOR

MADAM HUDA BINTI HAMIDON

REPORT SUBMITTED IN FULFILLMENT OF THE

REQUIREMENT FOR THE INDUSTRIAL TRAINING

FACULTY OF INFORMATION MANAGEMENT

UNIVERSITI TEKNOLOGI MARA KELANTAN

01 FEBRUARY 2017 - 30 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 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. 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.

Signed by,

Aminnoor Manja Bin Mat Zain
2013355917

Date of submission: 12 July 2017

Abstract

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

Keyword: *Prism Integrated Sdn Bhd, indsutrial training, scanning, open-shelf storage, Record Management*

Acknowledgement

Assalamualaikum w.b.t

First of all, I would like to take the opportunity to thank Allah the Mighty for giving me the strength to complete my industrial training for 5 months at Prism Integrated Sdn Bhd. I would also want to express my gratitude and deep regards to my faculty supervisor Mrs Huda binti Hamidon for her guidance and monitoring me with constant encouragement throughout the course of the internship period. She also guides me on how to do my special project and the specific format as well as the right content for this internship report.

I am also grateful to Ms Maisarah Nurhaizan and Mrs Shahnum Shamsudin, my industry supervisor for giving me the opportunity to do my internship at Prism. All the new knowledge and skills I gained through my industrial training will be useful to me in the real working industry. Not to forget, all the Prism's staffs and those who have helped me direct or indirect in making my industrial training as a great experiences and memories.

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

Lastly, I would like to thank to all of my family members especially my parents for their constant encouragement and blessing. Without these two things, I think it would be impossible for me to get all things done. Thank you so much!

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CHAPTER 1

Chapter 1:

INTRODUCTION

1.0   Overview

In Universiti Teknologi MARA, all final year students are required to undergo an industrial attachment, 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 months. 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. This documentation is to report all activities involved and performed by trainee (Aminnoor Manja bin Mat Zain, student ID 2013355917) for about five (5) months practical training at Prism Integrated Sdn Bhd, located at Section U8 Bukit Jelutong, Shah Alam, Selangor from February until June 2017.

Objectives of Industrial Training

    i.   To provide pre-professional work experience with specific assignments and responsibilities.

    ii.   To encourage and stimulate a personal career interest, serving as a bridge between university and organization.

    iii.   To help students improve their marketability after graduation.

    iv.   To enable students the chance to apply the skills and knowledge gained at the university in real working environment to benefit the organizations.

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 detail the background of the organization, history of the company, functions, objective as well as vision and mission of the company.

1.1 Background of the Organization

Figure 1.1: Prism Integrated Sdn. Bhd. Logo

2

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:

i. Electronic Records and Document Management Software solutions

ii. Off-site Records Centers, Clients store, manage, safe-keep, preserve their records in our records facility for a lower cost and higher security.

iii. In-source Records Management – We place our personnel at your office too Store, manage, safe-keep your records.

iv. 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.

v. Scanning and converting paper records to electronic records.

vi. Records Management Training and Consulting Programs; Records

vii. Management Program, Records Classification, Records Retention, Records Procedure and Manual, Records Disposition Program, 5S Program etc.

viii. Secured Destruction of Records. ("About Us", 2015).

1.1.2 Company Location
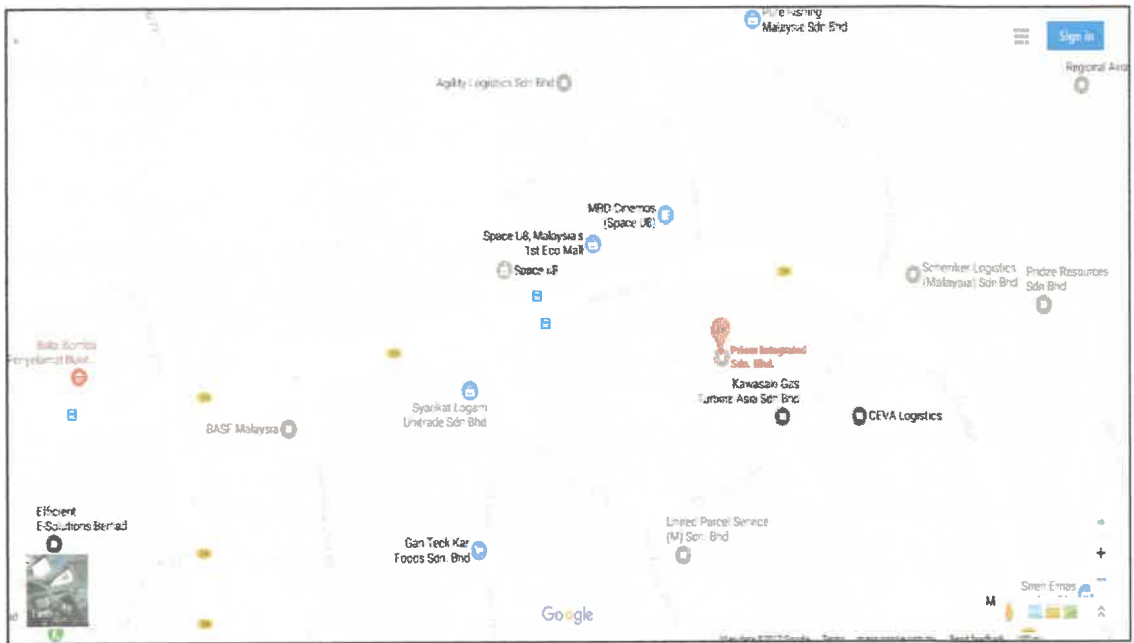
Figure 1.2: Company location.

Figure 1.3: Company building.

1.1.3 Company Regisration

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   639513-M

Number

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:

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

The organization store the customer's various types of inactive records that infrequently or rarely use to conduct business. The storage can store about 50,000 boxes of physical records in different formats. 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 1.4 was show the Prism warehouse that to store the semi-active and inactive records.

Figure 1.4: Prism warehouse

ii. 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. Figure 1.5 was show the interface of EDCRC software.

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 1.5: EDCRC system

iii.   *Selling filing accessories and equipment*

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

Figure 1.6: Prism Smart File

Figure 1.7: CD Pocket

Figure 1.8: F-Binder

Besides that, the benefits of using PSF are:

a. It is strong, durable and long lasting because the back spine was made from solid wood.

b. It is safe to store documents

c. User friendly

d. It can be recycled

iv.   *Digitizing documents (scanning)*

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

Figure 1.9: Tronitech system

v.   *Records management training and consultancy.*

Prism Integrated Sdn Bhd provides physical and electronic records management training to all public and private organizations and their staff it selves. The follow-up session between Prism and customers will be done to ensure that the records stored in the customer's office are organized and well preserved. 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	FSSHEQ	Sales & Marketing	Operation
1/2/2017	14/2/2017	Norsolehah	Norfaezah	Mohamad Yusuf	Aisyah, Siti Zuleha, Ameena Affan, Mohamad Azran, Aminnoor, Zahrilyuhaiza, Muhammad Faiz,
15/2/2017	28/2/2017	Norfaezah	Mohamad Yusuf	Norsolehah	Aisyah, Siti Zuleha, Ameena Affan, Mohamad Azran, Aminnoor, Zahrilyuhaiza, Muhammad Faiz,
1/3/2017	14/3/2017	Mohamad Yusuf	Norsolehah	Norfaezah	Aisyah, Siti Zuleha, Ameena Affan, Mohamad Azran, Aminnoor, Zahrilyuhaiza, Muhammad Faiz,
15/3/2017	28/3/2017	Aisyah	Mohamad Azran	Aminnoor	Norsolehah, Norfaezah, Siti Zuleha, Ameena Affan, Mohamad Yusuf, Zahrilyuhaiza, Muhammad Faiz
29/3/2017	11/4/2017	Mohamad Azran	Aminnoor	Aisyah	Norsolehah, Norfaezah, Siti Zuleha, Ameena Affan, Mohamad Yusuf, Zahrilyuhaiza, Muhammad Faiz
12/4/2017	25/4/2017	Aminnoor	Aisyah	Mohamad Azran	Norsolehah, Norfaezah, Siti Zuleha, Ameena Affan, Mohamad Yusuf, Zahrilyuhaiza, Muhammad Faiz
26/4/2017	9/5/2017	Zahrilyuhaiza	Muhammad Faiz	Siti Zuleha	Norsolehah, Norfaezah, Aisyah, Ameena Affan, Mohamad Azran, Aminnoor, Muhammad Yusuf
10/5/2017	23/5/2017	Siti Zuleha	Zahrilyuhaiza	Muhammad Faiz	Norsolehah, Norfaezah, Aisyah, Ameena Affan, Mohamad Azran, Aminnoor, Muhammad Yusuf
24/5/2017	6/6/2017	Muhammad Faiz	Siti Zuleha	Zahrilyuhaiza	Norsolehah, Norfaezah, Aisyah, Ameena Affan, Mohamad Azran, Aminnoor, Muhammad Yusuf
7/6/2017	20/6/2017	Ameena Affan			Norsolehah, Norfaezah, Aisyah, Mohamad Azran, Aminnoor, Muhammad Yusuf, Muhammad Faiz, Siti Zuleha, Zahrilyuhaiza
21/6/2017	31/6/2017		Ameena Affan		Norsolehah, Norfaezah, Aisyah, Mohamad Azran, Aminnoor, Muhammad Yusuf, Muhammad Faiz, Siti Zuleha, Zahrilyuhaiza

Figure 1.10: Internship schedule

1.2 Organizational Structure
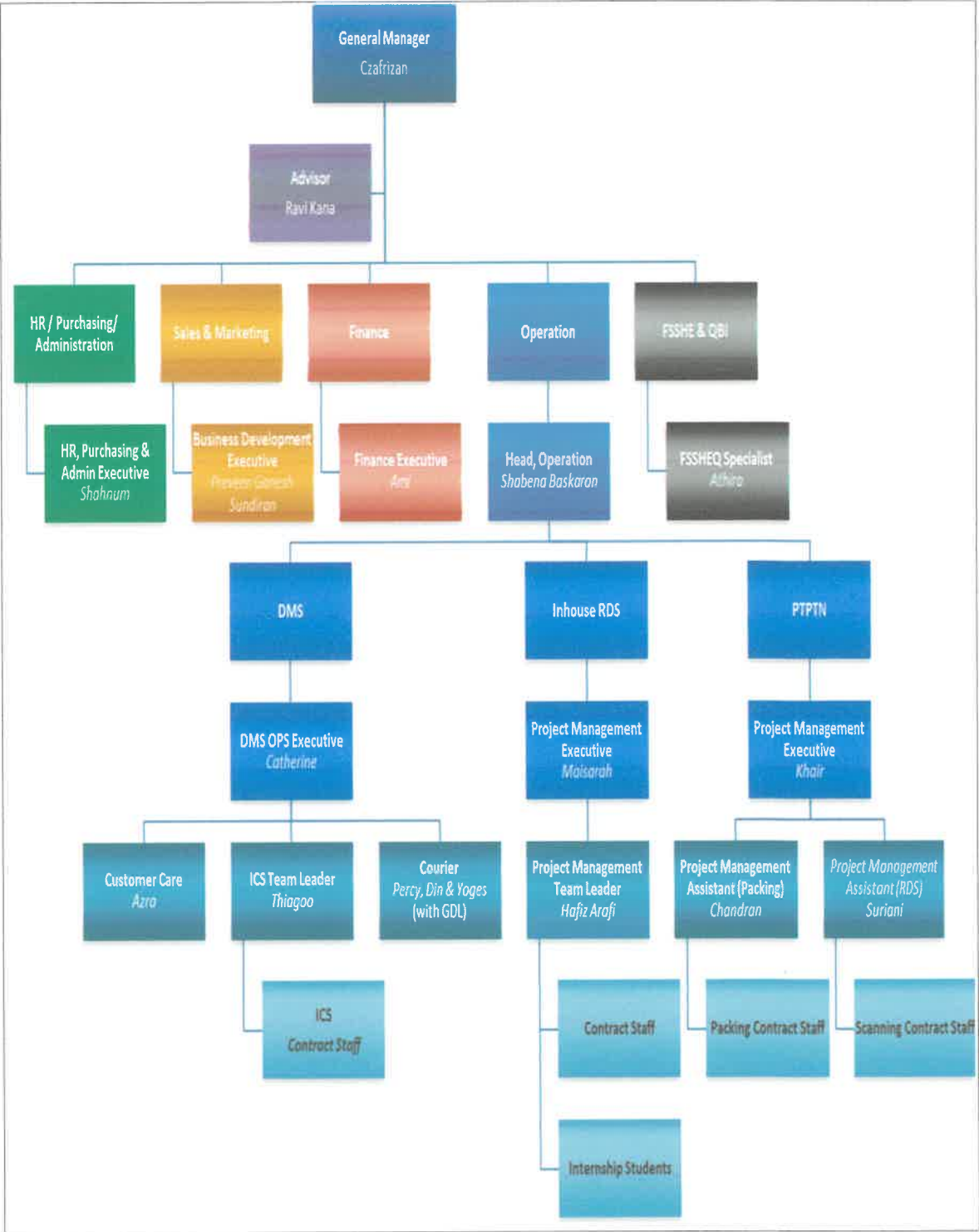
Figure 1.11: Organization Chart

1.2.1 Director History

i. Ravindran A / L Kanagasapathy

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

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 FSSEH & QBI Department. In Operation Department, there are three (3) units such as DMS, Inhouse RDS and PTPTN 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 considered as a small company, currently there is 45 staffs working in the organization. The trainee, Aminnoor Manja bin Mat Zain has been assigned to four (4) departments for on-job training which are Administration, Human Resource and Purchasing Department, Sales and Marketing Department, FSSHEQ Department and all units in Operation Department. The trainee was have two main supervisor, Mrs Shahnum Shamsudin as the HR, Admin and Purchasing Executive and Ms Maisarah Nurhaizan as theProject Management Executive. But each department that trainee attach can have specific supervisor.

2.1 Departmental Structure

2.1.1 Operation Department
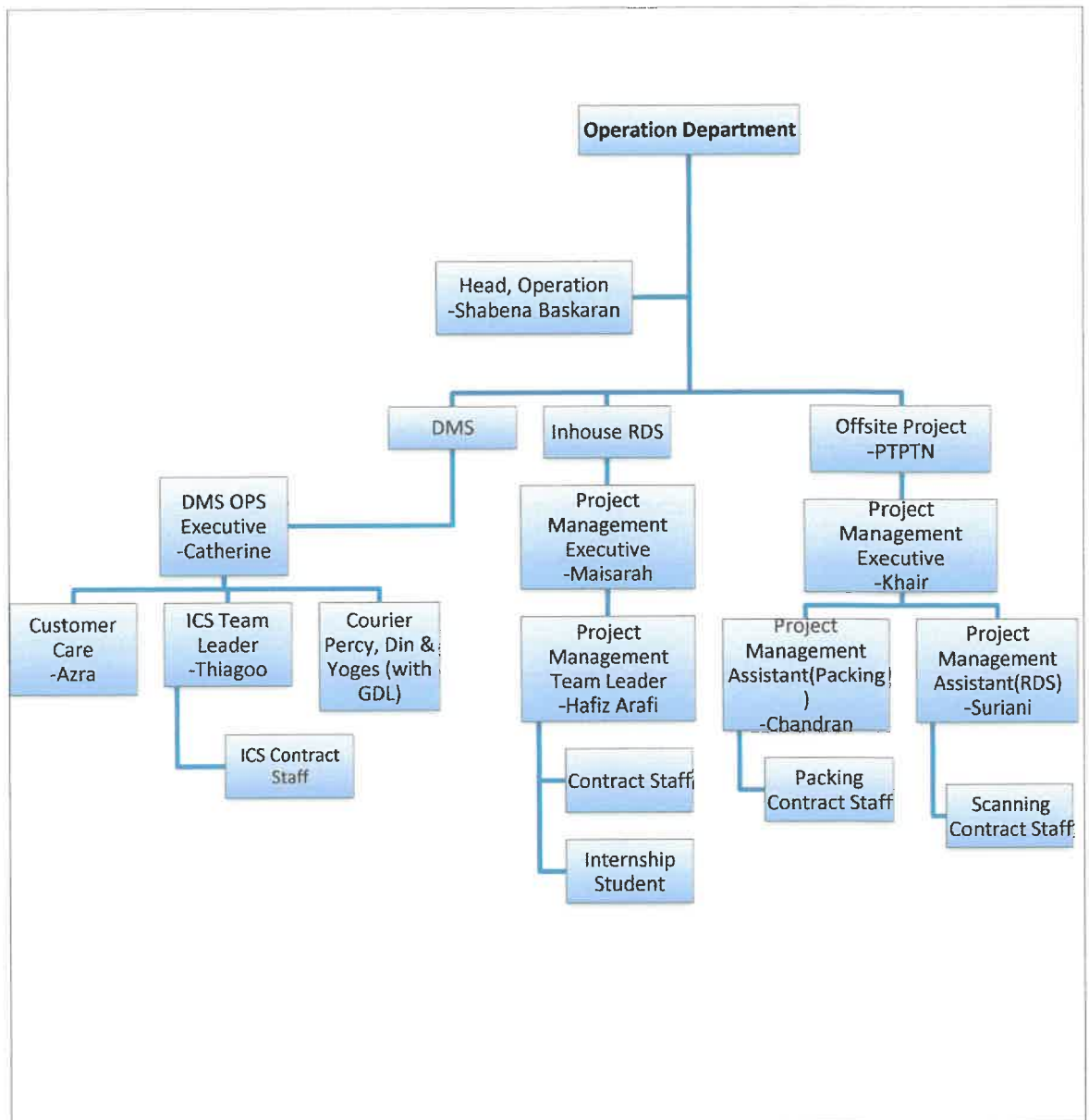
Figure 2.1: Operation department structure.

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 Arafi, 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.

2.1.2 Human Resource, Purchasing and Adminstration Department
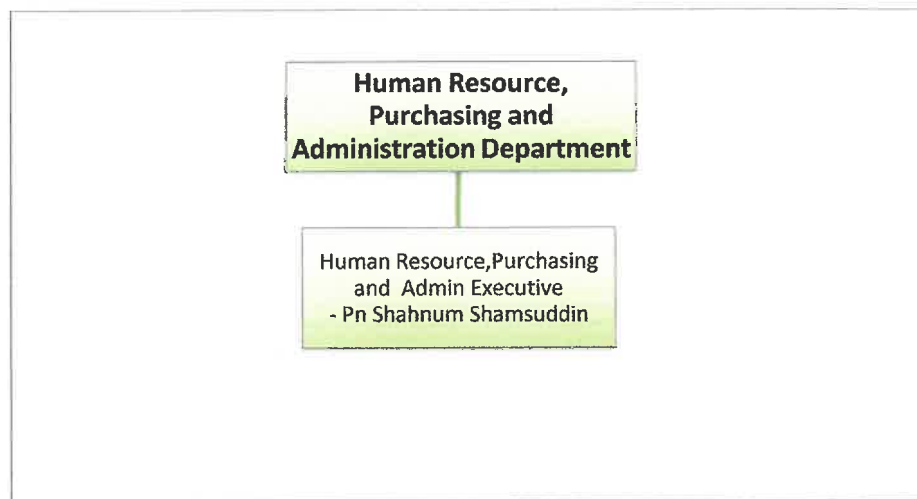
Figure 2.2: Human Resource, Purchasing and Administration department structure.

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 least for admin department, she responsible in manage the office daily works.

2.1.3 Sales and Marketing Department

Figure 2.3: 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.

2.1.4 FSSHEQ Department

Figure 2.4: FSSHEQ department structure.

FSSHEQ department is responsible in many parts at Prism Intergrated 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 like 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 2.1 below will show the function of the four (4) Departments in Prism Integrated Sdn Bhd:

Table 2.1: Department function

Department	Function
Operation Department	**Document Management System** Customer Care - This unit can receive the record or file list order from customer. ICS/ 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. Courier Unit - This unit is responsible for sending customer's files or boxes to the right locations and pick-up files or boxes when the Prism Integrated Sdn Bhd received the order from the customers. - 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 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.
	Offsite Project Unit
	• Manage the customer record at the customer place. Also do same process like inhouse process.
Human resources, Purchasing and Administration Department	**Human Resources** 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:

- 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, preparing job adverts, checking application forms, short listing, interviewing and selecting candidates.
- Developing and implementing policies on issues like working conditions, performance management, equal opportunities, disciplinary procedures and absence management.
- Administering payroll and maintaining employee records.
- Preparing training program to the staff within the organization to provide new knowledge and improve their job performance.

Purchasing Unit

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:

- 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.

Administration Unit

This unit manages the organization day to-day 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:

- 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.
Sale and Marketing Department	The list below are the job descriptions for sales and marketing staff: • 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.
FSSHEQ Department	The list below are the job descriptions for FSSHEQ staff: • Check the facility condition. • Maintainence 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.
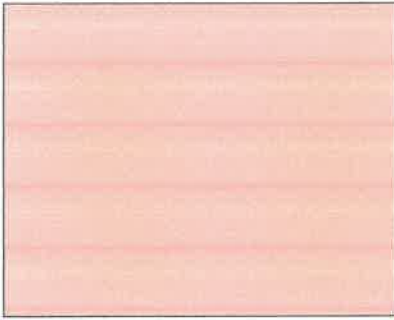
	- Ensuring staff wear designated as safety shoes. - Update always an extinguisher. - Make the emergency training such as fire drill training to staff. - Always check the security guards checkpoint.

