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UNIVERSITI
TEKNOLOGI
MARA

INDUSTRIAL TRAINING REPORT

MGT666



PUTRA SPECIALIST HOSPITAL (M) SDN BHD

(23 September 2024 – 24 January 2025)

Cost Reduction Strategies for Facility Operations: A Case Study at Putra Specialist Hospital Melaka

PREPARED BY

NAME: SITI AMINAH ABD KAHAR

MATRIC NUMBER: 2021454614

GROUP: M1BA2426B

PROGRAM: BACHELOR OF BUSINESS ADMINISTRATION (HONS.) FINANCE

PREPARED FOR

NAME: DR RIZUWAN BIN ABU KARIM

DATE OF SUBMISSION: 17TH JANUARY 2025

SURAT KEBENARAN

Tarikh : 10-1-25

Kepada :

Penyelaras Latihan Praktikal
Fakulti Pengurusan Perniagaan
UiTM Kampus Bandaraya Melaka
110 Off Jalan Hang Tuah
75300 Melaka

No Tel : 06-285 7119 / 7190 / 7196
Email : praktikalfppmelaka@uitm.edu.my

Maklumbalas (/)



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No. Matriks	2021454614	Nama Program	BA 242
Tajuk Laporan	Cost reduction for facility operation	Nama Syarikat	PUTRA SPECIALIST HOSPITAL MELAKA S/B

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Yang Benar

.....
Nama Pegawai :

Jawatan :

No. Tel. :

No. Faks :

G. MAHGESAN
Head of Engineering
PUTRA SPECIALIST HOSPITAL (MELAKA) SDN BHD

Cop jabatan/organisasi:

PUTRA SPECIALIST HOSPITAL (MELAKA) SDN BHD
199201004005 (235509-D)
169, Jalan Bendahara, 75100 Melaka, Malaysia.
Tel: 06-2835888 Fax: 06-2810518

EXECUTIVE SUMMARY

As part of the requirements for all undergraduate programs in the Faculty of Business and Management, completing an internship is mandatory. This internship must be relevant to the student's academic major and area of concentration. The purpose of this course is to provide practical experience and develop workplace skills by engaging in company-assigned tasks, thus enhancing the student's practical abilities, knowledge, and professional attitude.

I have completed my Industrial Training Report for my internship at Putra Specialist Hospital Melaka at Facility Engineering Department. I started my internship in September 2024, and through my experience, I have found this company to be an excellent environment for career and skill development. Putra Specialist Hospital Melaka is dedicated not only to producing high-quality products but also to fostering a supportive culture and environment. The various departments are well-coordinated, and the management is open to providing opportunities and sharing information, which has enabled me to perform effectively.

In conclusion, the SWOT Analysis section evaluates both the positive and negative factors within and outside the organization, demonstrating the relevance of this analysis to understanding the overall situation.

ACKNOWLEDGEMENT

All glory and blessings belong to Allah, who has guided me through the completion of this project management report. I am deeply thankful for the opportunities, trials, and determination that have shaped this journey. First and foremost, I wish to express my heartfelt appreciation to Sir Dr. Rizuwan Binti Abd Karim, my advisor for this course. His unwavering support and insightful suggestions during both the planning and execution of this report have been invaluable. I am truly grateful for the time he generously dedicated to helping me. Throughout this process, I encountered several challenges, but I am proud to have overcome them independently. This project would not have been possible without the dedication and continuous support from those around me. Thank you all for your encouragement and guidance.

Besides, I would like to thank my parents and the members of my family for their support and encouragement throughout this project. I would like to express my gratitude to our parents who, while we seek love and encouragement, they are always with me and as role models to myself. Never forget all my fellow colleagues in the UiTM Bandaraya Melaka who supported one another to develop the elements and give recommendations for the assignment most important without all of them, none of it will even be possible.

Finally, I would like to express my gratitude to Putra Specialist Hospital Melaka Sdn Bhd for giving me opportunities and wonderful memories that I will never forget during my practical training at this Hospital. Various experiences as well as new knowledge that was gained by me for these 4 months. A big thank you to all the staff members, especially the Facility Engineering Department, for always teaching me and supporting me throughout my practical training. The knowledge and skills I gained during these four months have been invaluable, and I am grateful for the hands-on experience that has significantly contributed to my professional development. They are all incredibly helpful during my practical training at this Hospital.

A million thanks to my supervisor, Mr. G. Mahgesan, for his kindness in accepting me into this organisation and for his concern for my tasks to complete. I also want to thank to Puan Nadzirah binti Abd Rahman as Executive in Facility Engineering Department, who always give me advice on how to be a good worker and how to work well in this department.

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1.0 STUDENT PROFILE



SITI AMINAH ABD KAHAR

BACHELOR IN BUSINESS ADMINISTRATION (HONS.) FINANCE

Position to Apply: Human Resources, Finance, Accounting, and Business Administration.



CAREER OBJECTIVE

As a recent graduate eager to start my professional journey, I seek an entry-level to leverage my academic knowledge and enthusiasm to contribute effectively. I am committed to learning and growing within a dynamic organization that values fresh perspectives and provides opportunities for skill development and career advancement

EDUCATION BACKGROUND

- | | |
|-----------------------|---|
| 2021 - Present | Bachelor in Business Administration (Hons.) Finance
UiTM Bandaraya Melaka <ul style="list-style-type: none">• Current CGPA: 2.89/4.00 |
| 2020 - 2021 | Matriculation in Accounting
Malacca Matriculation College <ul style="list-style-type: none">• CGPA: 3.21/4.00• Muet Band 2 |

RELAVENT EXPERIENCE

- | | |
|-------------|--|
| 2023 | Protocol Bureau of Webinar Nugget of Wisdom: The Greatest Investor Win In Market Life <ul style="list-style-type: none">• Hosting events and keeping audiences engaged• Creating an atmosphere of expectation and interest |
| 2023 | Present Bureau of Program Pengurusan Etika Dalam Kehidupan <ul style="list-style-type: none">• Listing the present of the event to the winner• Passing the present to the winner |

WORK EXPERIENCES

- | | |
|------------------|--|
| Sept 2024 | Putra Specialist Hospital Melaka
<i>Trainee Facility Engineering Department</i> <ul style="list-style-type: none">• Assisting the Facility Team with projects related to maintenance engineering.• Ensuring the smooth and efficient operation of the facility.• Assist with the maintenance and management of hospital facilities, supporting senior engineers in routine inspections and troubleshooting technical issues.• Assist in Purchase Requisition and Maintenance Work Order Form.• Completing listing of Work Order in Excel,• Learning in new system of TOMMS SYSTEM in FACILITY MANAGEMENT. |
|------------------|--|

August 2024	Webest Sdn Bhd <i>Account Intern</i> - Assisting the Finance Team with projects related to expense reports, account reconciliation, revenue processing, bookkeeping and auditing reports - Assisting with revenue processing - Assisting the Account Team with financial analysis of actual projected expenses - Assisting with audit preparation - Assisting in business administrative jobs, - Completing miscellaneous, special projects of the Finance department as needed. - Filing documentation and any ad hoes tasks
June 2024	Grand Swiss Belhotel Melaka <i>Part time Finance</i> Assisting the Finance Team with projects related to expense reports, account reconciliation, cash book, and journal.
2023	Dino Grocer - Maintaining good relationships with customers - Receiving payments issuing receipts, and keeping track of all cash and credit transactions. - Stay up to date on merchandise promotions, advertisements, and product information
2020	Retail Assistant at Astana Butik - Maintaining good relationship with customers - Receiving payments and issuing receipts, and keeping track of all cash and credit transactions - Collect online order of customers during MCO - Ensure the packaging of customers in good condition