CHAPTER 3

Chapter 3:

INDUSTRIAL TRAINING ACTIVITIES

3.0   Introduction

The trainee have join attachment for about 5 months at Prism Integrated Sdn Bhd and have undergo rotation job which is needed the trainee need to train under every department in Prism, then will learn the nature of work of each department. The department that have in Prism and need to rotation job are Operation Department, Sales and Marketing Department, FSSHEQ Department and Human Resource, Purchasing and Administration Department, except Financial Department. For the four departments that will be in rotation, Operation Department is the department that will be occupied for long periods by each trainee. This is because the department has many units for trainee join and more activities that have under this department. For the trainee an activity was dividing into 2 parts that are training activities and special project. Training activities that are the activities carried out for the daily task. At Prism the trainee can do different task everyday but in same time also do same task for a few days. For the special project is the project that mainly will be doing for each trainee that attends the industrial training. It will take a long time to complete from training activities. Sometimes it requires a timetable to complete such as the Gantt chart. It is also a contribution of trainees to the industry and for the industry to see the trainee skills when it comes to industrial training.
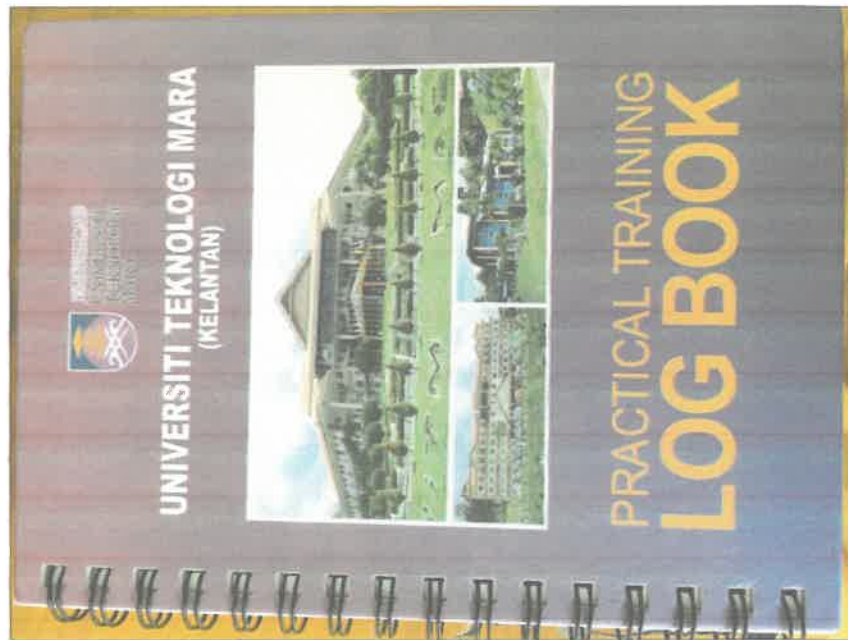
Figure 3.1: Logbook for activities.

Figure 3.2: Writing page activities.

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

Figure 3.3: Schedule for department rotation.

3.1   Training Activities

3.1.1   File Labelling

Labelling is a process for labelling a record file by pasting a barcode sticker on the record file. This process is to change the box system to open shelves system. The record file that has been pasted into the barcode sticker will be scanned and placed in shelves that already have a location barcode sticker. This will facilitate the search of file records when requested by the customer and can also save time and storage space. In one open shelve location space can fit between 30 to 40 pieces of file records. Table 3.1 shows the task profile for file labelling process.

Table 3.1: Task profile for File Labelling

Task	File Labelling
Scope	Records management
Duration	For the whole 5 months
Task Supervisor	Ms. Maisarah Nurhaizan
Hardware / Device	Barcode printer
Software	None

First, trainee should write the box number containing the record file. Then the box numbers that have been writing will be passed to the team leader or supervisor to be printed barcode sticker. Figure 3.5 was shows the sample of barcode for labelling process. After that, the barcode sticker will be printed by the barcode printer and will be distributed to the trainee and the staff to do the patching process. Trainee and staff will take the file box according to the box number printed on the barcode sticker. Figure 3.6 shows the trainee was find the boxes number. At the barcode sticker contains the record file number, record name, box number and barcode that will be used for later location scan. Trainee and staff need to be careful when doing the adhesive paste process because to prevent the occurrence of tampering errors such as tampering with different barcode stickers. This will be a problem when looking for the file when requested by the customer. Additionally, if there is a damaged barcode sticker, it should also be reprinted in order to avoid difficulties when the scan process is running. After finishing the barcode sticker, the file will be restored into the box and will wait for the next process. Figure 3.4 shows the workflow for file labelling task.
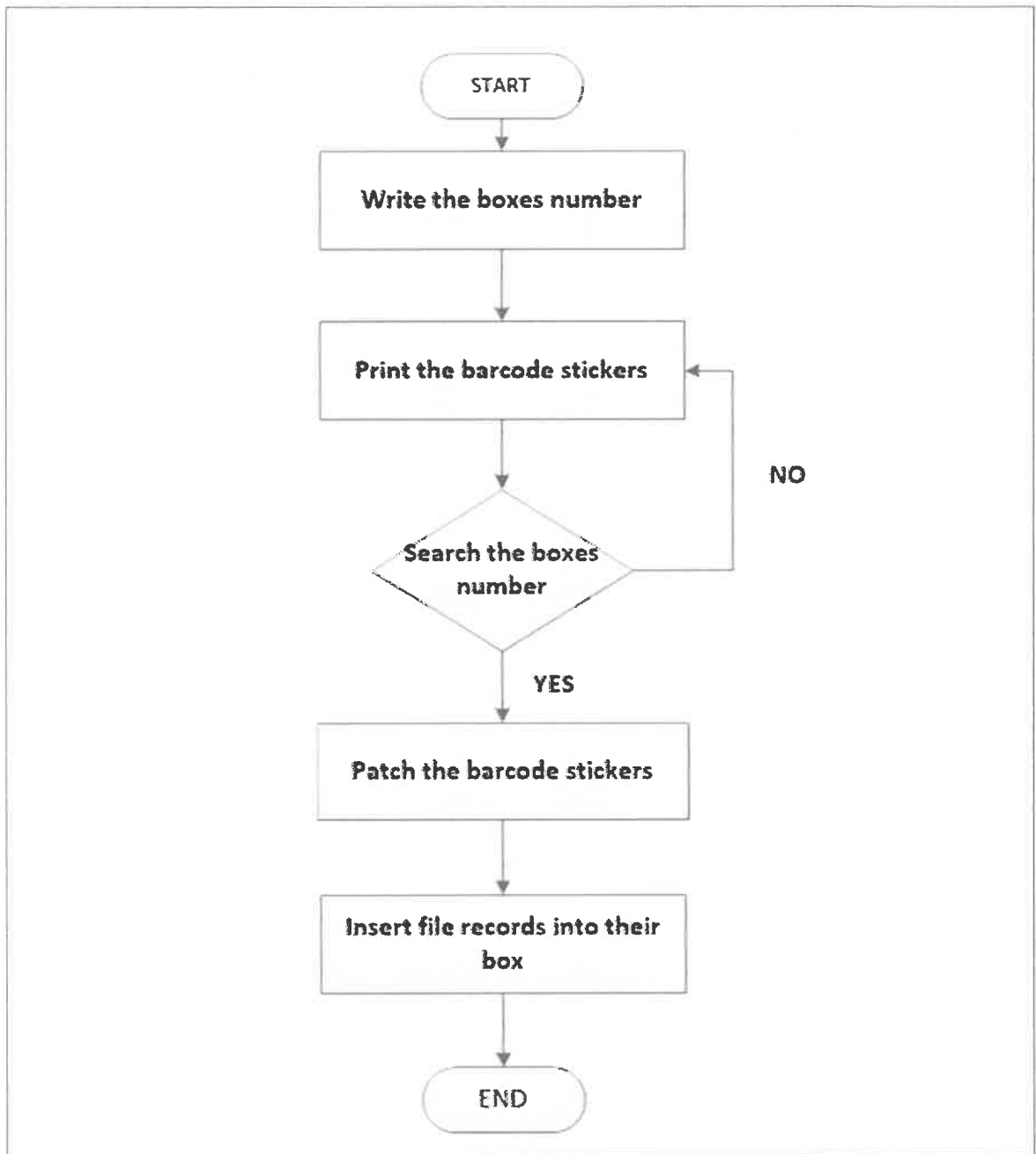
Figure 3.4: Workflow for labelling process.


```
J007
JPA/PRO/236571
ABDUL RAZAK BIN ABDUL RAHMAN
Box Number 025684

2Q 8720 345 326487 23398
```
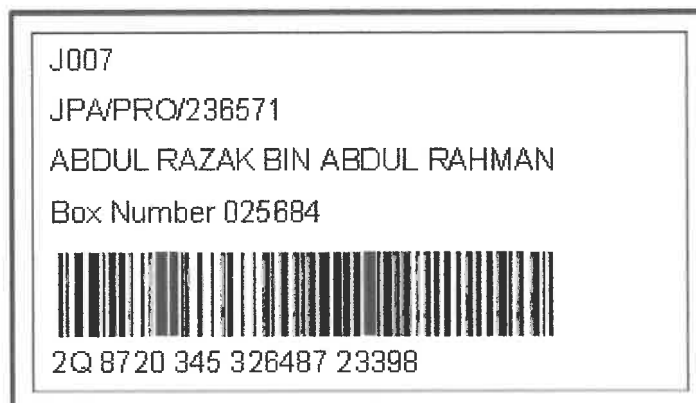
Figure 3.5: Barcode sample.

Figure 3.6: Boxes searching.

3.1.2 Transferring file boxes

Transferring file boxes is the process of moved the file record boxes from the warehouse or information centre (IC) to the operation room to do the labelling process and transferring file boxes also from operation room to file room for barcode scanner process. Before moved the boxes from the warehouse or information centre (IC) to the operation room, trainees and staff need to get permission from the warehouse team leader. He will decide which boxes in which locations to be moved. For transferring file boxes from operation room to file room for file barcode scanner process can get permission from operation team leader. Table 3.2 shows the task profile for transferring file boxes process.

Table 3.2: Task profile for Transferring file boxes

Task	Transferfing in file boxes
Scope	Records management
Duration	For the whole 5 months
Task Supervisor	Ms. Maisarah Nurhaizan
Hardware / Device	Trolley, scanner.
Software	None

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Firstly, the warehouse team leader should state where location that need to move the file box. Once the location is set for the box to be moved, he will tell the trainees and staff to move the box at the specific amount. The box will be moved from the location in the warehouse to the operating room by using the trolley. Figure 3.7 shows the trainee transfer file boxes from warehouse to operation room. Then the boxes that have been moved will be scanned their barcode using a scanner device to make sure the box has been moved from their location in the warehouse and data in scanner will upload into system. Figure 3.8 shows the trainee scanner the boxes barcode. This is because in order to avoid confusion when the IC staff wants search the file records that orders from customer. Lastly, the record files in the box will undergo the labelling process of the barcode sticker. After complete the labelling process, file boxes will moves to file room for barcode scanner process is for open shelves file management that shows in Figure 3.9. Figure 3.10 shows the workflow for transferring file boxes task.

Figure 3.7: Transferring file boxes.

Figure 3.8: Transferring file boxes.

Figure 3.9: Moving out file boxes.
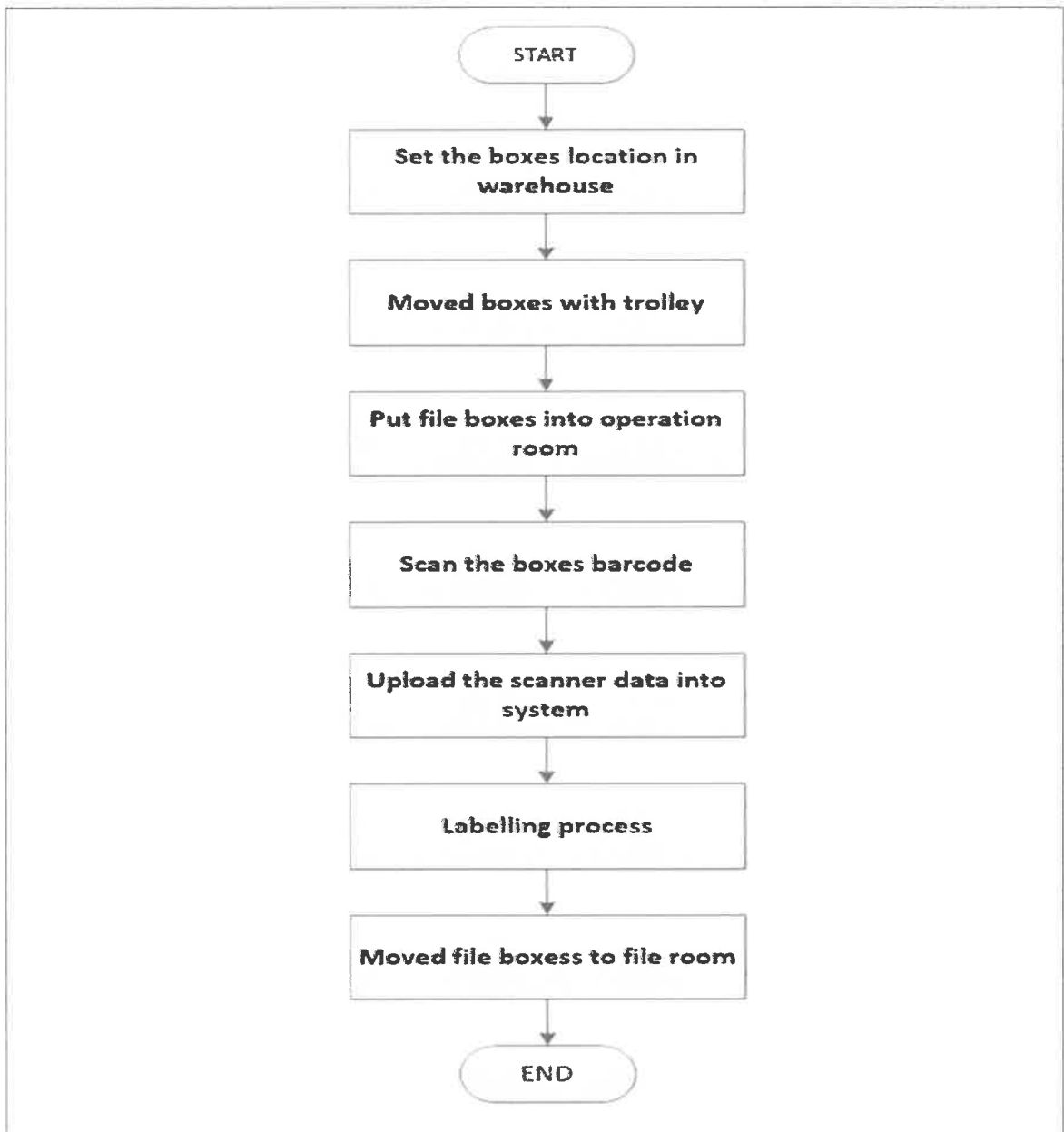
Figure 3.10: Workflow for transfer in file boxes process.

3.1.3 Barcode scanner

In the file boxes the record file will be moved to the shelves for the barcode scanner process. The record files will be removed from the box and arranged into the shelves. The files will be arranged first before the barcode scanning process is executed to specify the location of the file. Table 3.3 shows the task profile for barcode scanner process.

Table 3.3: Task profile for barcode scanner

Task	Barcode scanner.
Scope	Records management
Duration	For the whole 5 months
Task Supervisor	Ms. Maisarah Nurhaizan
Hardware / Device	Trolley, scanner.
Software	None

After the labelling process is completed, the boxes of files those are ready to be transferred out from the operation room to the file room at level 1 and 2 floors. The record files will be moved out and arranged in the shelves for the barcode scanning process to set their location that shows in Figure 3.11. Trainee and staff will use scanner device that shows in Figure 3.15 to scan bar code on file and their location. If the barcode sticker on file record damage and cannot do the scanning process, the barcode sticker should be replace with new sticker. Figure 3.12 shows the trainee do a barcode scanning process. After completing the barcode scanner process, the data will be uploaded into the system by the team leader to be stored in the database. Additionally, unused blank boxes will be folded for recycling. If the box is still good, it will be used to replace damaged boxes. Figure 3.13 shows the workflow for barcode scanning process.

Figure 3.11: Arrange files record on shelve.

Figure 3.12: Scan barcode on files.
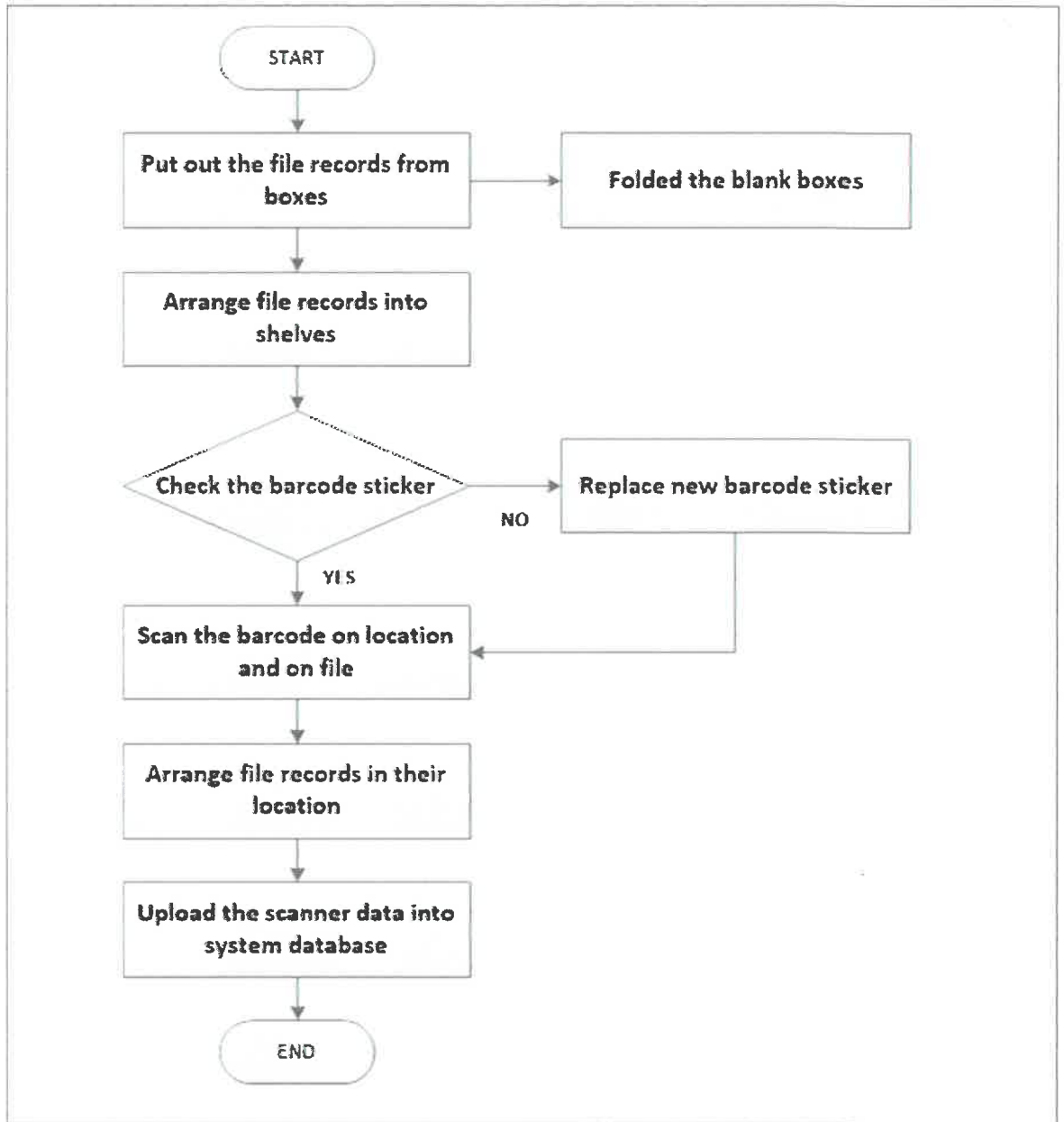
Figure 3.13: Workflow for barcode scanner.

Figure 3.14: Fold and tie the empty boxes.

Figure 3.15: Barcode scanner

3.1.4 File Packing

Packing is the process of filling out the record files into the Prism box. This process will be done in the customer's location and sometimes it is also done in Prism. This depends on the customer's request and the number of files to be packed. Table 3.4 shows the task profile for file packing process.

Table 3.4: Task profile for File Packing.

Task	File Packing
Scope	Records management
Duration	5 days/ project
Task Supervisor	Ms. Maisarah Nurhaizan
Hardware / Device	Prism black box, trolley
Software	None

Packing process can run when there is a new file records or a new project obtained from the customer. First step, the Prism management will send blank boxes to customers according to the amount requested by them. Then the Prism will send their staff and trainees to do the packing process. Once the staff arrives at the customer's place, they will see and categorize the records files. The blank boxes sent will be filled with the files and the box will also be pasted with a barcode sticker. Figure 3.17 shows the trainee install the blank boxes. The staff will also record the number of files filled in each box to avoid dropping the number of files. Additionally, the files filled in the Prism box should not exceed 16 kilograms because it is a term and condition from Prism. Figure 3.18 shows the trainee filled the file records into Prism boxes. After completing the packing process, the courier will come then pick up the box and be taken to Prism for further processing. Figure 3.16 shows the workflow for file packing process.
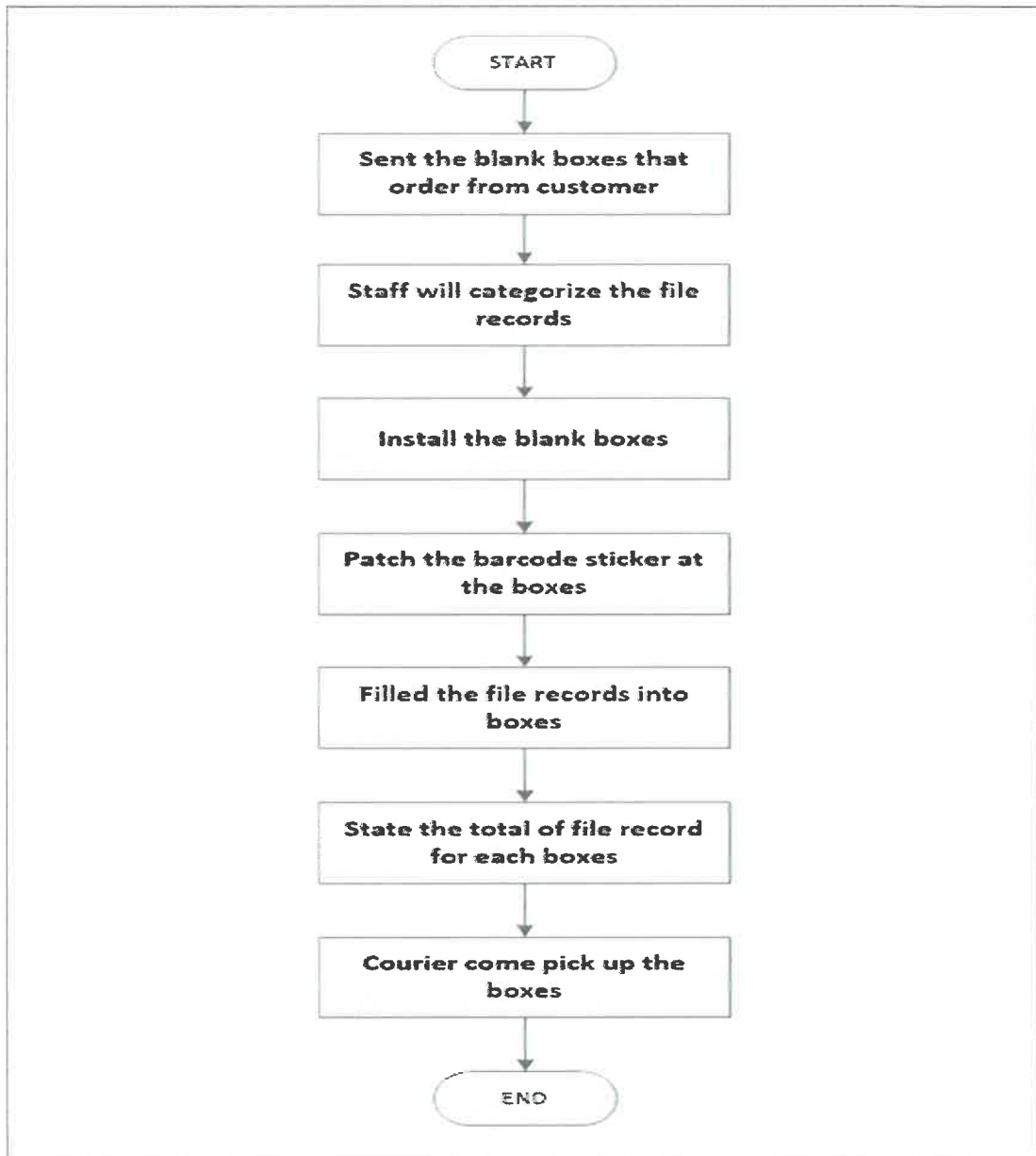
Figure 3.16: Workflow for packing process.