SKILLS

Canva

- Expert

Adobe Photoshop

- Beginner

Microsoft Office

- Experienced

CapCut

- Expert

Tableau

- Beginner

Auto Account

- Beginner

IDB Account

- Beginner

LANGUAGES

Malay

- Excellent

English

- Intermediate

REFERENCES

PM DR MAHERAN HJ KATAN

- Associate Professor of Faculty Business and Administration
- UiTM Cawangan Kampus Bandaraya Melaka

AMIRAH HAZIMAH BT BORHANORDIN

- Lecturer of Faculty Business and Administration
- UiTM Cawangan Kampus Bandaraya Melaka
- Adviser of Finance Student Association

MAHGENSAN A/L GOVINDASAMY

- Assistant Senior Manager
- Facility Engineering and Safety at Putra Specialist Hospital Melaka.

NADZIRAH BINTI ABD RAHIM

- Senior Executive II
- Facility Engineering and Safety at Putra Specialist Hospital Melaka.

2.0 COMPANY PROFILE



COMPANY'S NAME PUTRA SPECIALIST HOSPITAL (MELAKA) SDN BHD
LOCATION: NO, 169 JALAN BENDA HAR, PENGKALAN RAMA, 75100 MELAKA
CHIEF EXECUTIVE OFFICER: MOHD ZAHIRUDDIN BIN AHMAD
VISION : BE AN EXCELLENT HEALTHCARE SERVICE PROVIDER
MISSION : TO DELIVER QUALIT HELATHCARE SERVICES TO OUR CUSTOMERS THROUGH EXCELLENT CUSTOMER SERVICE AND TECHNOLOGICAL ADVANCEMENT
QUALITY POLICY : PUTRA SPECIALIST HOSPITAL IS COMITTED TO ENHANCE OUR CUSTOMER SATISFACTION BY MAINTAINING A HIGHEST HEALTHCARE SEVICE STANDARD AS REQUIRED BY THE HEALTHCARE AUTHORITY AND CONTINUALLY IMPROVING OUR QUALITY MANAGEMENT SYSTEM

CORE VALUES : INTERGRITY RESPECT EMPATHY PROGRESSIVE INNOVATIVE
OPERTAION HOURS : 24 HOURS

2.1 COMPANY OBJECTIVE AND GOALS

OBJECTIVE WE AIM FOR CONTINUOUS GROWTH AND KEEP OUR COMMITMENT TO EXCELLENT CARE AND ADVANCING FOR THE BENEFIT OF OUR COMMUNITY
DEPARTMENT'S GOAL : TO PROVIDE SAFE AND EXCELLENT FACILITY AND MAINTAINENCE SEVICES TO THE CUSTOMERS
COMPANY'S GOAL : 1. ENSURE THAT OUR PRODUCTS, SERVICES SYSTEM, STRUCTURE AND WORK MECHANISMS ARE ABLE TO MAINTAIN HIGH-QUALITY STANDARDS THAT MEET THE NEEDS AND EXPECTATIONS OF OUR CUSTOMERS. 2. ENSURE THAT OUR WORKING ENVIRONMENT IS OF A HIGH STANDARD OF SAFETY AND COMFORTS. 3. ENSURE THAT OUR EMPLOYEES WILL HAVE THE RIGHT-THINKING QUALITIES AND ACTIONS. TO MEET DEVELOPED WORLD STANDARD 4. EMPHASIZE A HIGH LEVEL OF PROFESSIONALISM EFFICIENCY. TACTFUL, HONESTAND TRUTHFUL

3.0 BACKGROUND ESTABLISHMENT

Putra Specialist Hospital (Melaka) Sdn Bhd has established itself as a distinguished medical facility, serving as the leading healthcare institution in the city. Located in the heart of Melaka, the hospital has been delivering exceptional medical care since its founding in 1995. Over the years, it has earned a reputation for excellence, making it a preferred choice for both local residents and medical tourists seeking high-quality healthcare services.

The hospital offers a diverse range of departments and services to address the healthcare needs of its patients. Key departments include General Medicine, Surgery, Paediatrics, Obstetrics and Gynaecology, Orthopaedics, Cardiology, Neurology, Gastroenterology, Ophthalmology, ENT, Radiology, Pathology, Dermatology, Psychiatry, Rehabilitation, Dental Services, and Health Screening. Each department is staffed by highly trained and experienced medical professionals dedicated to providing optimal care.

Operating 24 hours a day, seven days a week, the hospital ensures that medical services are accessible to patients whenever needed. Furthermore, it prioritizes maintaining a clean and safe environment by implementing rigorous hygiene and infection control measures. Recognized with several awards and accreditations for its commitment to excellent patient care, Putra Specialist Hospital (Melaka) Sdn Bhd is dedicated to positively impacting the health and well-being of the local community.

3.1 ORGANIZATION CHART

PUTRA SPECIALIST HOSPITAL (MELAKA) SDN BHD

ORGANIZATION CHART

FACILITY



4.0 SERVICES OFFERED BY PUTRA SPECIALIST HOSPITAL (M) SDN BHD.

4.1 ACCIDENT AND EMERGENCY SERVICES

The Accident and Emergency Department is a vital unit in the hospital that provides emergency treatment for individuals who have suffered serious injuries and accidents. This department offers a range of services, including blood tests, diagnostic imaging (such as X-rays, CT scans, and MRIs), and ambulance transportation, among others.

The medical staff in the Accident and Emergency Department specialize in prioritizing patients with severe illnesses or injuries, as timely treatment is crucial to prevent complications. While patients in urgent need are treated first, continued care upon arrival at the hospital is determined by clinical necessity. The process of triage is employed to categorize patients based on the urgency of their conditions.

After triage, patients will wait until their names are called. Medical officers will conduct further examinations, and if hospitalization is required, patients may be admitted to operating rooms, wards, ICU, or CCU, depending on their conditions. If hospitalization is not necessary, discussions will take place regarding follow-up appointments for ongoing treatment.

4.2 CLINICAL SERVICES

4.2.1 Cardiac Catheterisation Laboratory

The Cardiac Catheterization Laboratory, commonly known as the Cath Lab, is a specialized examination room in the hospital equipped with diagnostic imaging tools. It is used to visualize the arteries and chambers of the heart, as well as to diagnose and treat any stenosis or abnormalities detected.

4.2.2 CCU / ICU

The Intensive Care Unit (ICU), also referred to as the Critical Care Unit (CCU), is a department dedicated to providing comprehensive medical treatment and care for patients in critical condition. Typically, patients who have sustained serious injuries or accidents that result in life-threatening situations receive care in the ICU.

4.2.3 Haemodialysis Centre

One of the treatment centres at Putra Specialist Hospital Melaka focuses on removing toxins, excess salt, and fluids from the blood using dialysis machines. This treatment helps patients maintain the chemical balance in their bodies and manage blood pressure effectively. The Haemodialysis Centre is equipped with 35 dialysis machines and operates two shifts from 7:00 AM to 5:30 PM, six days a week, including public holidays.

4.2.4 Pharmacy

Pharmacy Services is an integral part of the clinical offerings at Putra Specialist Hospital Melaka. The responsibilities of the pharmacy department include the procurement, storage, and distribution of medications throughout the hospital. Services provided by this department encompass outpatient pharmacy and counselling, drug information services, inpatient pharmacy, and oncology pharmacy.

5.0 TRAINING REFLECTION

5.1 DURATION

I started my internship at Putra Specialist Hospital Melaka Sdn Bhd. on September 23, 2024, and completed it on January 24, 2025. Throughout this period, I dedicated myself to working six days a week, from Monday to Saturday. On weekdays, my typical workday spanned from 8:30am to 5:15pm and my break time is at 12:00pm to 1:00pm. However, on Saturday, we have an alternate schedule which means I need to work two times a week.