Figure 3.17: Install the blank boxes.

Figure 3.18: Filled the files record.

3.1.5 Data entry process

Data entry is the process of entering the record information data into the database system. It is one of the important processes that needs to be done in any record centre. This process is the first process before the files are stored in the warehouse after packing process complete. Among the examples of information to be included are file numbers, file names, identity card numbers and more according to the types of files from customers. Table 3.5 shows the task profile for data entry process.

Table 3.5: Task profile for Data entry.

Task	Data entry process
Scope	Records management
Duration	3 days per project
Task Supervisor	Ms. Maisarah Nurhaizan
Hardware / Device	Computer.
Software	EDC Data Capture

Firstly, courier will go pickup boxes of files that are complete for packing process at customer place. The boxes will be brought into the operation room to process data entry. Staff and trainees will be on the computer and run the EDC Data Capture system to start the data entry process. Figure 3.20 shows the EDC Data Capture homepage for data entering. When running the system, trainee and staff will select the client's name entry as well as the client's file part if available. Once ready to select the client's name entry then the system will automatically display the forms to fill in the file information. Then, after complete key in the data, save the data into database. These forms were created by the team leader after the data was obtained by the customer during the packing process. After completing the data entry process, the files will undergo one more process before being stored in the warehouse. Also, anyone who does this data entry process should also fill in the work sheet form as KPI. Figure 3.19 shows the workflow of data entry process.
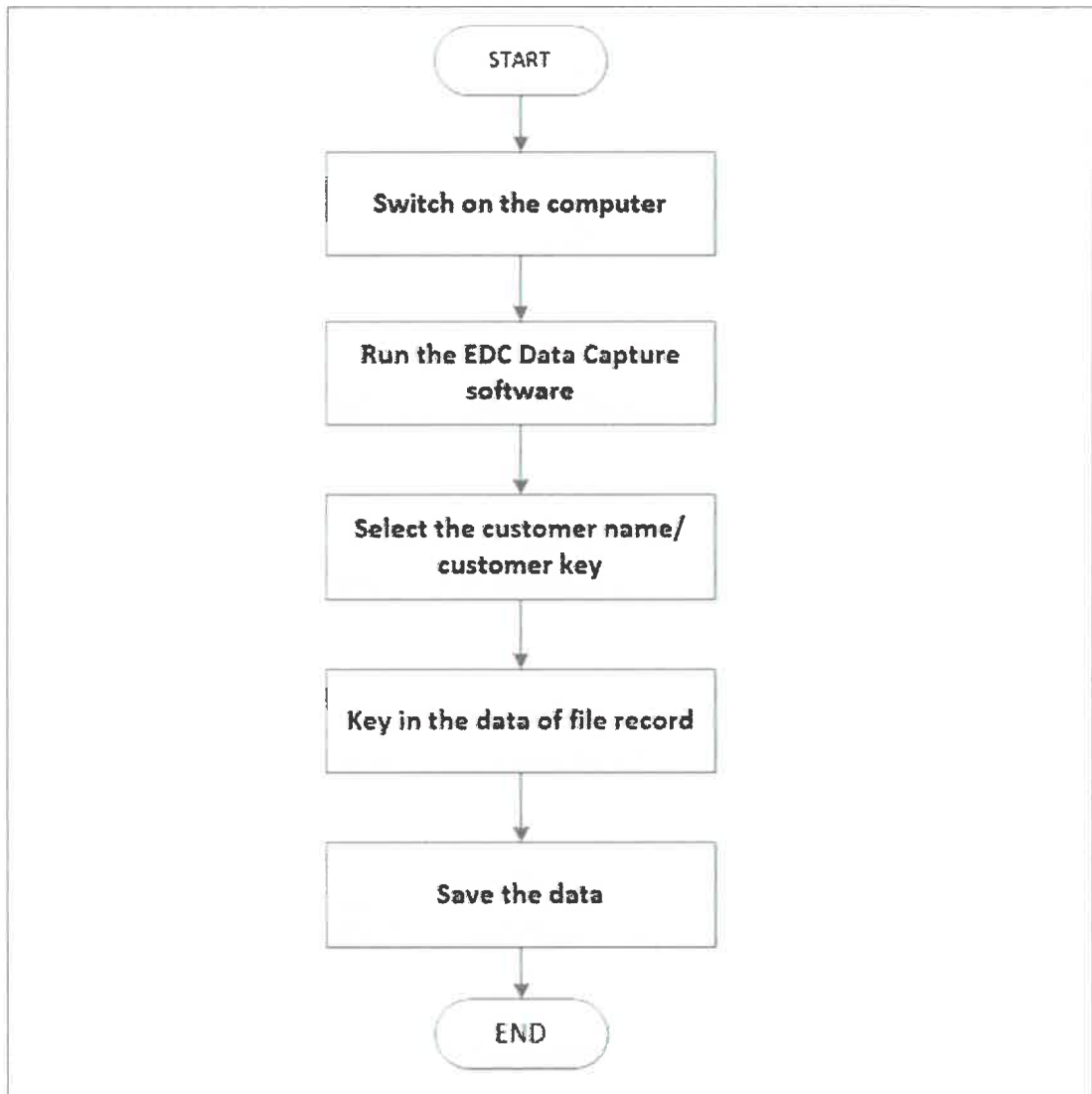
Figure 3.19: Workflow for data entry process.

Figure 3.20: Workflow for data entry process.

3.1.6 Data checking process

Data checking is the final process before the boxes are stored in the warehouse. Checking is a process for reviewing completed data entry process data. This is to ensure that the data entered is not a mistake and there is no trouble in the future. Table 3.6 shows the task profile for data checking process.

Table 3.6: Task profile for Data checking.

Task	Data checking process
Scope	Records management
Duration	For the whole 5 months
Task Supervisor	Ms. Maisarah Nurhaizan
Hardware / Device	Computer.
Software	Volen system

For data checking, staff and trainee will use Volen system software to execute this process. Staff and trainee will run the software by using the computer. Staff and trainee will look for data entry information in Volen system software by using box number. Figure 3.22 shows the Volen homepage to do checking process. The data will be checked if there is an error then it needs to be corrected again. The most important data is the file number because it is the primary key. File search will be searched using the file number. After complete, file will be filled into boxes and can store in warehouse. Also, anyone who does this checking process should also fill in the work sheet form as KPI. Figure 3.21 shows the workflow of data checking process.
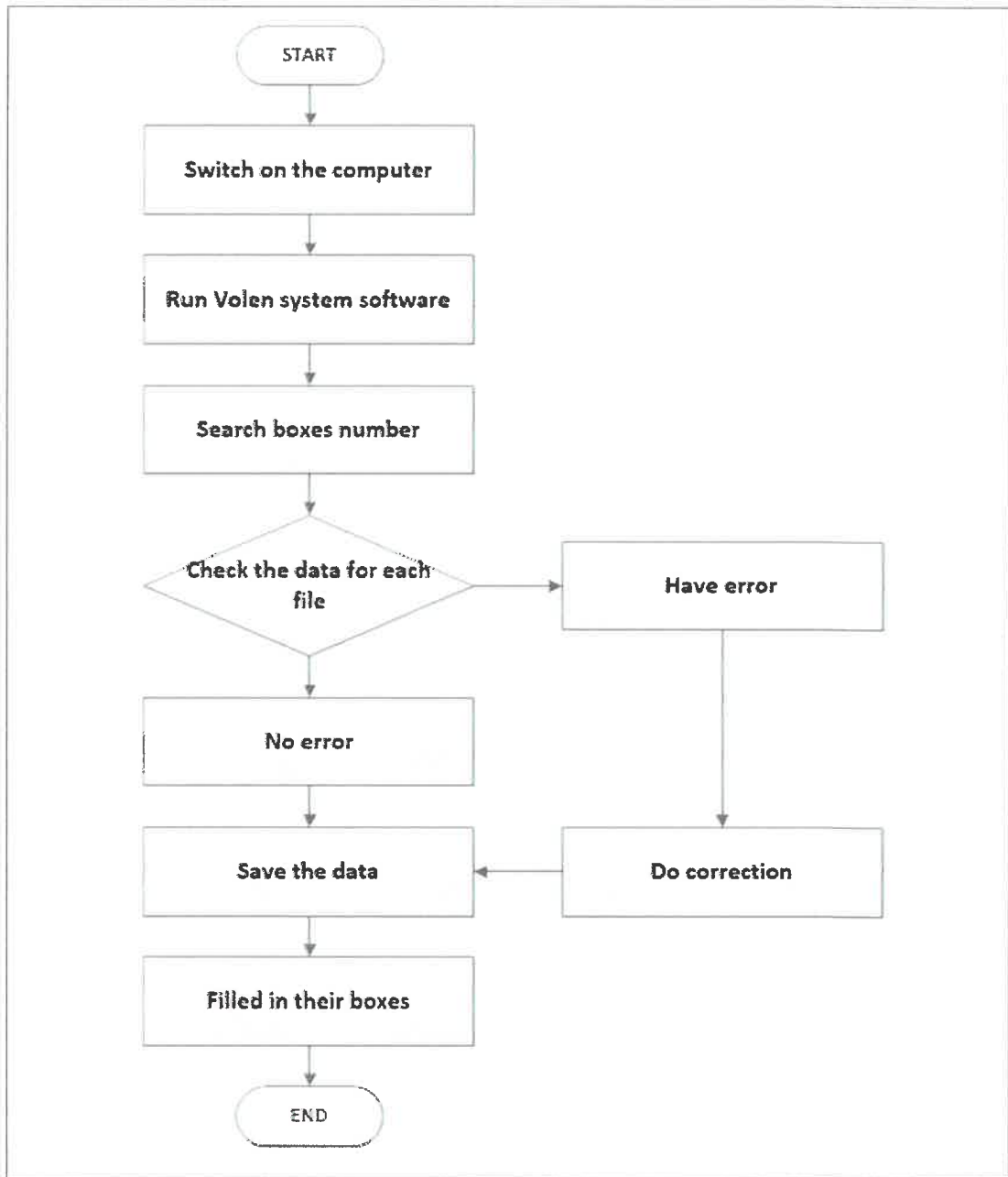
Figure 3.21: Workflow for data checking process.
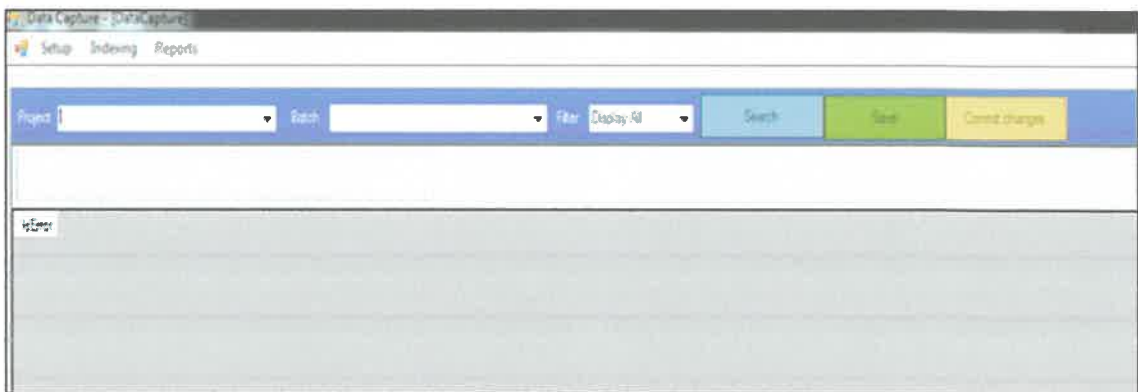
Figure 3.22: Homepage Volen Data Capture.

3.1.7 File Document Scanning

Scanning file documents is a process for digitizing record files. This service is offered by Prism as required by the customer if they require the process of digitizing their documents. This process will be done according to certain steps such as doc-prep, scanning, quality control, indexing and re-prep. But indexing process cannot do by trainee, only staffs does this process. Table 3.7 shows the task profile for file document scanning process.

Table 3.7: Task profile for File Document Scanning.

Task	File document scanning
Scope	Records management (Scanning document)
Duration	For 2 weeks
Task Supervisor	Ms. Maisarah Nurhaizan
Hardware / Device	Stapler remover, stapler, tape, paper clip, scanner reader.
Software	Tronitech

3.1.7.1 Doc-prep (Document preparation)

For this activity, it is one of the processes in scanning. For the scanning process firstly the customer file need to be prepared so that the file could be scan and all the information in the file could be digitize. As for the starting of the process the doc prep is need to be done first. In the doc prep the file need to be clean and the staple also need to be remove to avoid the scan to be stuck in the process of scanning and the image could be preserve properly. The primary goal of the document preparation 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. Some of the tasks in this phase include sorting of document, disassembling

attached or stapled document groups, fixing torn documents, make copies to increase quality or to resize documents.

This involves removing the papers from the file folders. This process consists of removing all the staple, paperclip, moving all the sticky-notes if they are covering any text on the page, repair any rips, tears, jagged edges on the paper, and making sure they are straightened out so that the scanning process could be done smoothly. Moreover to done the doc-prep process there are tool that can help done the job. Which is the staple remover, which is it help the worker to remove the staple faster and easy. There is little method that can be done to reduce the risk of damage to the record which is:

i. Turn the paper over to the side of the paper (usually the back) over which the staple's prongs have been folded.

ii. Use each opposed pair of tines to clip one of the prongs, re-straightening them and in the process raising them from the paper.

iii. Turn the paper back over to the front side against which the main body of the staple has been pressed.

iv. 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.

v. Continuing to maintain a firm holds on the staple, pull the entire staple gingerly out of the paper.

After finishing the doc-prep the boxes need to amendment with the any white sticker to identify that the boxes have been finish doc-prep. The doc-prep also need to record in the work sheet for each document that has been doc-prep. Figure 3.23 shows the workflow of doc-prep process.
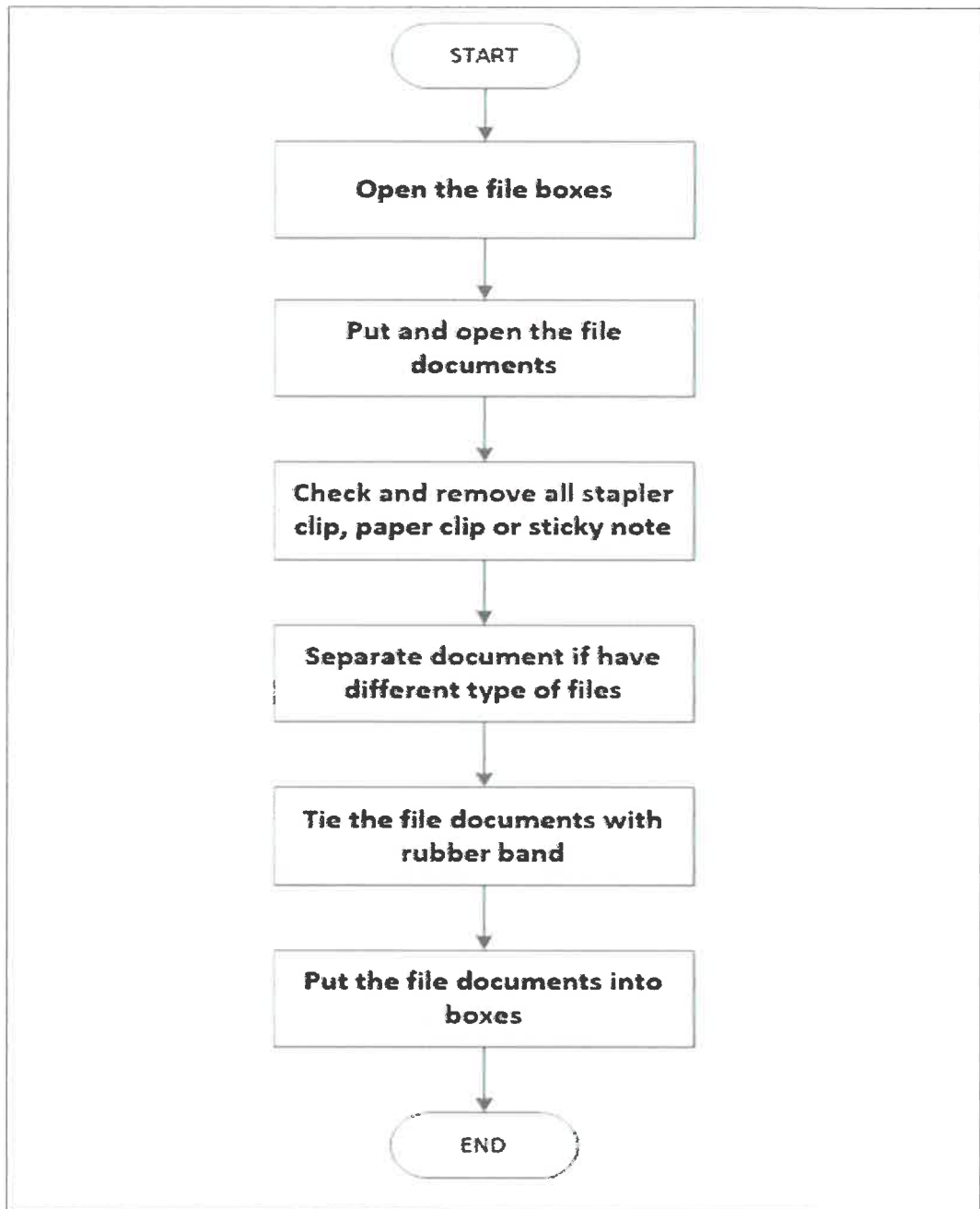
Figure 3.23: Workflow for doc-prep process.

Figure 3.24: Stapler remover.

Figure 3.25: Doc-prep process.

3.1.7.2 Scanning

This process involves the file will be scanned and digitized for digital storage but it will be done according to the customer requirement, the scanning process is optional to the customer if they want to take the service they can request for the service. The scanning process also will need a tool which is a printer and the tool to clean the printer so that it will scan smoothly without any blurry or damaging the file. The scanning process also needs to be done perfectly so that the image that will be produce is in a good condition and quality. The scanner use the system called Tronitech which is the system comes from Canada. But, in Prism now only document in A4 size only can be scan. Another size can scan by outsource vendor. In this process, the trainees are fully monitored by the staff as it is a complicated and thorough process.

Moreover In the scanning phase, the electronic images of the documents are captured and stored by scanning the documents using high speed scanners. The scanning staffs are responsible of the production of high quality scans from the documents that are prepared in the earlier phase. Production of high quality scans requires reviewing the scanned output and electronically enhancing readability, resizing, trimming and even rescanning. Staff needs to ensure number of scanned pages equals' number of pages of the original.

Staff needs to ensure integrity of scanned images. Make sure pages are not mixed with other sets of document. After done scanning the document need to be record in the work sheet. Figure 3.26 shows the workflow of scanning process.

```
                          ( START )
                              │
                              ▼
                   ┌──────────────────────┐
                   │   Open the file boxes │
                   └──────────────────────┘
                              │
                              ▼
                   ┌──────────────────────┐
                   │  Put the file documents│
                   └──────────────────────┘
                              │
                              ▼
                   ┌──────────────────────┐
                   │  Scan the file documents│
                   └──────────────────────┘
                              │
                              ▼
                   ┌──────────────────────┐
                   │   Count the number of │
                   │    document sheets    │
                   └──────────────────────┘
                              │
                              ▼
                   ┌──────────────────────┐
                   │ State the number of sheets on│
                   │      the worksheet    │
                   └──────────────────────┘
                              │
                              ▼
                   ┌──────────────────────┐
                   │ Put the file documents into│
                   │         boxes         │
                   └──────────────────────┘
                              │
                              ▼
                          ( END )
```
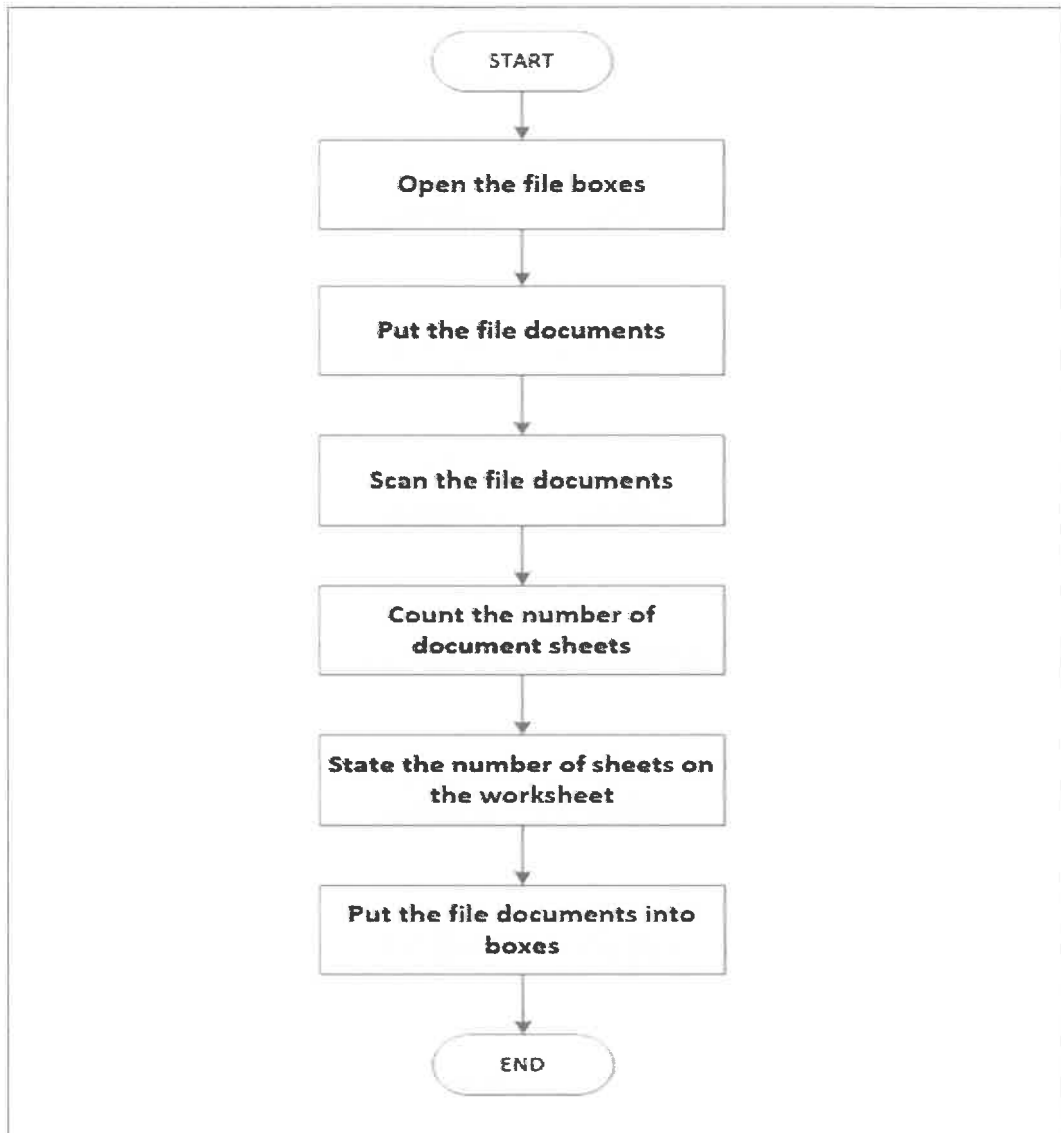
Figure 3.26: Workflow for scanning process.
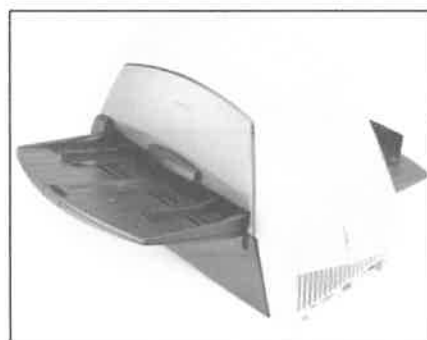
Figure 3.27: Scanner reader.

3.1.7.3 Quality control (QC)

Quality control (QC) is a procedure or set of procedures intended to ensure that a manufactured product or performed service adheres to a defined set of quality criteria or meets the requirements of the client or customer. *(whatis.techtarget.com, 2015)* Quality control is a method to control of the quality of the file so that their physical structure could be preserve. At Prism after the scanning process have been finishes the record need to be check so that the originality of the record could be preserve.

The main function of the Quality control process is to examine all digitally scanned documents and their indexes. Individuals responsible of QC go through all documents to see if they are complete and legible. All indexes created on these documents are also checked for their accuracy. If the scanned document is dirty or folded and the amount is insufficient with the original document count then the scanning process needs to be rescanning. Documents that are ready through the QC process will be included in the compact disk (CD) to be provided to the customer. Then files that have been completed with the QC process will be inserted into the box to go through the next process. Figure 3.28 shows the workflow of quality process.
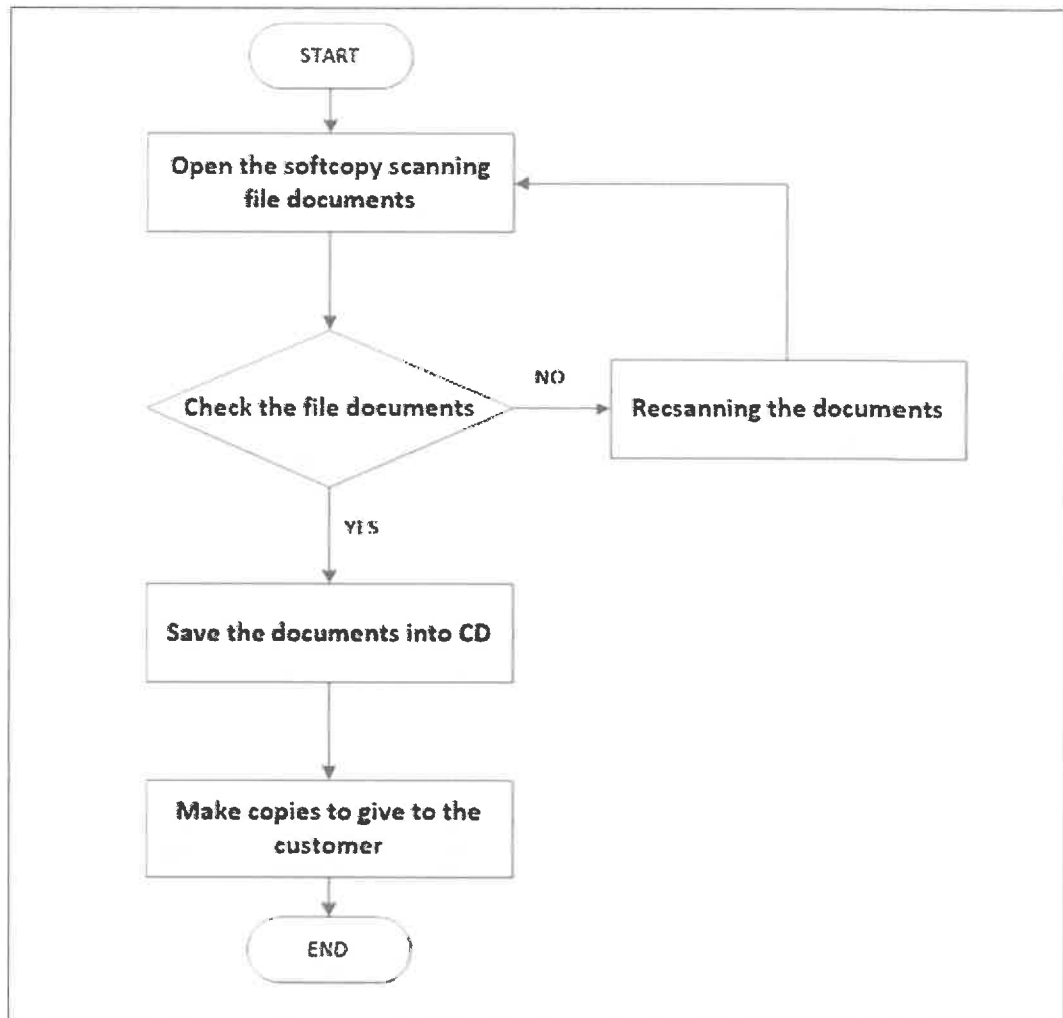
Figure 3.28: Workflow for quality control process.

3.1.7.4 Re-prep (Re-preparation)

This process must be done after the indexing process have been done. Re-prep involve the file is being prepare once again to be store in the storage or file boxes.

The re-prep use the stapler to combine the file and the arrangement will be follow as the original order so that the originality of the file could be preserve. The trainee need to do the re-prep process carefully combine the document so that the document would not mix with another page which is not their original pages. After this process complete the file documents can be put into their boxes. Figure 3.29 shows the workflow of re-prep process.
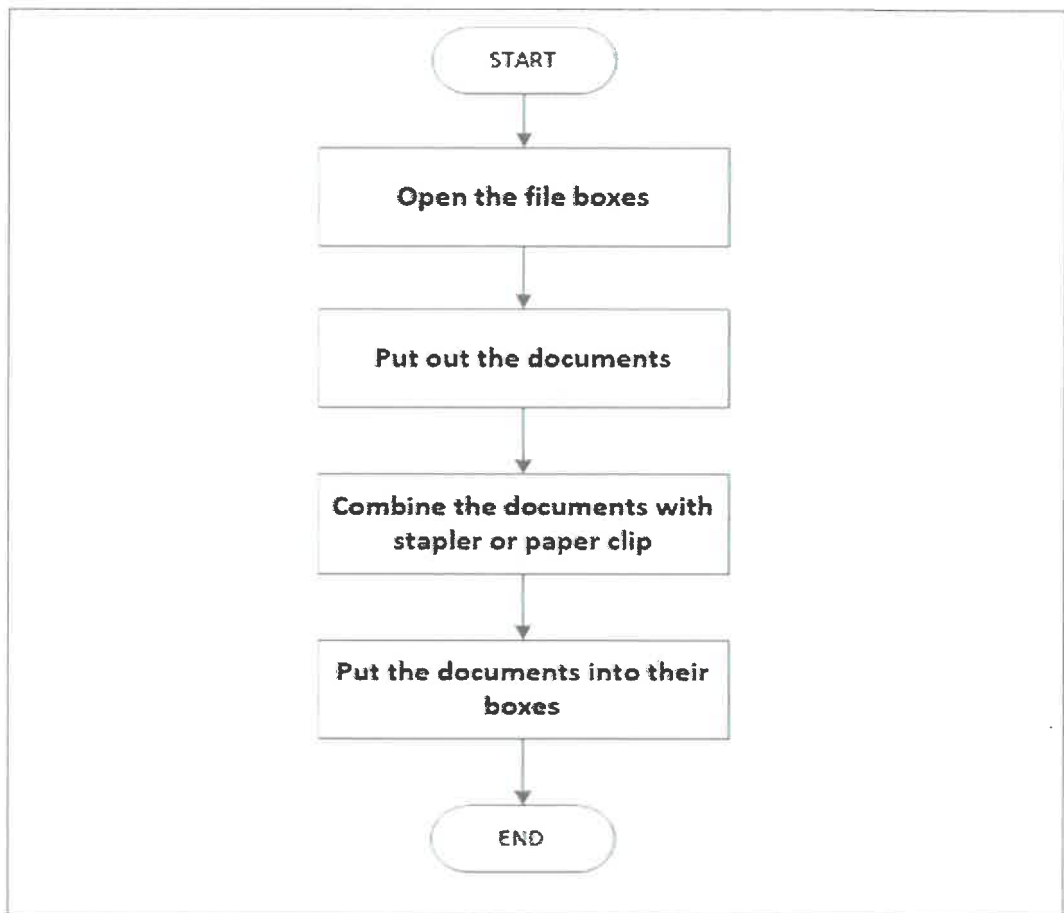
Figure 3.29: Workflow for re-prep process.

Figure 3.30: Re-prep process.

3.1.8   File Documents Delivery

The delivery process which is the trainee needs to follow the responsible staff which is Mr Percy as the courier that delivers the document to the customer. As for the delivery, Prism offer their customer delivery service which is urgent or next day

retrieval. For the urgent service prism offer two (2) hours or four (4) hours delivery. Table 3.8 shows the task profile for file documents delivery process.

Table 3.8: Task profile for Delivery files delivery documents.

Task	File documents delivery
Scope	Record management (delivery)
Duration	One day job but in whole 5 month.
Task Supervisor	Ms. Maisarah Nurhaizan
Hardware / Device	Lorry or van as the transport
Software	None

The delivery of the file or boxes needs to be done as per request by the customer. As mention that Prism has offer urgent delivery which is two (2) hours delivery and four (4) hours delivery but the delivery need to be according to the destination and the condition of traffic. The trainee have undergo the delivery at various places such as Jabatan Perkhidmatan Awam (JPA), Columbia Asia, Amanah Raya Berhad (ARB), Indah Water Konsortium (IWK) and any customer place. All the document and boxes that want to delivery also need to be scan. So that all the information could be update and the document can be trace easily. The trainee also need to learn how to scan the barcode, the barcode consist two types which is sticker that need to be put on the box and the fail. Figure 3.32 shows the on file barcode sticker sample and Figure 3.33 shows the on out card barcode sticker. Each of the document that are incoming or outgoing from the prism need to be scan so that the staff could locate the location of the incoming and outgoing document. If the barcode is damage the barcode need to be replace because if the damage barcode is being use the scanner cannot scan the document and it will interrupt with the daily operation. Figure 3.31 shows the workflow of file documents delivery process.

```
                    ┌──────────┐
                    │  START   │
                    └────┬─────┘
                         ▼
        ┌────────────────────────────────┐
        │   Receive order from customer  │
        └────────────────┬───────────────┘
                         ▼
        ┌────────────────────────────────┐
        │   Create order in Service      │
        │         Request Form           │
        └────────────────┬───────────────┘
                         ▼
        ┌────────────────────────────────┐
        │     Generate delivery order    │
        └────────────────┬───────────────┘
                         ▼
        ┌────────────────────────────────┐
        │     Search the customer files  │
        └────────────────┬───────────────┘
                         ▼
        ┌────────────────────────────────┐
        │   Staging process/scan file    │
        │            barcode             │
        └────────────────┬───────────────┘
                         ▼
        ┌────────────────────────────────┐
        │  Deliver files to customer place│
        │           with lorry           │
        └────────────────┬───────────────┘
                         ▼
        ┌────────────────────────────────┐
        │     Customer stamping the      │
        │       delivery order form      │
        └────────────────┬───────────────┘
                         ▼
        ┌────────────────────────────────┐
        │        Back to the office      │
        └────────────────┬───────────────┘
                         ▼
        ┌────────────────────────────────┐
        │     Submit the delivery order  │
        └────────────────┬───────────────┘
                         ▼
                    ┌──────────┐
                    │   END    │
                    └──────────┘
```
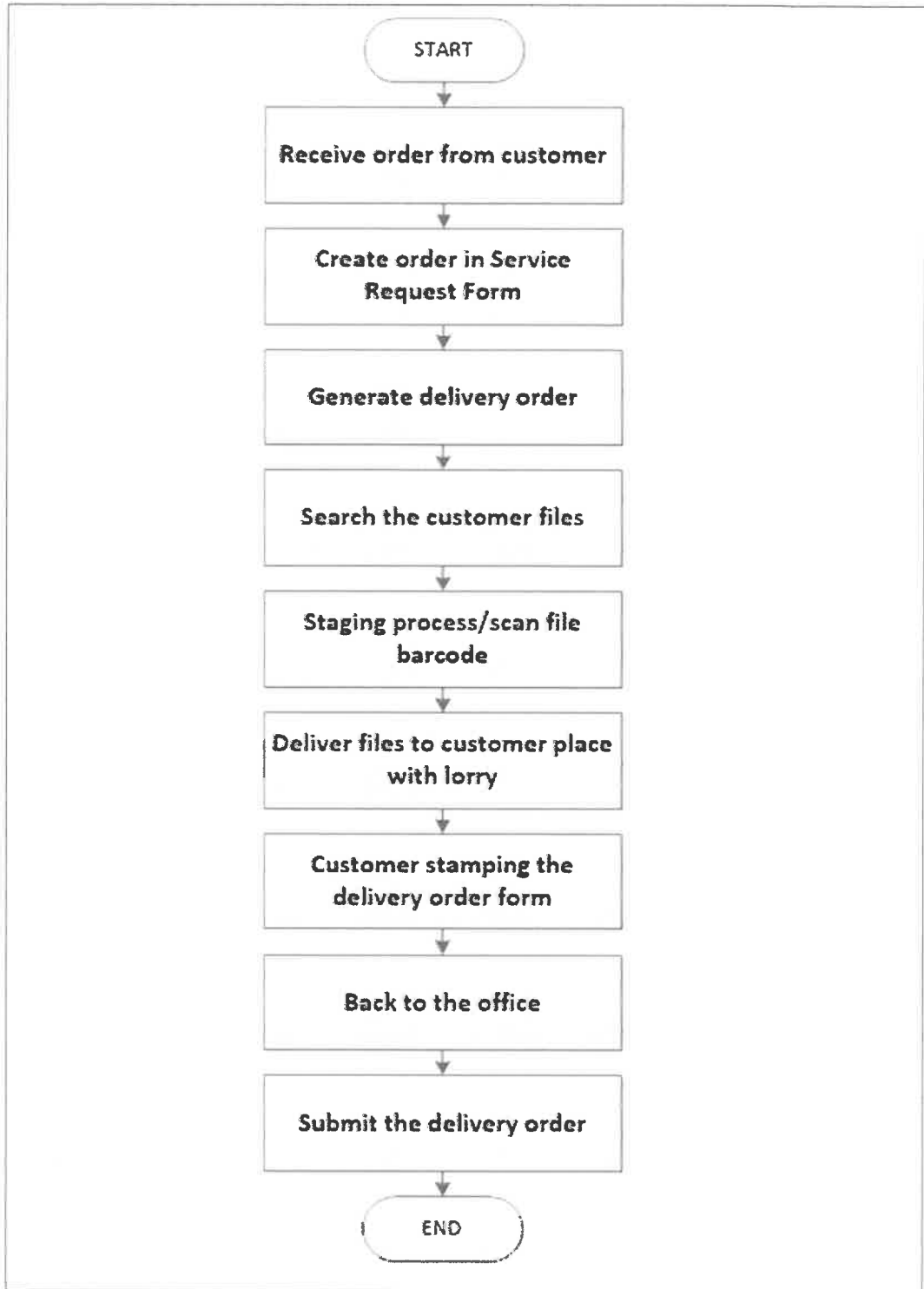
Figure 3.31: Workflow for file documents delivery process.
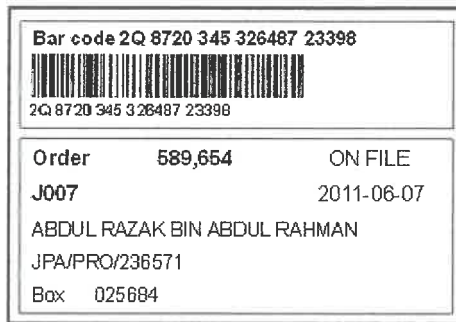
Figure 3.32: On file barcode sticker.
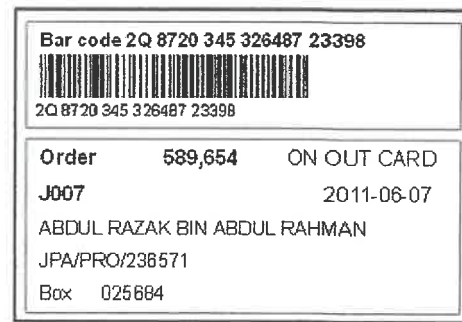
Figure 3.33: On out card barcode sticker.

Figure 3.34: Box to delivery.

Figure 3.35: Delivery to customer.

3.1.9 Customer Renewal Agreement Management

Every customer who uses the record store service records in Prism will have a deal as black and white agreement. This agreement will contain a list of pricing services offered by Prism to customers. Each customer will have different service price values because of the distance the customer's position with Prism. After Prism has been transferred, all agreements need to be changed to new procedures. Trainee will be given assignment by Mr Preveen to call all customers to get the latest details to be updated in new agreement. Then the details will be used in the new agreement and also updated into the Salesforce system as a future reference. Table 3.9 shows the task profile for customer renewal agreement management process.

Table 3.9: Task profile for Customer Renewal Agreement Management.