5.2 DEPARTMENT

During my internship program at Putra Specialist Hospital Melaka, I was assigned under Facility Engineering and Safety department at level 11 lead by Mr Mahgesan as an Assistant senior manager with his staff register for various subsidized facilities such as maintenance and engineering technicians.

In the Facility Engineering and Safety department, I was supervised by Mr. Mahgesan and assisted the manager, Mr. Zul, the executive, Mr. Suprisal, the senior technician, Mr. Zaihan, and the admin executive, Pn. Nadzirah. In this department also have Safety and Health department led by Mr Stephen George, and his senior assistant Ms Izzwani. In the meantime, I assist Pn Nadzirah with tasks such as opening documents for purchase requisitions and work orders and admin work.

5.3 RESPONSIBILITIES

In the Facility Engineering department, I was assigned a diverse set of responsibilities that allowed me to actively contribute to the smooth functioning of operations involving facilities, engineering, technicians, and maintenance. This ensured the seamless operation of all hospital systems within the department. As an Admin Intern, I was given a variety of tasks that supported the department's daily activities, including administrative duties and assisting with the coordination and documentation of maintenance and operational processes.

During my internship in the Facility Engineering department, I was entrusted with a variety of responsibilities that allowed me to actively support operations related to facilities, maintenance, and engineering. One of my primary tasks was managing documents and records. I organized and maintained files for facility inspections, maintenance schedules, and repair requests, ensuring all documents were current, accurately filed, and easily accessible. This

included managing both digital and physical records, with proper labelling and classification for quick retrieval during audits or inspections. Additionally, I handled disposal tasks every Monday, overseeing the process and managing payments.

In terms of communication and coordination, I acted as a liaison between the engineering team, external vendors, and internal departments. I helped communicate and coordinate maintenance requests, repairs, and facility upgrades. I also assisted with preparing meeting agendas, taking minutes, and ensuring that everyone involved was kept informed about updates and project statuses.

Finally, I participated in facility inspections by observing and documenting the condition of various facility systems and equipment. While I wasn't directly involved in the technical side, I assisted with the administrative tasks associated with inspections and ensured that all reports and action items were accurately recorded.

Overall, my internship in the Facility Engineering department gave me valuable hands-on experience in both administrative and operational functions, allowing me to contribute to the department's smooth running while gaining important insights into the field of facility management.

5.4 BENEFITS

The benefits I gained during my 6-month internship at Putra Specialist Hospital Melaka Sdn Bhd included a monthly allowance of RM 440.00. I am truly grateful for the opportunity to complete my practical training at this hospital, as it has provided me with a wealth of valuable knowledge and experiences. Throughout my time there, I learned how the real working environment in the facility management industry operates. I realized the importance of consulting with team members and seeking their opinions before making decisions, as this helps avoid mistakes when carrying out tasks.

In addition, I gained experience in professional communication, particularly when answering phone calls. I also developed skills in multitasking, punctuality, risk-taking, negotiation, and interpersonal communication. These experiences helped me build my confidence and enhance my ability to effectively communicate and handle various tasks in the workplace.