Task	Customer renewal agreement management
Scope	Sales and marketing
Duration	Around two weeks in Sales and marketing department
Task Supervisor	Mr. Preveen Ganesh
Hardware / Device	Telephone, laptop
Software	Saleforce system, Microsoft Office Word, Microsoft Office Excel and Adobe Reader

Mr Preveen will give a list of customer names and phone numbers in Microsoft Office Excel format for the trainee to call customer office. The trainee will call the customer to request details such as email, new address and phone number if there is an exchange. Then the trainee will update the details into the new template agreement. The customer details also can update into Salesforce system as the future reference. The trainee will also refer to the old agreement as to ensure the list of service prices remains the same. Once the agreement is ready to be updated, the trainee will send the agreement draft by email to the customer for review. The trainee will re-call the customer to notify and request that they make two copies and signed by the customer. Finally, the trainee will call Prism despatch to take the agreement at the customer and be signed by the Prism. Upon completion, a copy will be sent back to the customer and another copy will be retained by Prism. Figure 3.36 shows the workflow of customer renewal agreement management process.
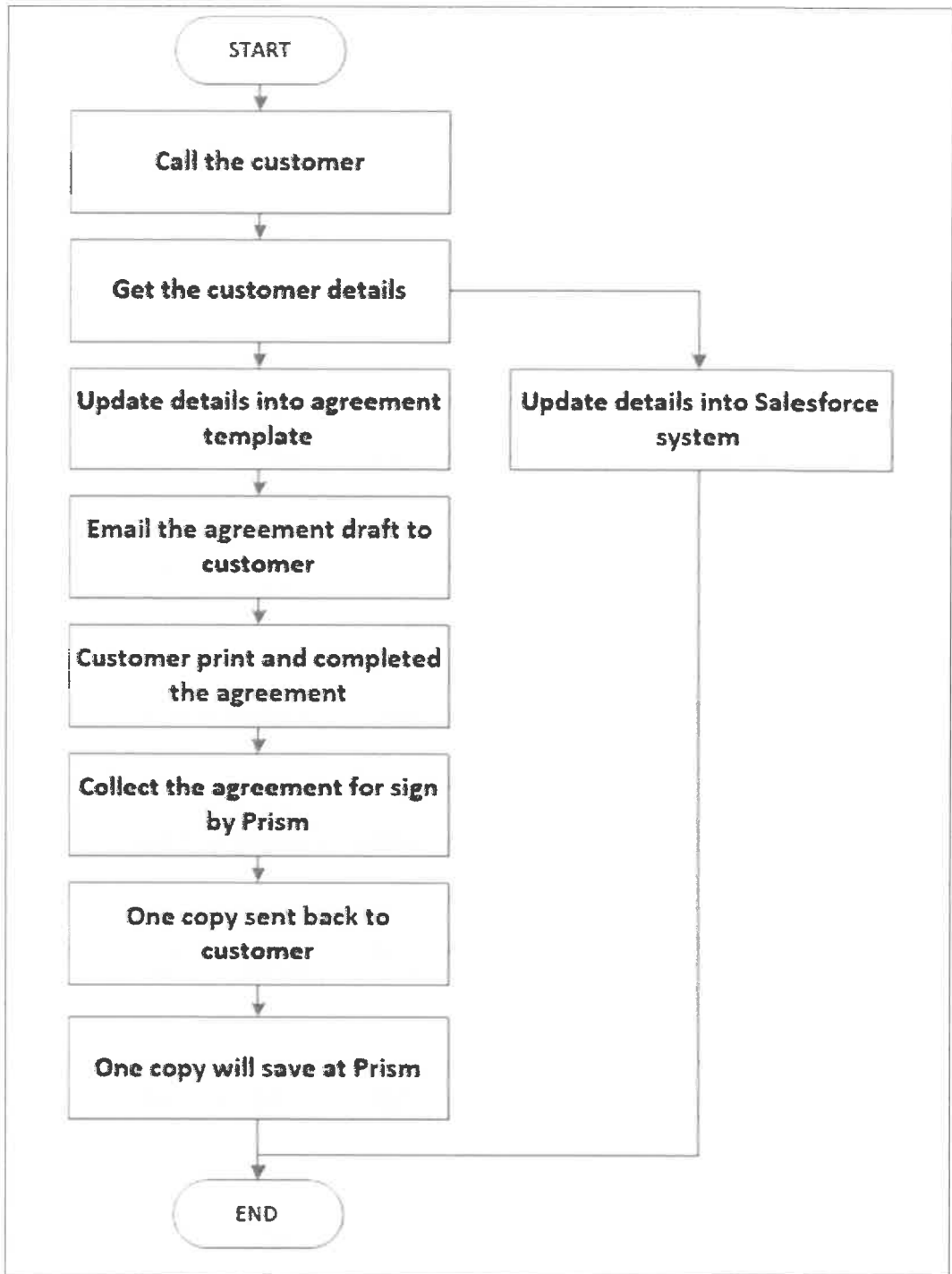
Figure 3.36: Workflow for customer renewal agreement management process.
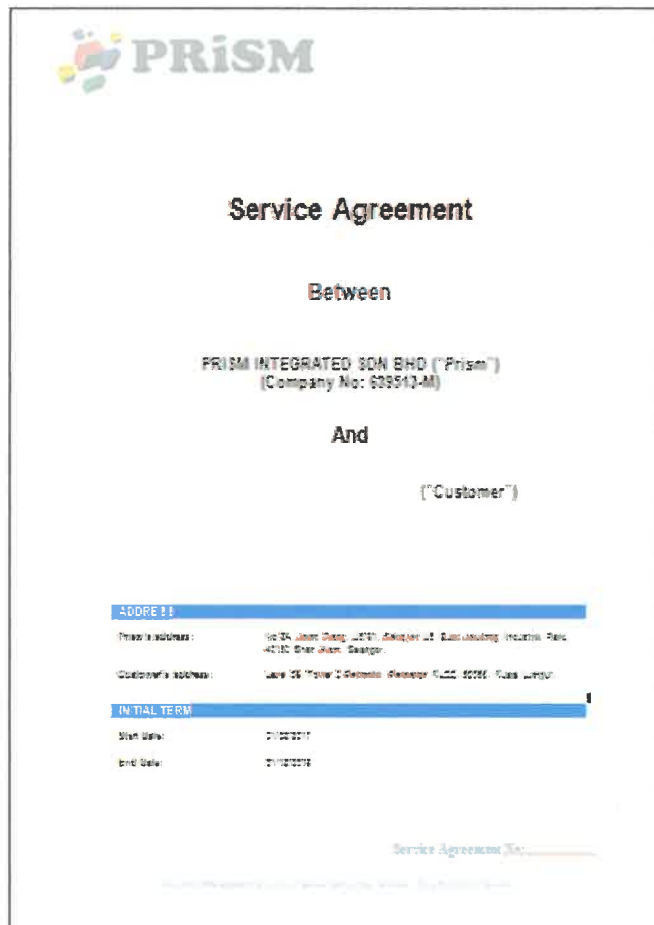
Figure 3.37: Sample of agreement coverpage.
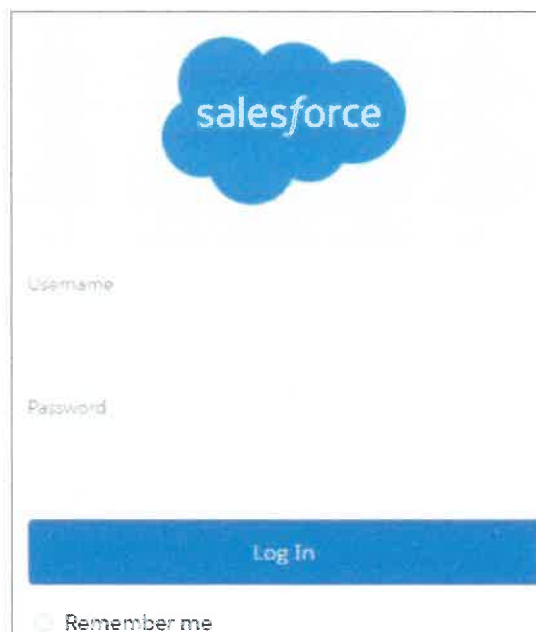
Figure 3.38: Salesforce system

3.1.10 Customer Searching

When trainees are under the Sales and Marketing department, trainees will be taught how to search for prospects to become new customers in Prism. Mr Preveen is responsible for training trainee to speak and present the services available in Prism. Table 3.10 shows the task profile for customer searching process.

Table 3.10: Task profile for Customer Searching.

Task	Customer searching
Scope	Marketing
Duration	Around two weeks in Sales and marketing department
Task Supervisor	Mr. Preveen Ganesh
Hardware / Device	Telephone, Prism black box, business card
Software	None

To carry out this task, Mr. Preveen will first inform about the services available at Prism and he will also teach ways to call the prospect. He will give a business card to the trainee to call potential prospects to become a customer to Prism. The trainee will call the prospect and make an appointment with Mr Preveen to explain in more detail about Prism. In addition, Mr Preveen will bring out the trainee to find the prospect by going directly to the office or agency to offer the services available at Prism. If there are interested propellers, then the next step will be done by Mr Preveen. Figure 3.39 shows the workflow of customer searching process.
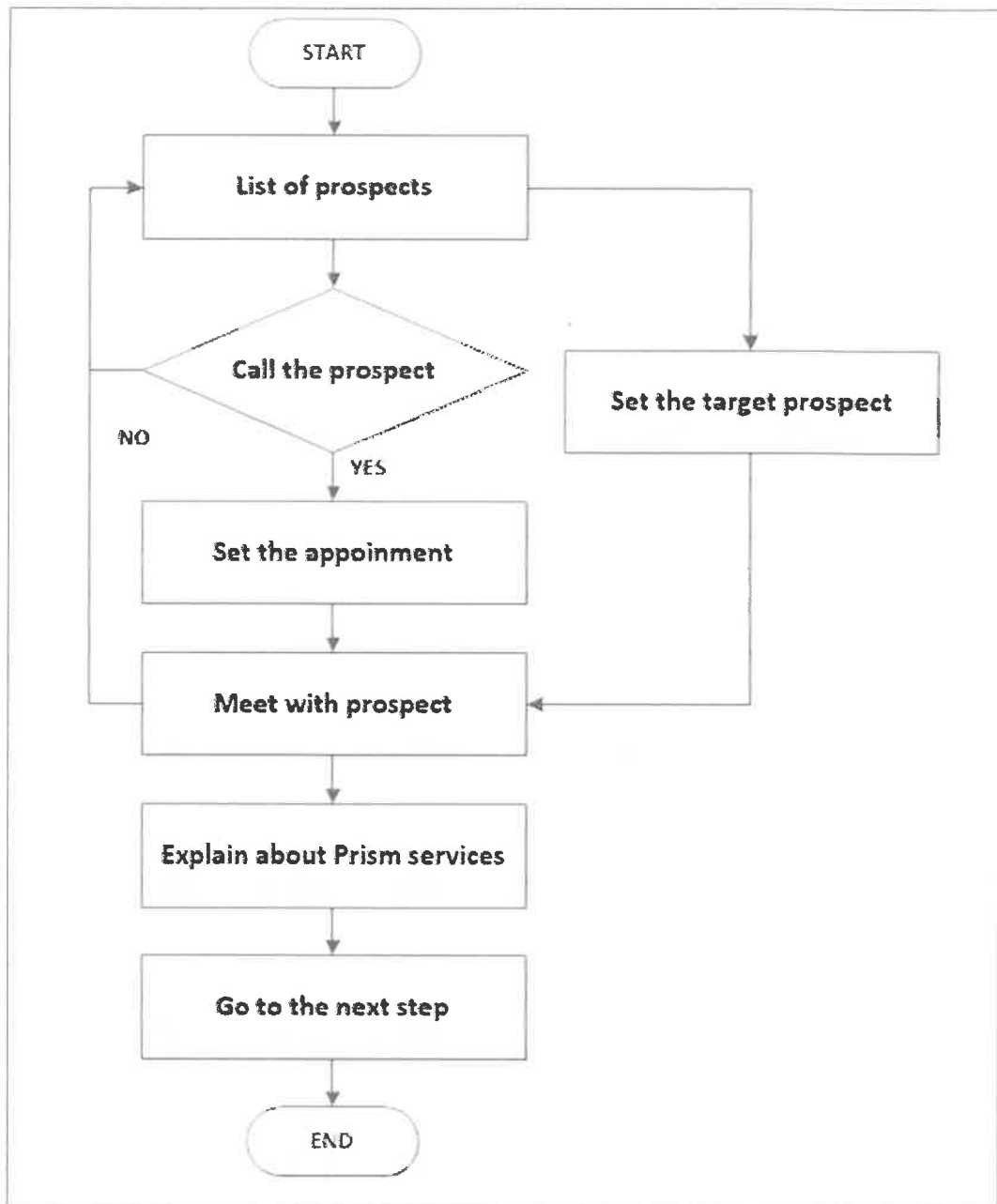
Figure 3.39: Workflow for customer searching process.

3.1.11 Quotation Drafting

Quotation is one of those jobs that is under the Sales and Marketing department. The quotation will be about the price of product sold by Prism. This will be made when the customer requests the quotation before they decide to buy the product. The trainee will be taught by Mr Preveen before making the quotation. Table 3.11 shows the task profile for quotation drafting process.

Table 3.11: Task profile for Quotation Drafting.

Task	Quotation drafting
Scope	Sales and marketing
Duration	Around two weeks in Sales and marketing department
Task Supervisor	Mr. Preveen Ganesh
Hardware / Device	Telephone, laptop
Software	Microsoft Office Word

Firstly, the customer will call Mr Preveen to inquire about the product details sold by Prism. Then they will ask for Prism to make a quotation first before they decide to buy. Sometimes the customer will also call for quotation for the desired amount. For example, the customer will usually ask quotation to buy Prism Smart file, F-Binder, Prism box and punch hole. The trainee will be taught to make the quotation and will send an email to the customer. Figure 3.40 shows the workflow of quotation drafting process.
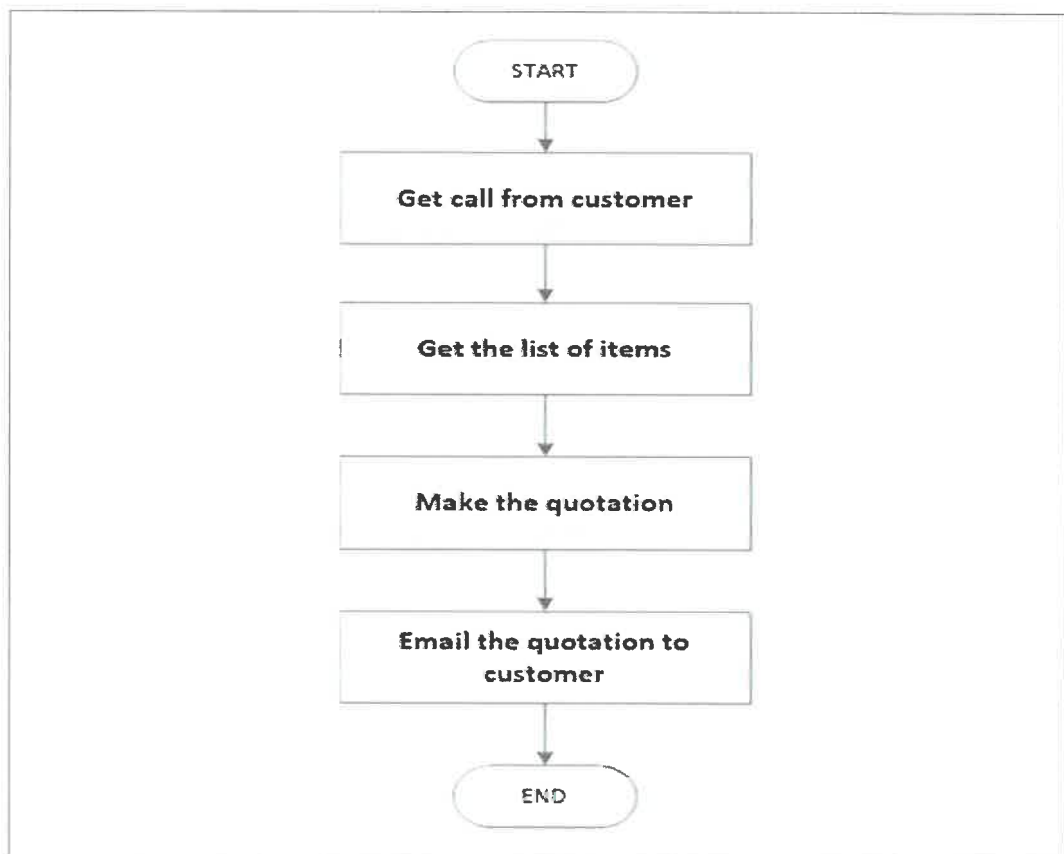
Figure 3.40: Workflow for do a quotation.

3.1.12 Letters Stamping and Scanning

Stamping and scanning of letters received by Prism is one of the tasks when a trainee is under the FSSHEQ department. If there is a letter sent by the postman that is the official name of Prism Integrated Sdn Bhd, then the FSSHEQ will manage it. Table 3.12 shows the task profile for letters stamping and scanning process.

Table 3.12: Task profile for Letters Stamping and Scanning.

Task	Letters Stamping and Scanning
Scope	Quality
Duration	Around two weeks in FSSHEQ department
Task Supervisor	Ms. Wan Nur Athira
Hardware / Device	Stamping, scanner
Software	None

The postman will send a letter to the receptionist in the Prism lobby. Then the FSSHEQ will collect the letters to manage. The trainee under this department will open a letter just above the official name of Prism to be stamped "RECEIVE" with date. This is to prove that the letter has been accepted by Prism. Then the trainee will scan it using the scanner of these letters to be kept softcopy by the admin. Finally, the letters will be distributed to the staff concerned with the letter. Figure 3.41 shows the workflow of letters stamping and scanning process.
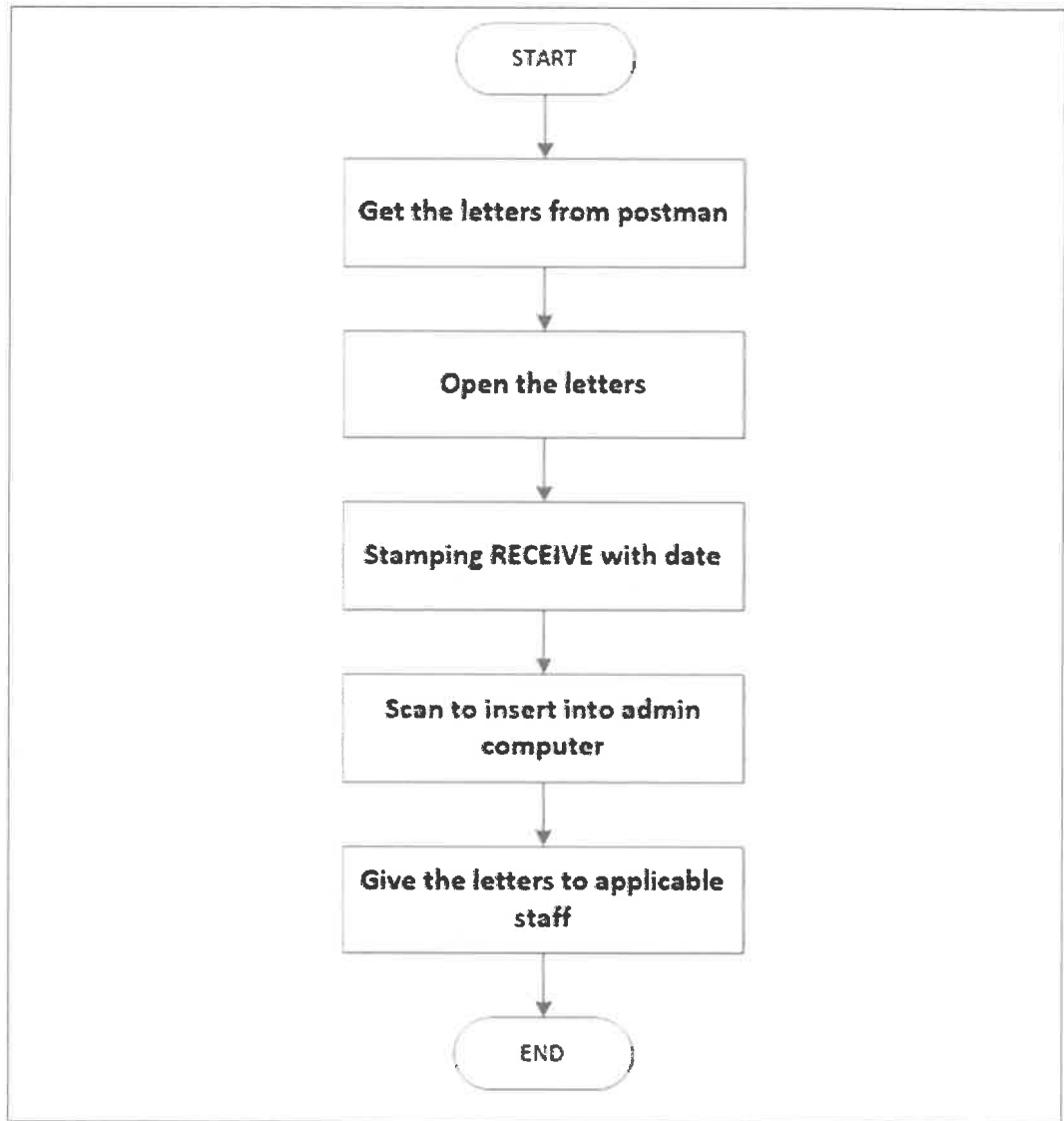
Figure 3.41: Workflow for letters stamping and scanning process.

3.1.13 Repair and Maintenance Service

This assignment is done when there is a facility to be repaired or maintained in Prism. The Prism has appointed an appropriate vendor and legally registered with them to repair and maintenance works in the Prism area. When the facility has a problem, FSSHEQ staff can call the vendor to check or repair. Table 3.13 shows the task profile for repair and maintenance service process.

Table 3.13: Task profile for Repair and Maintenance Service.

Task	Repair and maintenance service
Scope	Facility
Duration	Around two weeks in FSSHEQ department
Task Supervisor	Ms. Wan Nur Athira
Hardware / Device	Telephone
Software	None

The trainee under the FSSHEQ department will be assigned to call the vendors to come to Prism for maintenance or repair if the facility has a problem. Among the vendors registered with Prism are CEM Engineering for repair of facilities, Nelton for fire maintenance, Rentokil for pest control and many other vendors. In addition, there are also facilities to be refurbished requiring quotation from the vendor. This is because to ensure the price offered is approved by the General Manager. Then, if vendors come to see the damage, the trainee and FSSHEQ staff, ms Athira need to guide them like making sure they wear safety shoes, safety vest and so on. Figure 3.42 shows the workflow of repair and maintenance service process.

Figure 3.42: Workflow for repair and maintenance service.

3.1.14 Fire Maintenance Checking

Fire maintenance is one of the processes for checking facilities such as emergency bell, sprinkler pipe, water pump engine and fire extinguisher are in good condition in case of emergency. Prism has app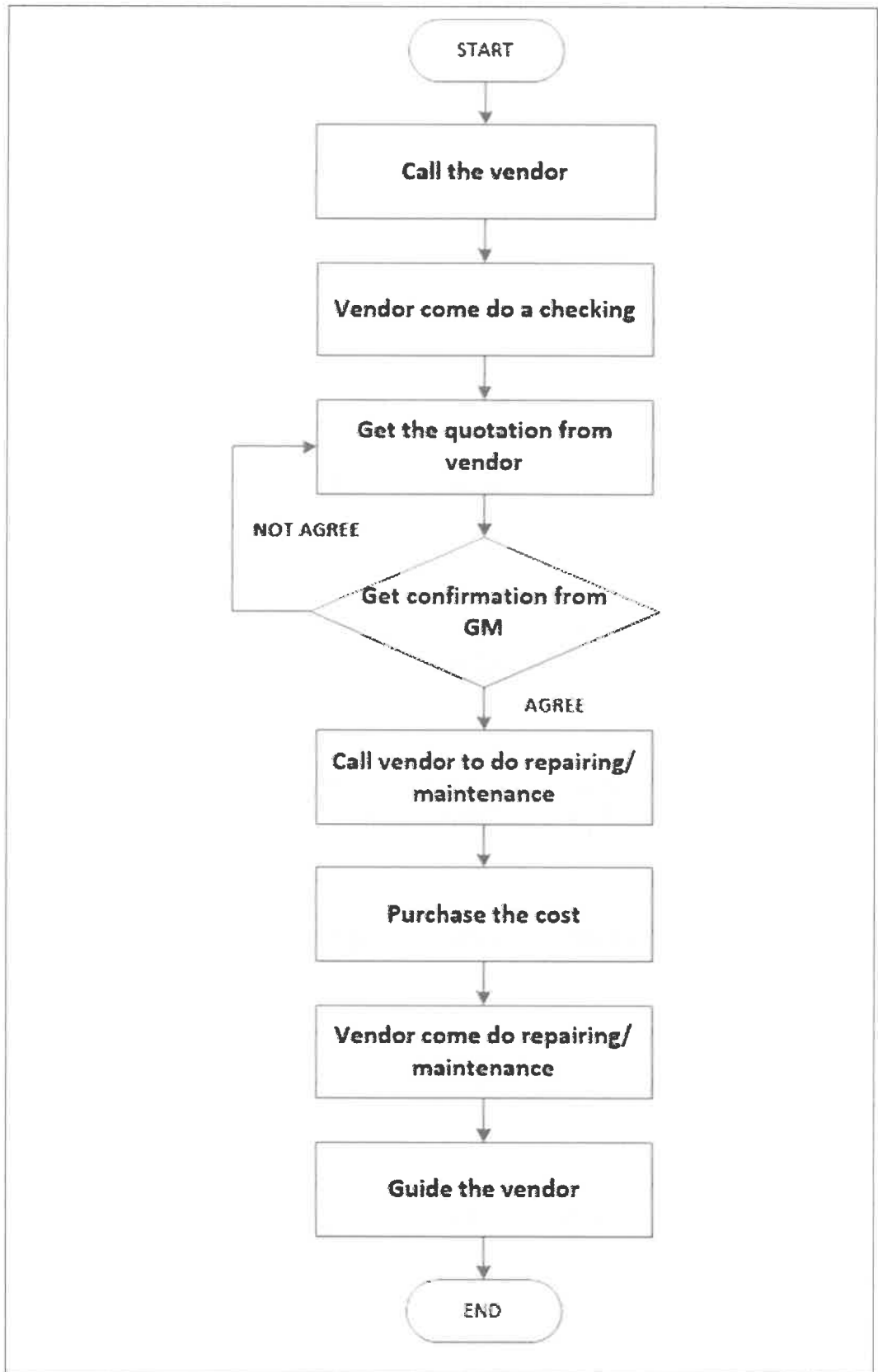ointed a vendor for this maintenance. Maintenance will be done every month because its function is very important in case of emergency. But for fire extinguisher, warden every department should check every month the fire extinguisher condition such as their pin, pressure gauge and expired date to make sure in good condition. Table 3.14 shows the task profile for fire maintenance checking process.