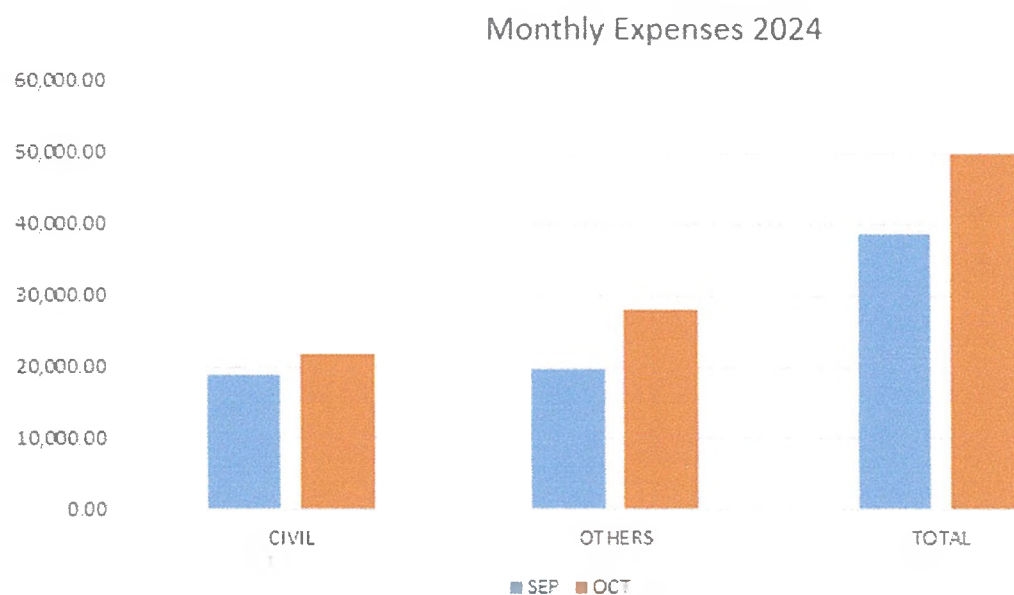
6.0 PROBLEM STATEMENT

6.1 COST OPTIMIZATION IN FACILITY OPERATIONS

This study aims to explore how financial tools, such as cost-benefit analysis and effective budgeting, can be applied to reduce operational costs in facility management without compromising on efficiency or safety compliance.

MONTHLY EXPENSES

EXPENSES	SEP	OCT
CIVIL	18,910.00	21,610.00
OTHERS	19,579.00	28,069.80
TOTAL	RM38,489.00	RM49,679.80



The expenses for the Facility Engineering Department **increased** from September to October across both Civil and Others categories, with the total rising by RM11,190.80 from RM38,489.00 to RM49,679.80. Civil expenses saw a moderate increase of RM2,700.00 from RM18,910.00 to RM21,610.00 could be attributed to additional or extended maintenance work, structural repairs, or material costs. On the other hand, the others category experienced a significant rise of RM8,490.80 from RM19,579.00 to RM28,069.80, potentially indicating unexpected expenses such as emergency equipment repairs, contractor services, or procurement of supplies. This considerable increase in the others category suggests less predictability in cost management, which may need closer monitoring.

6.2 IMPLICATION

6.2.1 Company

The increase in expenses has several effects on the company, its income, and its overall financial performance. For the company, higher costs can disrupt operations by forcing delays in maintenance, postponing projects, or reducing spending on other critical areas. This leads to tighter budget constraints, limiting the company's ability to fund new initiatives or respond to emergencies. Additionally, persistent cost overruns may signal poor financial management, affecting the company's reputation for operational efficiency.

6.2.2 Income

In terms of income, rising expenses reduce net profitability as operational costs increase without a corresponding rise in revenue. This decline in profit margins pressures the company to either raise prices, cut expenses in other areas, or seek alternative revenue streams. If expenses continue to escalate, the company faces the risk of financial losses, especially if revenue remains stagnant or declines.

6.2.3 Financial performance

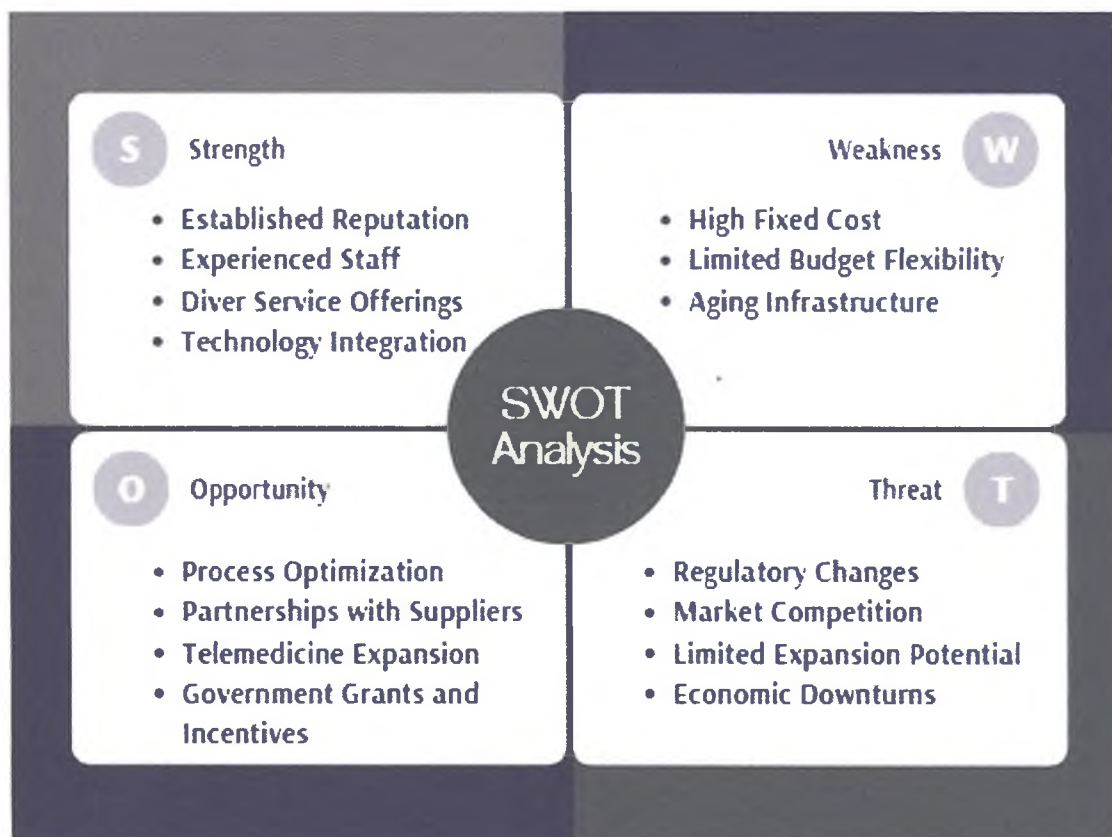
The effects on financial performance are equally significant. Increased expenses can strain cash flow, forcing the company to delay payments to suppliers or seek external financing, which could increase debt and interest costs. Key financial performance metrics, such as the operating margin, profit margin, and return on investment (ROI), are likely to decline as costs rise without proportional revenue growth. Moreover, uncontrolled expenses may cause budget overruns, requiring management to seek additional funds or reduce spending on other projects, potentially affecting future growth plans. To mitigate these effects, the company must enhance cost control, improve budget monitoring, and strengthen its financial planning processes.

6.3 OVERCOME

To overcome and reduce the increase in expenses, the company can implement various strategies aimed at cost control, operational efficiency, and financial planning. One key approach is to enhance cost control measures by introducing stricter approval processes for high-cost purchases and setting spending limits for each department. Improving forecasting and budgeting through historical data analysis and predictive tools can also help the company anticipate future expenses and plan accordingly. Streamlining operations by eliminating inefficiencies, automating manual processes, and optimizing labor allocation can further reduce costs. Strengthening supplier management by negotiating better contracts and securing bulk purchase discounts can lower procurement expenses. Additionally, shifting from reactive to preventive maintenance, especially in the Civil category, can reduce emergency repair costs. Regular monitoring and auditing of expenses will help identify cost drivers and ensure timely corrective action.

To reduce expenses more effectively, the company should identify and eliminate unnecessary expenditures, such as excessive outsourcing or over-ordering of supplies. Energy usage can be optimized by adopting energy-efficient equipment and promoting energy-saving practices. Negotiating better rates with contractors, vendors, and service providers can further reduce operational costs. Technology and automation also play a vital role, as software tools can track expenses, monitor resource usage, and reduce labor-related costs. Scheduling regular preventive maintenance can prevent unexpected breakdowns, which often lead to costly emergency repairs. Lastly, tracking and reporting cost variations on a monthly or quarterly basis allows for early detection of anomalies, enabling management to take corrective action before costs spiral out of control. By adopting these measures, the company can strengthen financial control, lower expenses, and maintain stable financial performance.