Table 3.14: Task profile for Fire Maintenance Checking.

Task	Fire maintenance checking
Scope	Fasility
Duration	One day in FSSHEQ department
Task Supervisor	Ms. Wan Nur Athira
Hardware / Device	Water pump engine, pipe, fire hydrant, emergency bell, fire extinguishers
Software	None

On maintenance day, staff from Nelton, Mr Azli and his staff will come to Prism to maintain maintenance on the emergency devices available at Prism. Trainee and FSSHEQ staff, Ms Athira will guide them to the well water pump as well as to places with emergency equipment. First of all, Mr Azli will make a check on the water pump engine such as its battery, fuel and water pressure on the engine that shows in Figure 4.44. The trainee will be taught the steps. Subsequently, water pressure for water sprinkler pipes and hose reel is also checked to ensure that the pressure is normal. After that, the trainee will be shown how to check the condition of fire hydrants as water pressure and condition of the hose hydrant that shows in Figure 3.46. Then the trainee will be taken to check the emergency alarm situation if the smoke detector detects the presence of smoke that shows in Figure 3.47. Finally, fire extinguishers that have been

used or have problems will be handed over to Mr Azli to be changed to new ones. Figure 3.42 shows the workflow of fire maintenance checking process.
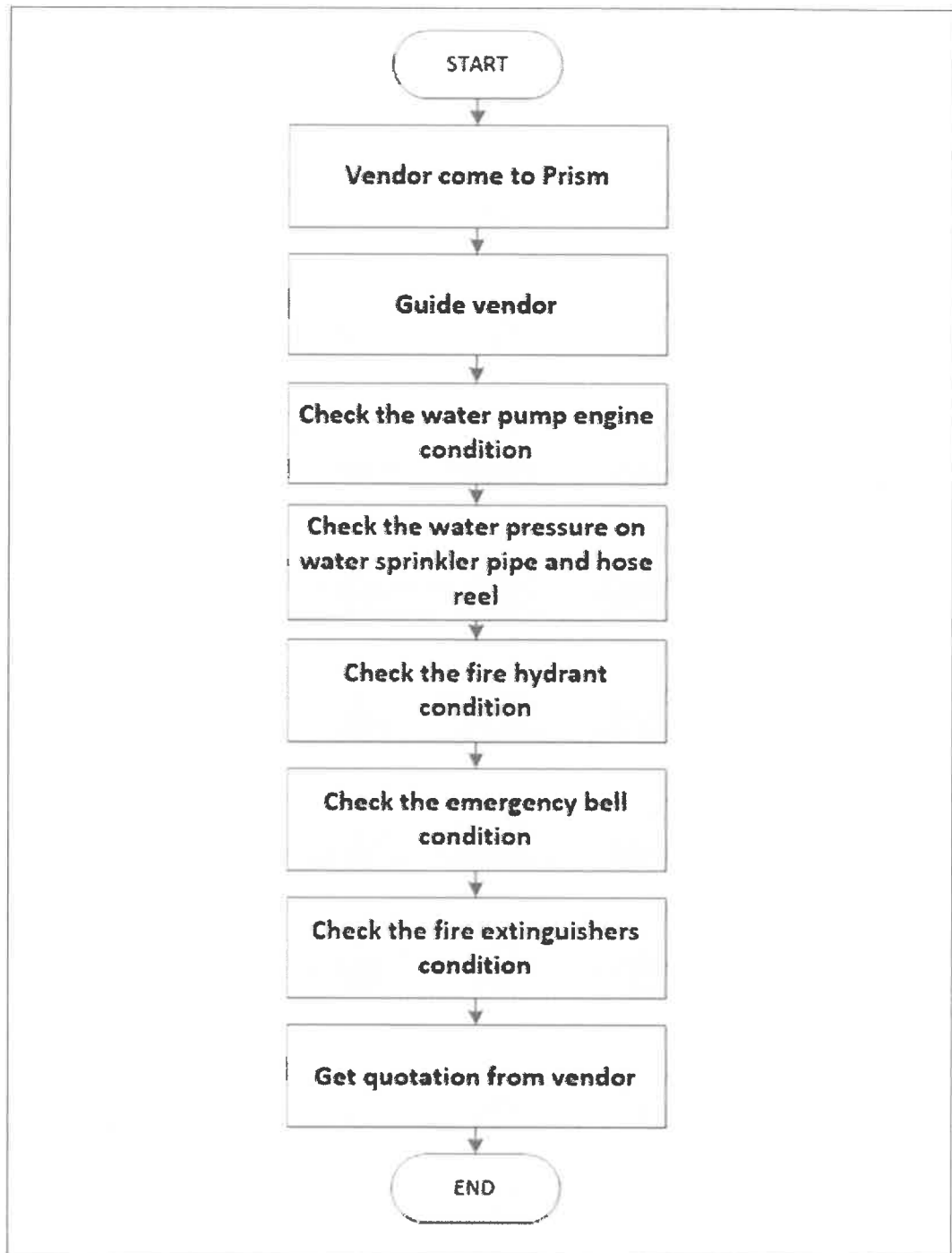
Figure 3.43: Workflow for fire maintenance checking.

Figure 3.44: Water pump engine checking.   Figure 3.45: Water sprinkler pipe.

Figure 3.46: Water pressure checking.

Figure 3.47: Smoke detector checking.

3.1.15 Log book and CCTV Checking

Checking log books such as guard log book, visitor log book and vendor log book is to update whether the guard does his or her duties. In addition, CCTV will also be checked for recording in the control room to ensure that no issues occur. Table 3.15 shows the task profile for log book and CCTV checking process.

Table 3.15: Task profile for Log book, and CCTV Checking.

Task	Log book and CCTV checking
Scope	Security
Duration	One day in FSSHEQ department
Task Supervisor	Ms. Wan Nur Athira
Hardware / Device	Clocking device, computer, logbook
Software	Guard Tour System

The trainee will go to the Guard cottage to retrieve the log book as well as the clocking device for review. Guard checked book log is to make sure the guard does his job by doing the clocking process every hour once at night and two hours once during the day. The data in clocking device will be uploaded into the computer by using a Guard Tour System to see whether what is recorded in the log book of the same or not. If not, the guard will be warned if the reason given is unreasonable. Once completed, the trainee will be with Ms. Athira going to the control room to check the CCTV recording. It is to check if there are issues that arise in Prism. Figure 3.48 and Figure 4.49 shows the workflows of log book and CCTV checking process.
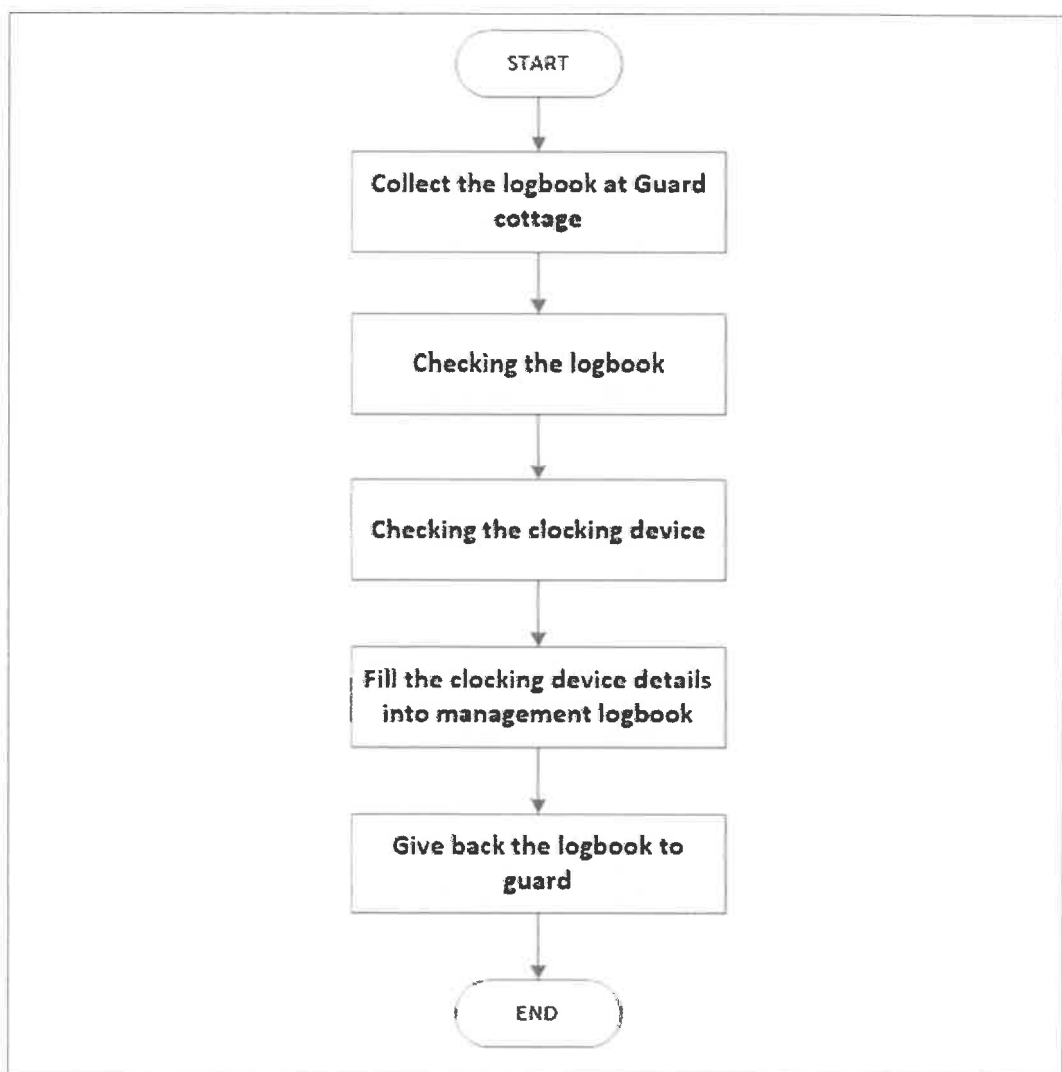
Figure 3.48: Workflow for logbook checking.
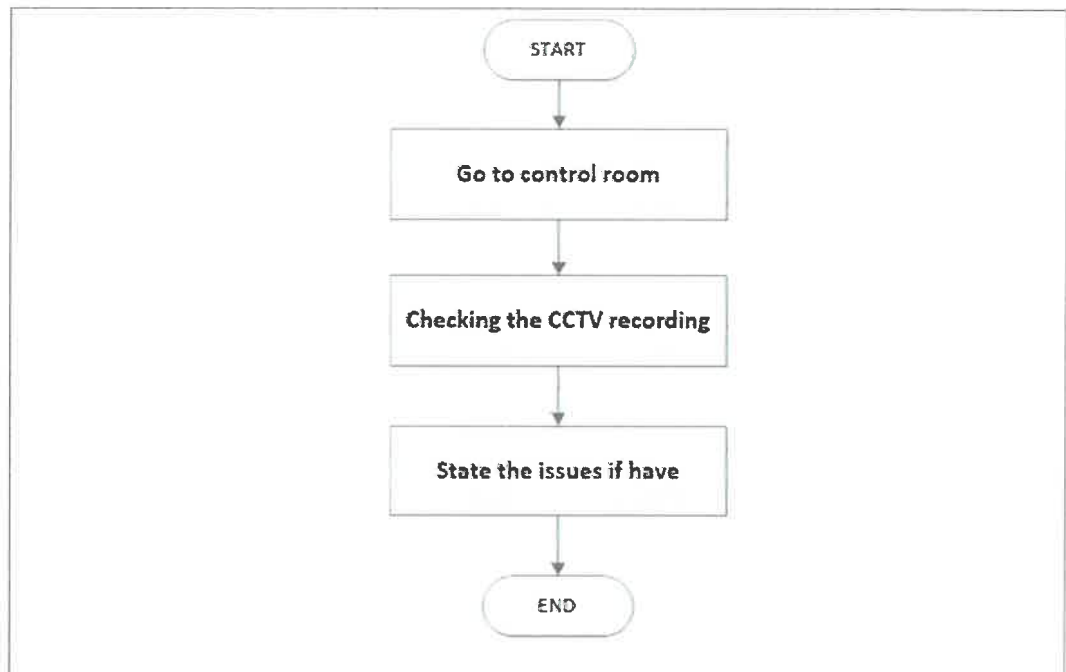
Figure 3.49: Workflow for CCTV checking.

Figure 3.50: Clocking device

Figure 3.51: Data collecting from device.
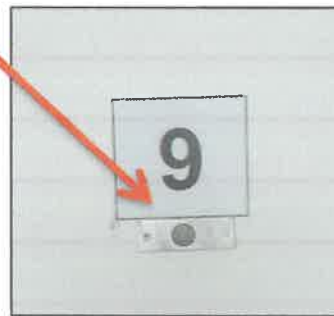
Figure 3.52: Clocking process .

Figure 3.53: CCTV checking.

3.1.16 Fire Fighting and Evacuation Drill Training

Fire Fighting and Evacuation Drill is the training organized by the Iron Mountain to teach and train staff and trainees who served in the Prism of fire and emergency action in the event of such an emergency. It tells a lot about action when it comes to fire because Prism is an important place to store millions of customer information. Table 3.16 shows the task profile for Fire Fighting and Evacuation Drill Training process.

Table 3.16: Fire Fighting and Evacuation Drill Training.

Task	Fire Fighting and Evacuation Drill
Scope	Safety and Health, Enviroment
Duration	One day in FSSHEQ department
Task Supervisor	Ms. Wan Nur Athira
Hardware / Device	Fire extinguishers
Software	None

On the day of training, all trainees and staff will gather in the operation room to undergo training activities. Prior to that, the registration session was first due to ensure attendance was recorded. All trainees and staff will hear a talk by Mr Nizam from Iron Mountain regarding fire and what action should happen in the event of an emergency. After that, he took all the trainee and staff to see the emergency routes when the fire broke out. Finally, a practical session for using the fire extinguisher is taught by him

and every trainee and staff will try to use the fire extinguisher in the right way. Figure 3.54 shows the workflows of log book and CCTV checking process.
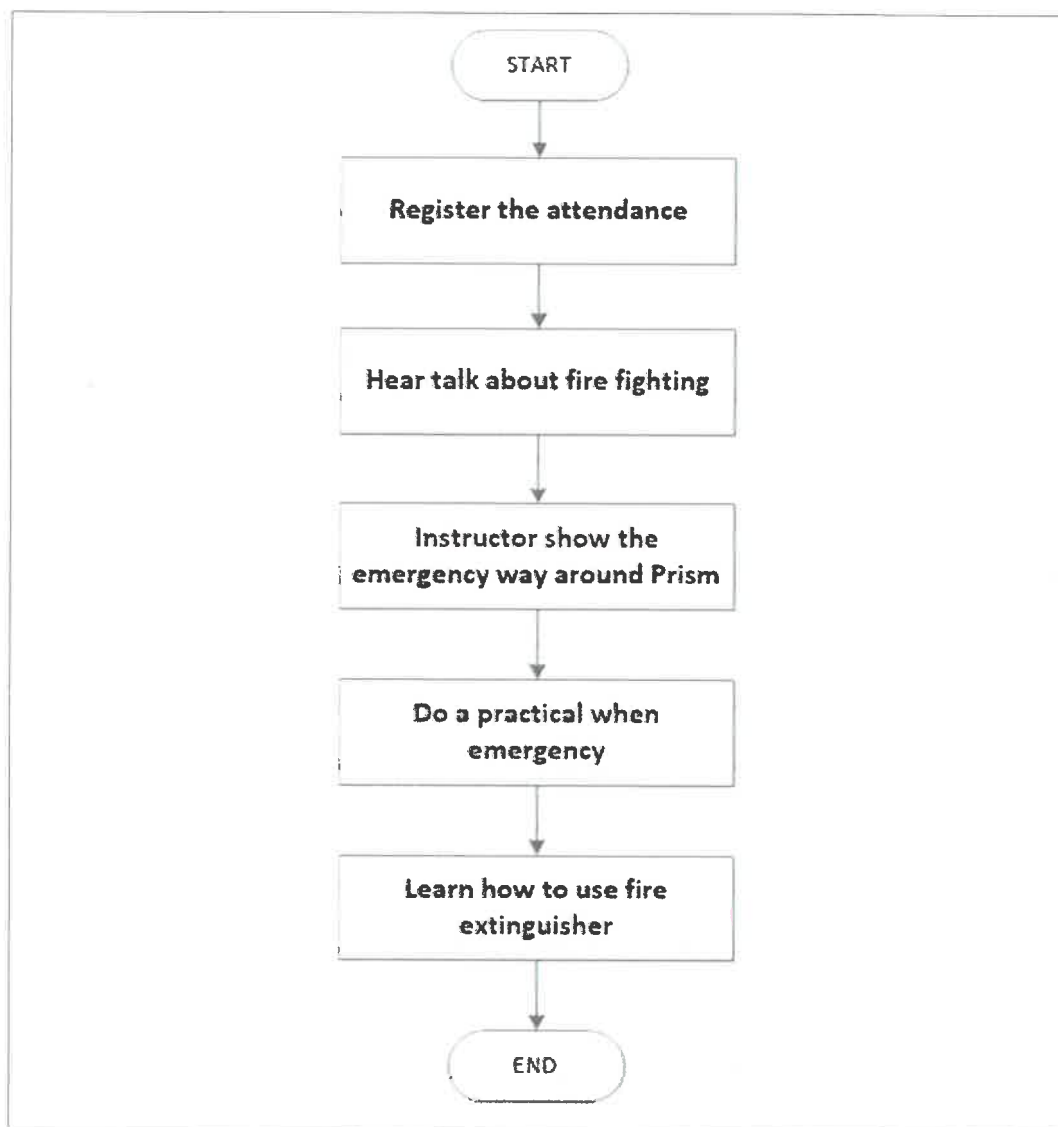
Figure 3.54: Workflow for fire fighting training.

Figure 3.55: Fire Evacuation Training at Prism (BUIC).

3.1.17 Staff Working Day and Overtime Calculation

When under the Human Resource, Purchasing and Administration department trainee will be taught how to calculate the number of working days and the number of overtime staff by Mrs. Shahnum. It fatherly figure salaries to be earned by each staff and staff working under contract only will be counted manually. Table 3.17 shows the task profile for staff working day and overtime calculation process.

Table 3.17: Task profile for Staff Working Day and Overtime Calculation.

Task	Staff Working Day and Overtime Calculation
Scope	Administration
Duration	One day in Human Resource, Purchasing and Administration department
Task Supervisor	Mrs. Shahnum
Hardware / Device	Paper, pen, calculator
Software	None

Trainee will be given work to calculate the number of working days for contract workers in Prism. Then the number of working days will be mixed with the OT's total number of employees to ensure the amount of salary they will be earning. Figure 4.56 shows the workflows of staff working day and overtime calculation process.
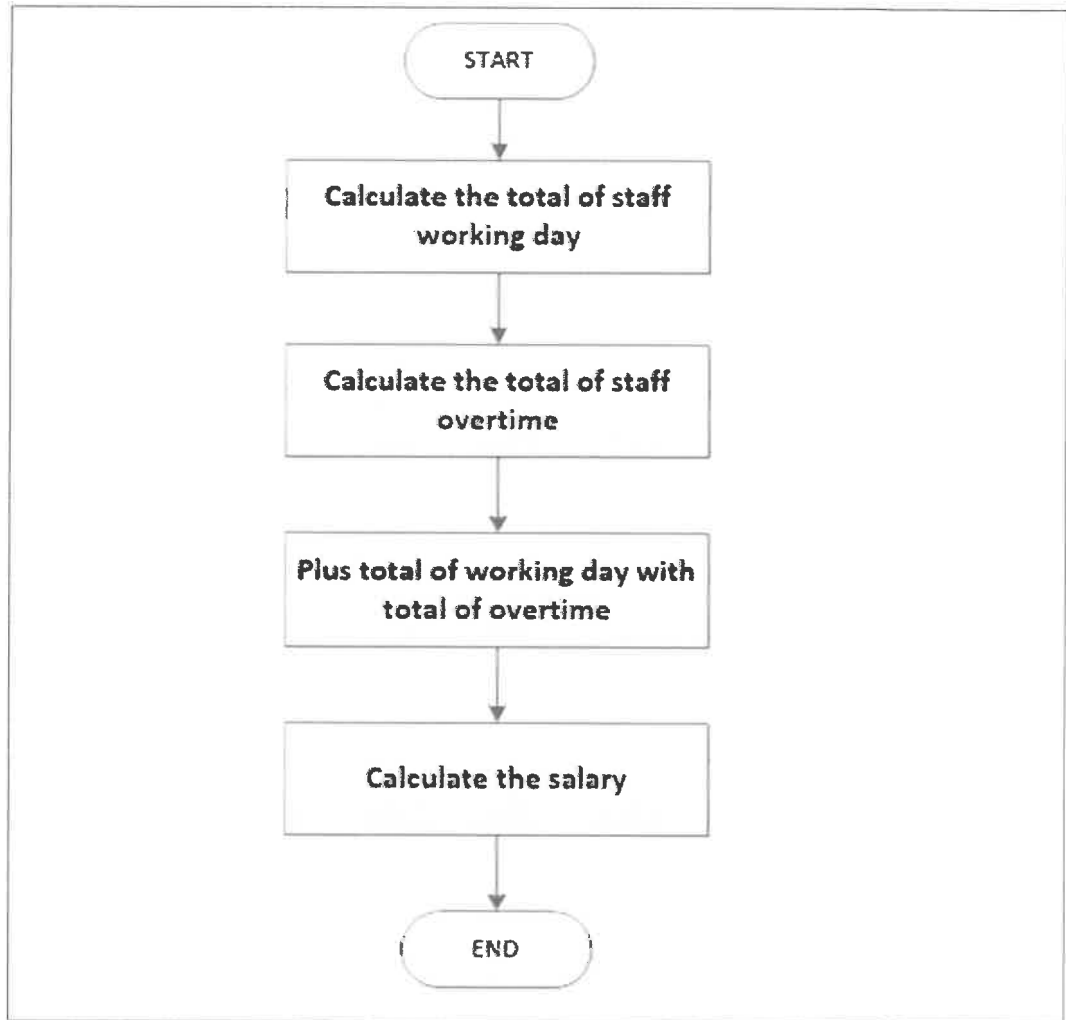
Figure 3.56: Workflow for staff working day and overtime calculation process.

3.1.18 References Checking for Recruitment Process

References check is an assignment when it is under the Human Resource, Purchasing and Administration department. This is because the staff department's duty is Mrs. Shahnum to hire a new employee. If there are new prospective employees who have completed the interview session, the Human Resource will make reference check process. This process is to ask for the behavior of prospective worker in the old work. Person involved in this process is the name listed in the reference resume. Table 3.18 shows the task profile for references checking for recruitment process.

Table 3.18: Task profile for References Checking for Recruitment Process.

Task	References checking for recruitment process
Scope	Human Resource (recruits new staff)
Duration	One day in Human Resource, Purchasing and Administration department
Task Supervisor	Mrs. Shahnum
Hardware / Device	Telephone, paper, pen.
Software	None

The trainee will be given by Mrs. Shahnum the list of questions to be asked during reference checks. Then the trainee will call the person to ask the questions listed. All the answers given will be indicated and submitted to Mrs. Shahnum for evaluation. Figure 4.57 shows the workflows of references checking for recruitment process.
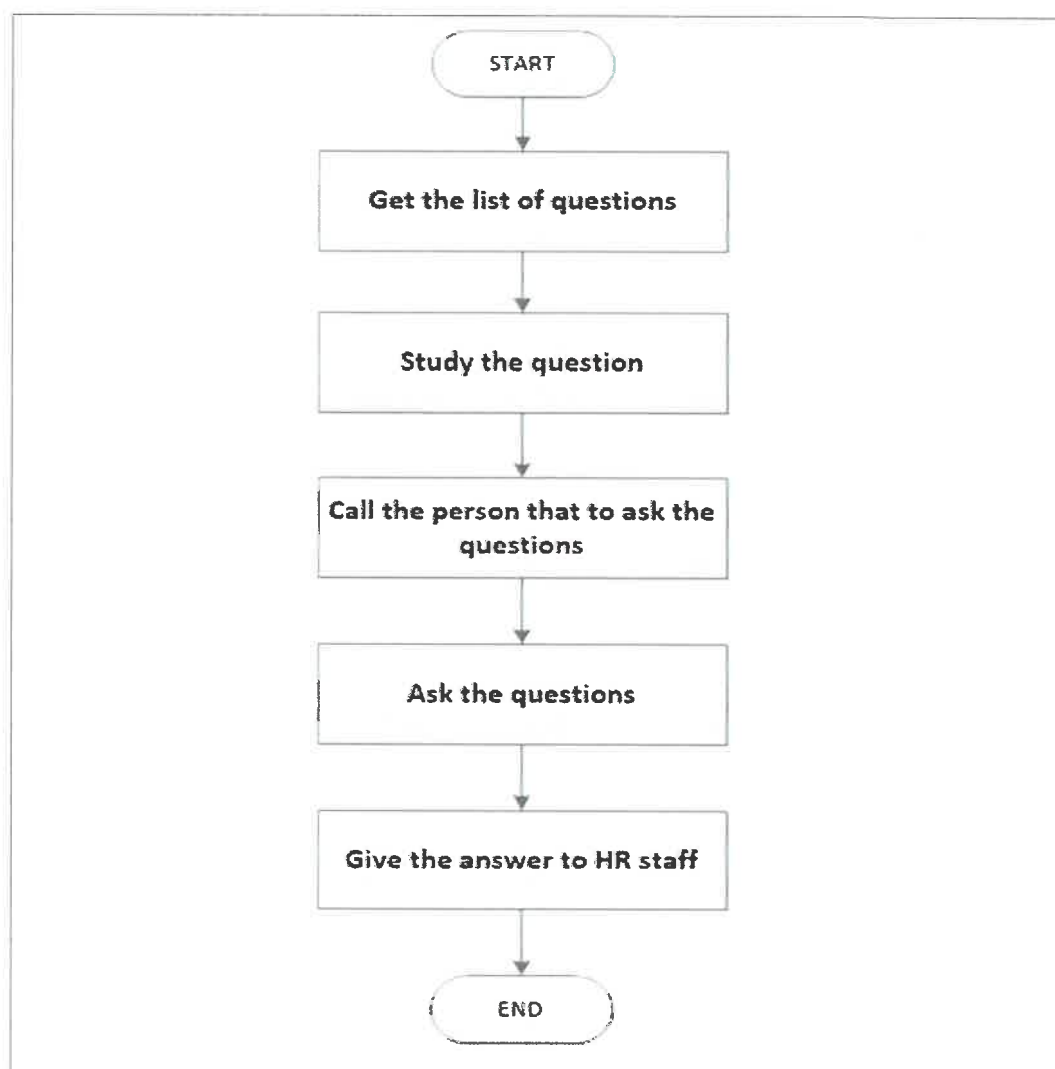
Figure 3.57: Workflow for references check.

3.1.19 Purchase Requisition Form Management

When purchasing any items for office use, staff need to fill the purchase requisition form. This is because to ensure every purchase by using an office account is recorded. Table 3.19 shows the task profile for purchase requisition form management process.

Table 3.19: Task profile for Purchase Requisition Form Management.

Task	Purchase requisition form management
Scope	Purchasing (buy the items)
Duration	Around two week in Human Resource, Purchasing and Administration department
Task Supervisor	Mrs. Shahnum
Hardware / Device	Paper, pen.
Software	None

Trainees will be asked by Mrs. Shahnum purchase requisition form to fill out with a list of items to be purchased. Once the form is completed, the trainees will request the Purchasing staff and General Manager to sign the form. This is because to ensure the consent of both parties. Finally, the form will be submitted to the Purchasing staff for the next process. Figure 4.58 shows the workflows of purchase requisition form management process.
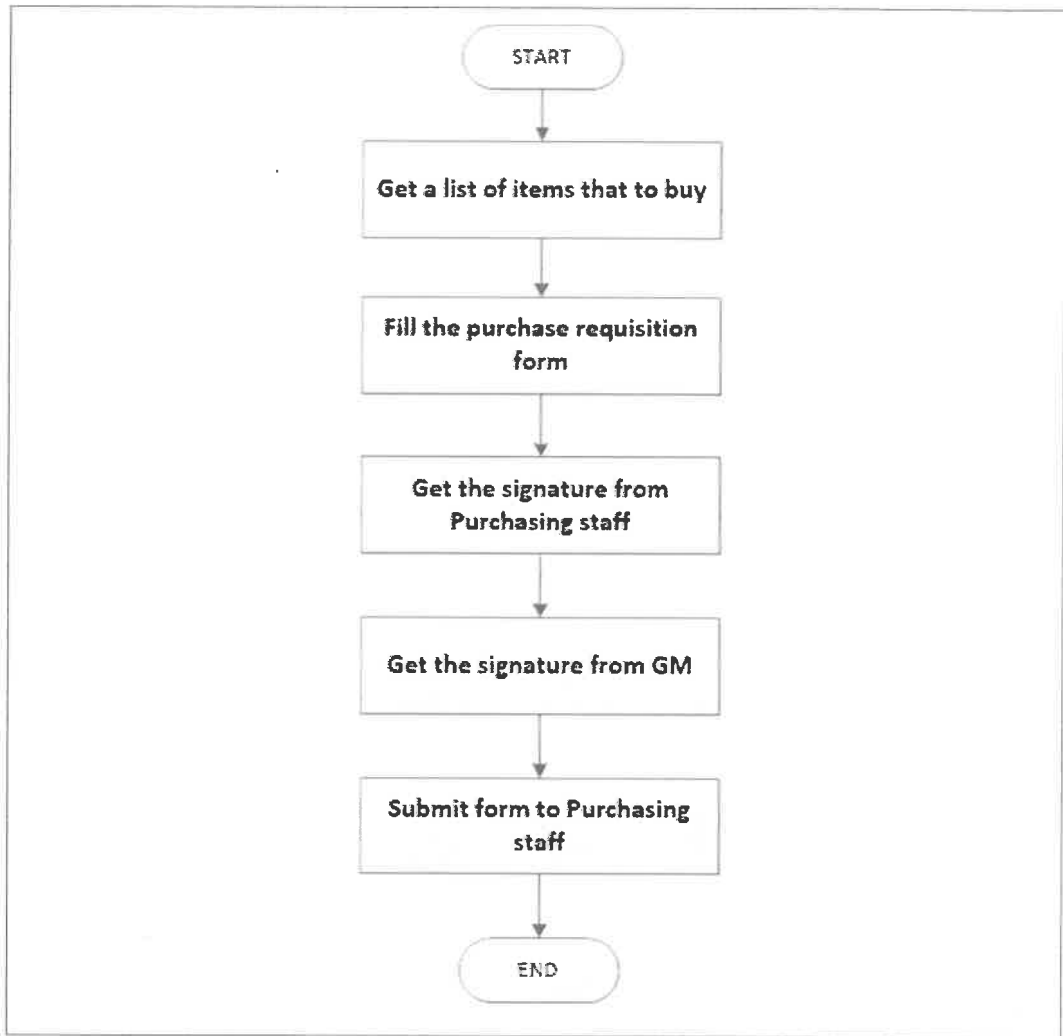
Figure 3.58: Workflow for purchase requisition form management.

Figure 3.59: Example of purchase requisition form.

3.1.20 Purchase Order (PO) Process

Create the Purchase Order is one of the works when it is under the Human Resource, Purchasing and Administration department. This is done by Purchasing division because to ensure the purchase process is recorded. This process will be done after the purchase requisition form complete. Table 3.20 shows the task profile for purchase order process.

Table 3.20: Task profile for Purchase Order Process.

Task	Purchase Order process
Scope	Purchasing (buy the items)
Duration	Around two week in Human Resource, Purchasing and Administration department
Task Supervisor	Mrs. Shahnum
Hardware / Device	Paper
Software	Cisco Purchase Order system

After completing the requisition form purchase, Purchasing will get quotation of the goods from the supplier. So trainees will be taught how to make Purchase Order by Mrs. Shahnum. First connect to private VPN and sign in to the Cisco Purchase Order system to insert the list of items to buy and its price. Should connect with private VPN because this is private and confidential system. Softcopy quotation also needs to be uploaded into the system as proof. Once completed it is required to submit to Administration at Iron Mountain. It is a record of where the company's flow of accounts.
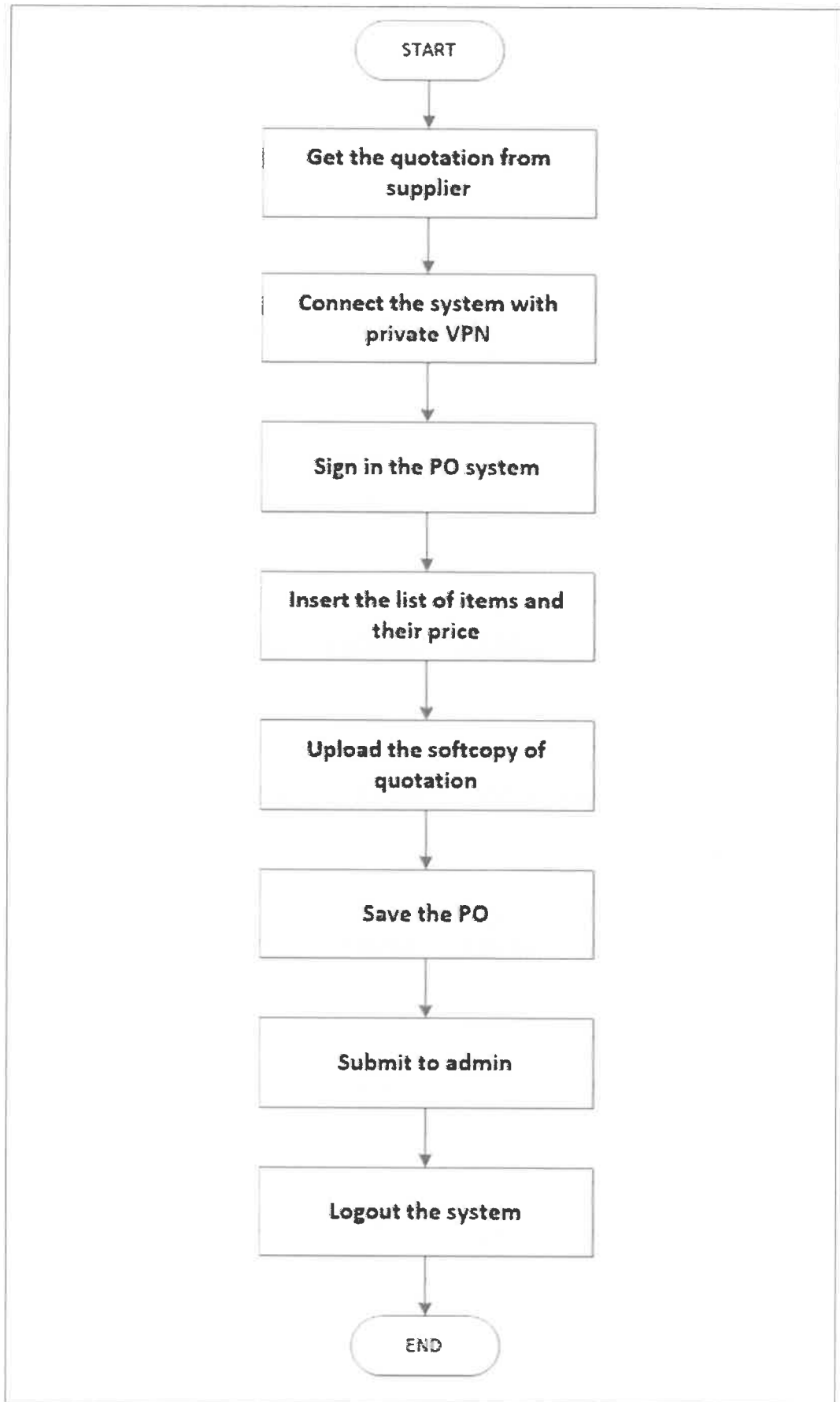
Figure 3.60: Workflow for purchase order process.

3.2 Special Project

3.2.1 User Manual for One-HR system

3.2.1.1 Project profile

Each developed system needs step-by-step or how to use the system. Like user manual to make it easier for user to use the system. According to Lu, Quadros & Shimada (2017), they said user only needs to refer to the user manual only when using the system manual decomposition is one of the most time-consuming steps in the meshing process for users. In this case, the Prism is more specific, my supervisor asks the trainees to create one user manual for each system in the office. One of the systems with no user manual is the One-HR system. It is one of the systems used frequently by admins and employees. One-HR system is an employee information management system that acts to manage employee data, employee leave, employee salaries and other information. To the employees, the system works for them to get their payroll data and make it easier for them to apply for leave. In addition, the One-HR system also displays the latest information to employees. This user manual will be used by all staff working at Prism as their convenience. In the process of preparing for this user manual it takes a long time since trainees need to refer to the admin first. Trainee will be taught by Mrs. Shahnum who acts as One-HR system administrator about using this One-HR system. She explains the importance of the system and shows how one by one to use the system. As for the user as an employee, Mrs. Shahnum asks for a staff who has been trained in this system to provide guidance to the trainee. The trainee needs to use the system so advanced before starting the process of creating the user manual. This is because to avoid difficulties when creating user manuals. Table 3.21 shows the task profile for user manual project process process.

Table 3.21: Task profile for User Manual Project.

Task	User manual project.
Scope	Office Management
Duration	Around 2 months
Task Supervisor	Ms. Maisarah Nurhaizan and Mrs. Shahnum
Hardware / Device	Computer
Software	One-HR system

3.2.1.2 The purpose of user manual

The purpose of creating a user manual is to make it easier for users to use the system. In preparing this user manual, the trainee has referred to Mrs. Shahnum and the supervisor in questioning the problems that arise when using this One-HR system. Trainee also do the observations, most staff is still unskilled to use this One-HR system. They still need help from skilled staff to use the system. Also, this user manual is also useful for new staff. Gronvard (2008) mentioned that, domestic technology and the accompanying manuals should be designed in a way that allows older adults to use them without depending on help from younger relatives. This means that with the user manual, staff that has less skill not be relying to the staff that have more proficient. So the new employee can refer to the user manual to use the system. While to login as admin will have many modules in this system. The modules have different functions that can confuse the admin. With this user manual will simplify the work of the admin when using the system.

3.2.1.3 Limitation to create user manual

The limitation that arises during the process of completing the user manual is to wait for the admin to have no job to interview him. In addition, to browse the One-HR system also need to use the office internet only and only authorize user

or admin can log in. In addition, content in the system also has sensitive content and cannot be displayed to outsiders. So trainee need to be careful about using the content.

3.2.1.4 Design of user manual

In the process of creating this user manual, the trainee has used office computers to learn about the One-HR system. Then the trainee has also used Microsoft Office Word 2010 to create the user manual steps. Before do a step of user manual, trainee should open the link https://www.one-hr.com.my/ to browse the One-HR system.
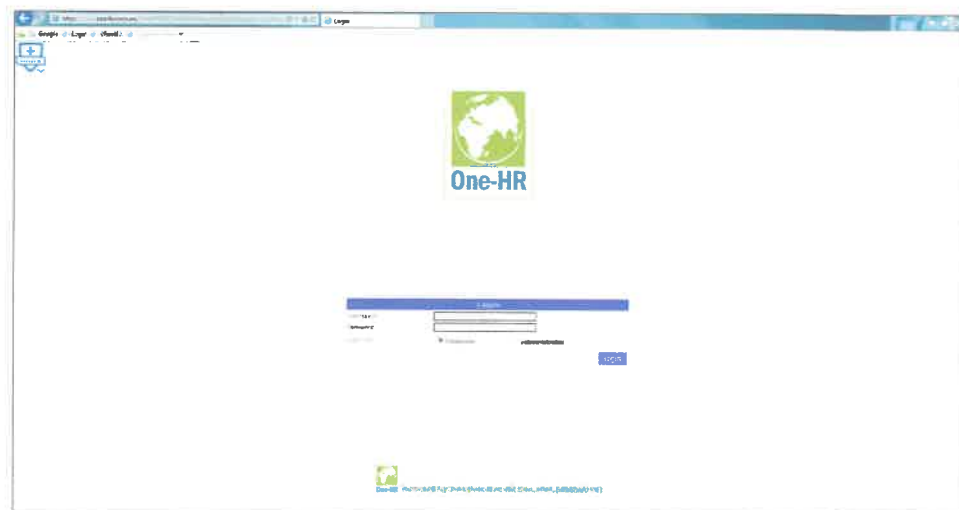
Figure 3.61: One-HR system login page.
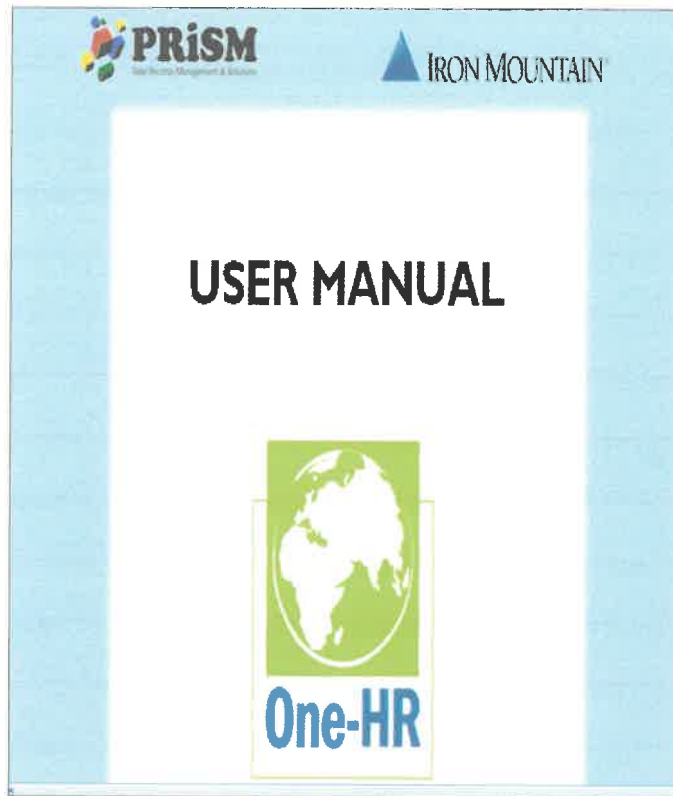
Figure 3.62: The cover page design for user manual.

To prepare the design user manual, the trainee has also made a reference in the at TechWhirl and Three Fifty website to find examples of existing user manuals. The trainee has referred to some examples of suitable user manuals and templates that can be used as an example. In addition, in providing the design the trainee also refers to the supervisor and Mrs. Shahnum to ensure the designs are used according to the features required by the Prism.

(Refer the appendix for more design)

3.2.1.5 Flow chart of user manual
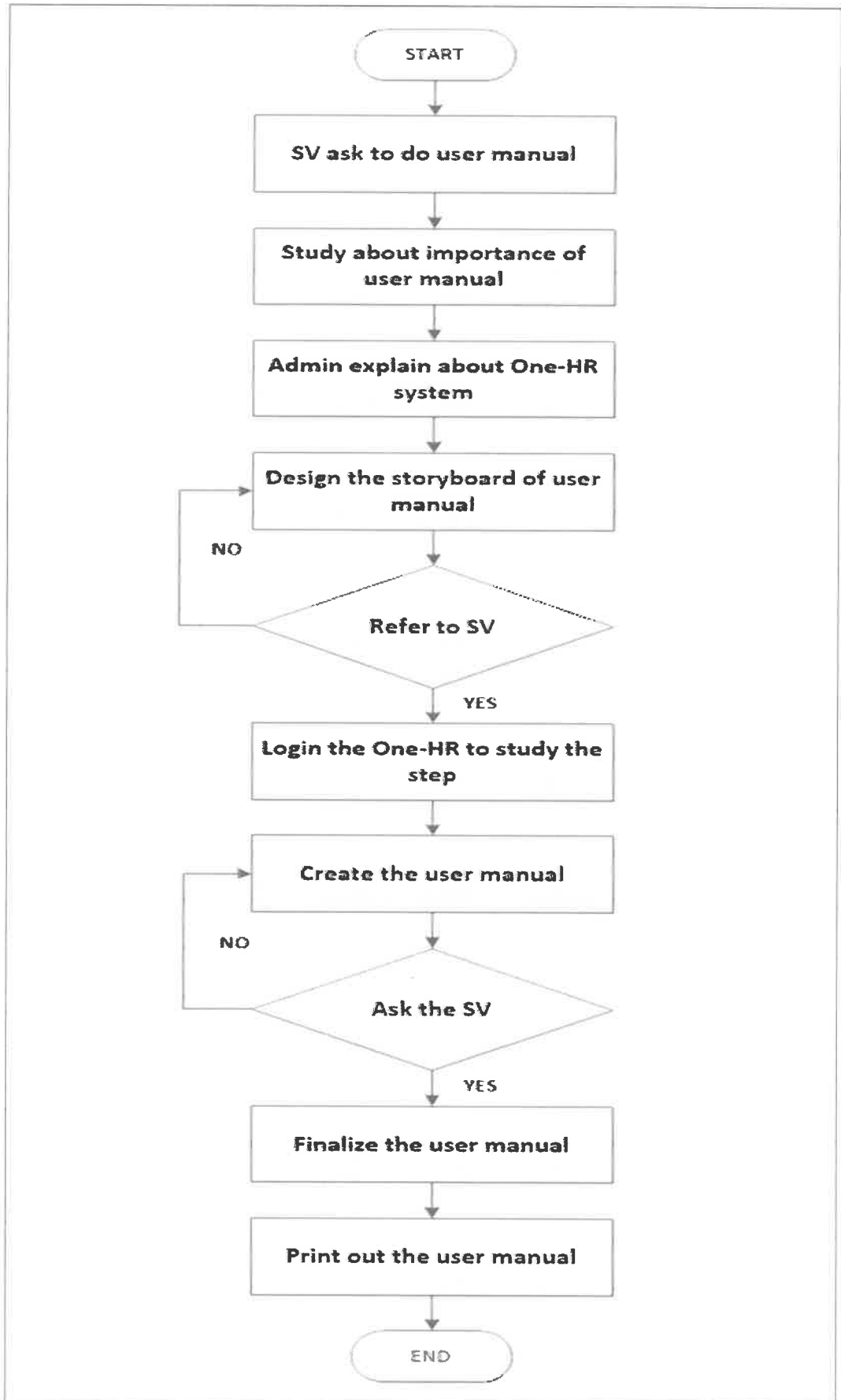
Figure 3.63: Workflow of user manual project.

3.2.2 Booklet of User Guide for Physical Storage and Booklet of Quality Procedure for Operational Process

3.2.2.1 Project profile

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. This project was proposed by Mr Preveen, Sales and Marketing department staff. According to him this user guide can be used as a booklet to be distributed to new customers. Additionally, with this booklet, Prism can use it when there is a carnival or event related to record management. Trainee has interviewed Mr. Preveen for information and steps to use in this booklet. While for Quality Procedure for Operational Process is the use of staff working in Prism especially those involved in the operating section. This booklet has also been proposed by the Supervisor, Ms. Maisarah Nurhaizan because for this booklet it is useful for staff to know the flow of work in the operation. According to Casey (1980) was say manual is based on the type of information required by a user to make efficient and effective use of an interactive. Trainee has interviewed Ms. Maisarah Nurhaizan to get the information to be included in the booklet. According to Ms. Maisarah Nurhaizan also, this booklet is private and confidential to the public and only for staff use in Prism only. In order to complete both of these booklets, the trainee has taken a long time to gather information and make it. Table 3.22 shows the task profile for booklets project process.

Table 3.22: Task profile for Booklets Project.

Task	Booklets project.
Scope	Office Management
Duration	Around 4 months
Task Supervisor	Ms. Maisarah Nurhaizan and Mr Preveen
Hardware / Device	Computer
Software	Microsoft Office Publisher 2010, Microsoft Office Word 2010, Adobe Photoshop CS 6

3.2.2.2 The purpose of booklet

This booklet was created as a reference to the user. With this booklet users will also be able to understand the process involved, as each process will be included in the flow chart. If there is a flow chart, the user will understand the process better. According to Fitsimmons (2012), he say write the policies and procedures it will be much easier to put them in their proper place in the document and to make references to other areas of the document with the scheme already in place. Fenwick (1978) was say user guide documents is to outline the basis of the method, illustrate its application and identify the main problems facing users. Additionally, this booklet can also be used for the future as the information entered is out dated. All content in booklets are follow the Prism Policy.

3.2.2.3 Limitation of booklets project

The limitation that occurred during the process of completing the booklets was forced to wait for the supervisor no work to interview him. In addition, content in the Quality Procedue Operation Process is also used as sensitive content and cannot be displayed to outsiders. So trainee need to be careful about using the content.

3.2.2.4 Design of booklets

In the process of creating this booklet, the trainee has used computers to learn about the details to create a booklet. Then the trainee has also used Microsoft Office Publisher 2010 to create the booklet and Microsoft Office Visio 2010 to create the flow chart. All design can show to supervisor because need her approval before finalize the booklet.
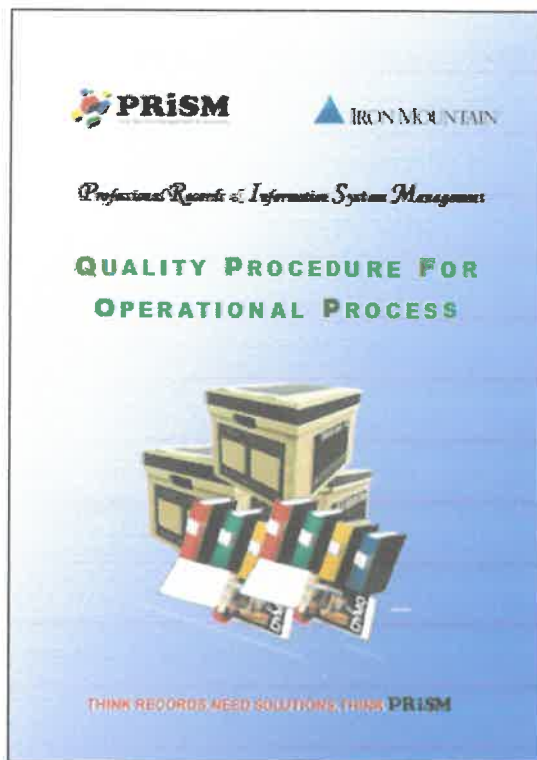
Figure 3.64: Coverpage of User Guide for Physical Storage

Figure 3.65: Content of User Guide for Physical Storage

Figure 3.66: Coverpage Quality Procedure for Operational Process

Figure 3.67: Content of Quality Procedure for Operational Process

The trainee also refers to the Freepik and Pinterest website to find examples of existing booklet. The trainee has referred to some examples of suitable templates of booklet that can be used as an example.

(Refer the appendix for more design)

3.2.2.5 Flow chart of booklet
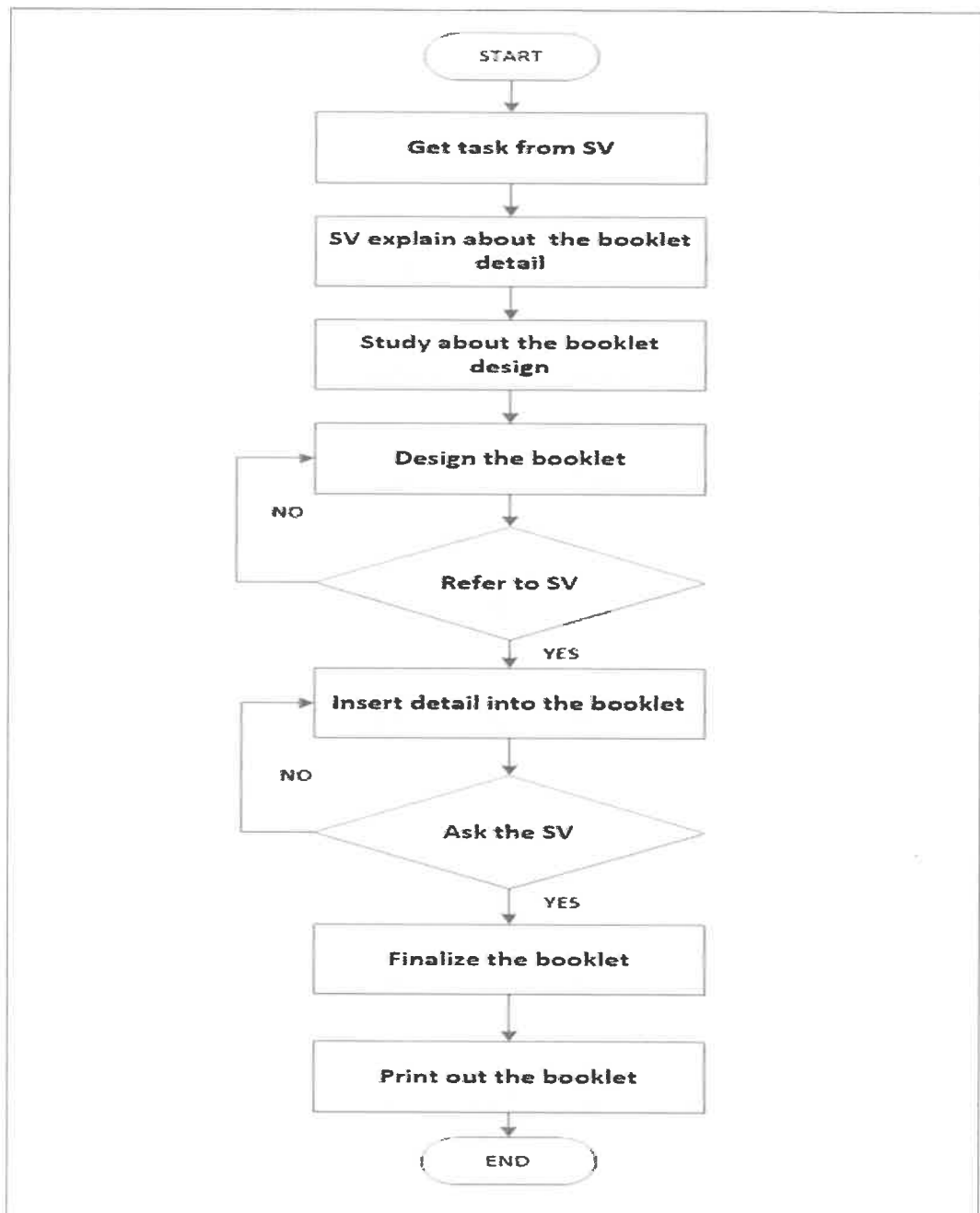
Figure 3.68: Workflow of booklet project.

CHAPTER 4

Chapter 4:

CONCLUSIONS

4.0   Introduction

In this chapter, it will tell you all about the knowledge, skills, experience gained by the trainee during the five month industry training period. The lesson learnt that trainee get also can state in this chapter. In addition, the trainee will also tell about his or her limitations and opinions on the industry that can be improved.

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

Table 4.1: Application of knowledge, skills and experience

No.	Tasks	Knowledge	Skills	Experience	Related Course
1.	File labeling	Know how to label the file document.	- Record management skill	Trainee need to know about the process of labeling in right step.	- Management of Records in Organization (IMR451) - Classification and Filing Systems (IMR504)
2.	Transferring file boxes	Know about handling the file records in right step.	- File record handling skill.	Trainee need to handle the file records in right step and with care.	- Management of Records in Organization (IMR451)
3	Barcode scanner	Know about file records barcode scanner step for set their location.	- Set the location for file records.	Trainee should follow the right step to set the file records location.	- Classification and Filing Systems (IMR504)
4.	File Packing	Know how to packing the file documents into file boxes.	- Step to arrange the file documents in boxes.	Trainee know how to arrange file documents in boxes for save the space.	- Classification and Filing Systems (IMR504)

5.	Data entry process	Know how to enter data of document into database.	- Information management skill - Record management skill	Trainee need to learn the system that using for data entry, then know how to manage new record.	- Information Systems Management (IMS552) - Management of Records in Organization (IMR451)
6.	Data checking process	Know how to checking the document data.	- Information management skill - Record management skill	Trainee need to learn the system that using for data checking process.	- Information Systems Management (IMS552) - Management of Records in Organization (IMR451)
7.	File document scanning	Know how to do documents scanning process.	- Digitization skill. - Record preservation skill.	Trainee need to do many process before start and end the scanning process such as doc-prep, quality control, indexing and re-prep	- Digitization Of Records And Archives (IMR 606) - Classification and Filing Systems (IMR504)
8.	File documents delivery	Know how to complete the customer request.	Customer services skill.	Trainee should know how to manage the customer order and delivery file to customer.	None

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9.	Customer renewal agreement management	Know how to draft the agreement.	Agreements with customer skill.	Trainee will know about agreement management.	None
10.	Customer searching	Know how to searching new customer for new business.	Salesman skill.	Trainee will know how to attract the customer.	None
11.	Quotation drafting	Know how to draft the quotation that request from customer.	Quotation skill.	Trainee knows how to draft the quotation.	None
12.	Letters stamping and scanning	Know how to manage the letters that receive by company.	Letters management skill.	Trainee can know how to manage the letters.	None
13.	Repair and maintenance service	Know how to do the when facility need repair and maintenance.	Facility management skill.	Trainee will know when to repair and maintenance the facility.	None
14.	Fire maintenance checking	Know how to check the emergency equipment.	Facility management skill.	Trainee will know when to repair and maintenance the facility.	None
15.	Log book and CCTV checking	Know how to manage the security guard task and monitor the CCTV.	Security management skill.	Trainee will know how to manage the security.	None

No.	Task	Description	Skill	Outcome	Reference
16.	Fire Fighting and Evacuation Drill Training	Know how to do when emergency and fire equipment uses.	Emergency skill.	Training can know how to handle the records when emergency.	None
17.	Calculate staff working day and overtime	Know how to calculate the staff salary.	Finance skill.	Training will know how to manage the staff salary.	None
18.	References checking for recruitment process	Know how to recruit new staff process.	Recruitment skill.	Trainee will know the step to recruit new staff.	None
19.	Purchase requisition form management	Know how the right steps to request new items.	Purchasing skill.	Trainee will know about purchasing management.	None
20.	Purchase order (PO) process	Know how to create the purchase order.	Purchasing skill.	Trainee will know about purchasing management.	None
21	Create the user manual	Know how to make the user manual for system	- Writing the user requirement skill - Software documentation skill	Trainee need to learn how to make user manual for system that used in company.	- Information Systems Interaction & Consultation (IMS 556)

4.2   Personal thoughts and opinion

Will trainee recommend other student to do their industrial training here? Yes, absolutely. Why? Because its expose to the real life working situation. A of lot works especially in filling records, and you will receive a warm welcome from all the co-worker, supervisor and subordinates. A lot of experience you will get here and learn so many things which you won't get it in the class or by reading text book. The trainee also thinks that knowledge and skills provided by faculty is necessary and useful because the student can use the skills and knowledge gained in the real situation and the student can also experience the real situation which is before this the student just learn by theory but in the internship period the intern could practice practically what they have learn, in the same time the trainee could generate wise technique combine both theory and practical in the same time.

Trainee judge the five month spent at Prism Integrated Sdn Bhd as being one of the most interesting, productive and instructive experience in trainee life. Although as a student that majoring in system, trainee expect to involve more on system related work or task, however much of trainee training time were focusing more on operation and administration. However this didn't effect trainee excitement and focus on the on-going training period. On the contrary trainee happy to have been able to take this valuables opportunity to explore and experience new dimension of work in management industry which trainee never experience before.

The real job for a record management staff is challenging because it requires extensive knowledge of record management. Without deep knowledge, record management staff cannot properly manage the records. For example, knowledge for preservation requires extensive skills as this issue is very sensitive. In addition, stored records should also be handled with care. This is because records are usually old files that are easily damaged. If the management is not properly managed this can cause the records to be broken.

Additionally, digitization is one of the best ways to preserve records. This is because the records will be scanned as softcopy and stored in a database or other device that can store data. These records can be stored for a long time and can be referenced for long periods of time. Meanwhile, records storage room should have a complete emergency equipment. This is because the records are flammable material. Then the emergency equipment smoke detector, fire extinguisher and so on have to be placed in large quantities.

Lastly, during trainee placement trainee had the practical work experience under professional supervision and also a leader which is Mrs Shahnum, Ms. Shabena, Ms. Maisarah, Ms. Athira, Mr. Preveen and etc., with their supervise the trainee could gain new knowledge and learn various new experience from them. Trainee was capable to contribute trainee ideas and insights in their works. At the same time, they provided trainee with productive and stimulating learning environment. Trainee try to apply what trainee have learned in the lecture class at UiTM to actual work setting.

4.3   Lesson learnt

Trainee would like to say that my internship program at Prism Integrated Sdn Bhd has given trainee a lot of experience in handling real work environment. Trainee also had a chance to apply some of trainee knowledge that trainee gain from trainee previous semester studies such as IMR451 (Management of Records in Organization) and also learn some new technique and gained a new knowledge during trainee industrial training. Fortunately, trainee able to differentiate the task and adapt to real work experience, and the work that have been given to trainee, helps trainee to figure out all the things that trainee have not understood before and trainee understanding in perform task are improve during this internship program.

Trainee first time been assigned to the job, trainee already start to feel the challenge in the real working environment but lucky trainee, trainee finally did complete all the task with guidance from trainee supervisor and all the staff. Trainee also learn how to use

the other office equipment like photocopy machine, barcode scanner and trainee also know how to handling a call and dealings with Prism customer. The trainee also got to learnt to be more discipline, punctual, and has improve in communication skills. Being in working surrounding, the trainee has learnt how to commit with time, multiple tasks and how to working the real situation.

A very useful lesson is that trainee have learned ways to process the labels on the records for the open shelves process. The use of barcode stickers for labeling process is also a special sticker suitable for old records. There are also specific ways to paste it in order to avoid the closure of record data. In addition, the digitization process also provides a useful knowledge. This is because the process for digitization also has certain steps to ensure the process is complete. For example, doc-prep, scanning, quality control, re-prep and indexing processes. This is a process for completing the digitization process. Each document size has certain ways to scan because of large size requires a large scanner.

Furthermore, trainees can also learn science to manage semi-current records correctly. That is the way to pack the record documents into the record box. The way to organize also has certain techniques to ensure that records are not torn and damaged when lifted. As such, the trainee also knows how to move or transfer the records in the right way so that the record is not damaged. This is because the way to lift it also requires the right technique. In addition to damaging the record, it may also affect the physical trainee if the wrong way to lift it.

Besides, the trainee can also learn the right way to store record data into records management system. The way to save also has a difference for each record and the way to check also has certain techniques so that they are not mistaken. Trainee has also learned how to act when an emergency like fire. Ways to ensure the record is safe in case of emergencies. Trainee is taught how to use these emergency tools with the right techniques.

In lessons learned in communication skills is when trainees are exposed by staff to communicate with customers. By accidentally trainees will learn the skills to communicate correctly when dealing with customers. The trainee will also indirectly practice his weaknesses. In addition, the trainee will also be more disciplined because the working hours are not the same as attending college. Trainee needs thumb print to record as arrival. Indirectly, the attendance must meet the timing of the company, if not timely, will be fined or deducted by the company. The Prism party has set every incoming entry from the office staff room and the trainee needs thumb print to log in to their staff. Then this will also train yourself to become more disciplined when in the workplace.

Lastly, the internship also helps the trainee to improve the social skills which is to blend with other race such as Indian people, the training have open all the negative thought about the Indian people. During the period of the internship the trainee got experience to know and be friend with them and get to work under the same roof without any discrimination just like a family. It will also arise for the spirit of teamwork and teach each other.

4.4   Limitations and Recommendations

In the five (5) months 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 weaknesses have its solution. 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 should 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.

Barcode scanners also need to be updated to new ones as existing ones still have constraints. As well as the quantity of barcode scanners also need to be added as the users are many. It is arguable that every operation in the operation department requires the use of a barcode scanner and is often used daily.

ii. The system need to be update or improve.

The system that the prism use now are from the Canada which is had a lot of weakness such as the system cannot redo the process and it is hard and take time to use the system. The system can becoming a problem when there are mistaken when write the information in the system and the system cannot be undo, the trainee need to redo all the information from the start. For example, the system for data entry and data checking processes that sometimes have data problems are not captured into the database. So as for the recommendation the company should contact the programmer and need to update the system so that the system could be improved.

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. Especially staff for the operation and warehouse section.

iv. Facility in file room and warehouse.

Facilities are one of the important things in a building. For example, facilities in the room and warehouse file that requires states to keep records as to not be damaged. Also for staff convenience when looking for files records. As a suggestion, Prism needs to install the fan in the file room and increase the amount of fan in the warehouse to make the staff comfortable to do their work.

v. *Transport vehicle need to be monthly service.*

The transport which is a few vehicles that the staffs 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.

vi. *Improve building infrastructure.*

Building infrastructure needs to be improved to facilitate the work of transferring records. This is because the record center is an important place in record keeping that requires a complete infrastructure. For example, Prism needs to provide a lift to move the records from the bottom to the top of the building. The use of manpower can not lift such records in large quantities at any one time. If there is an elevator then the use of manpower can be reduced and they can do other work.

4.5   Conclusion

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.

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