7.0 SWOT ANALYSIS



7.1 STRENGTH

7.1.1 Establish Reputation

Putra Specialist Hospital Melaka has cultivated a robust reputation within the community, which plays a crucial role in both patient retention and the attraction of new patients. This established credibility is vital for maintaining consistent revenue streams, particularly during periods when cost-cutting measures may be necessary. A strong reputation fosters trust among patients, encouraging them to choose Putra Specialist Hospital for their healthcare needs and return for future services. Moreover, satisfied patients are more likely to recommend the hospital to family and friends, further enhancing its patient base and financial stability.

7.1.2 Experienced Staff

The hospital prides itself on employing a team of highly skilled professionals who bring extensive experience to their roles. These staff members are not only adept at delivering high-quality medical care but also possess the ability to identify operational inefficiencies within the

hospital's processes. Their insights can lead to practical solutions aimed at reducing operational costs while ensuring that the quality of care remains uncompromised. By leveraging their expertise, the hospital can implement strategies that enhance efficiency and optimize resource allocation, ultimately benefiting both patients and the institution.

7.1.3 Diverse Service Offerings

Putra Specialist Hospital Melaka offers a comprehensive range of medical services, which allows for effective cross-utilization of resources across various departments. This diversity in service offerings enables the hospital to streamline operations by sharing resources such as staff, equipment, and facilities among different specialties. As a result, operational costs can be reduced through improved efficiency and collaboration between departments. Additionally, this broad spectrum of services enhances patient convenience by providing them with multiple healthcare options under one roof.

7.1.4 Technology Integration

The hospital has made significant investments in healthcare technology that play a pivotal role in enhancing operational efficiency. By integrating advanced technological solutions into its processes, Putra Specialist Hospital Melaka can streamline various administrative tasks and improve patient management systems. This integration not only reduces administrative overhead but also enhances overall patient care by facilitating quicker access to information and more efficient communication among healthcare providers. The use of technology helps minimize errors and delays, contributing to a smoother workflow that ultimately benefits both patients and staff.

7.2 WEAKNESSES

7.2.1 High Fixed Cost

One of the primary weaknesses facing Putra Specialist Hospital Melaka is its high fixed costs associated with maintaining facilities and medical equipment. These costs are often substantial and include expenses related to building maintenance, utilities, salaries for permanent staff, and the depreciation of medical technology. Such fixed costs can be challenging to reduce without compromising the quality-of-service delivery. Consequently, any fluctuations in patient volume can significantly impact the hospital's financial stability, as these costs remain constant regardless of revenue generated from patient care.

7.2.2 Limited Budget Flexibility

Putra Specialist Hospital Melaka also faces constraints due to limited budget flexibility. Tight financial conditions can restrict the hospital's capacity to invest in new technologies or training programs that are crucial for enhancing operational efficiency and improving patient care in the long run. Without adequate funding for innovation and development, the hospital may struggle to keep pace with advancements in medical technology and best practices, ultimately affecting its competitive position in the healthcare market.

7.2.3 Aging Infrastructure

The aging infrastructure of Putra Specialist Hospital Melaka presents another critical weakness. As facilities and equipment become outdated, they often require more frequent maintenance, leading to increased operational costs. Additionally, an aging infrastructure can result in service disruptions that negatively impact patient care and satisfaction levels. Addressing these issues necessitates substantial investment in renovations or upgrades, which may not be feasible given current budget constraints.

7.3 OPPORTUNITIES

7.3.1 Process Optimization

There exists a significant opportunity to enhance operational efficiency within healthcare facilities through the re-engineering of processes. By analyzing current workflows and identifying bottlenecks, healthcare organizations can implement best practices that have been successfully utilized by other institutions. This could involve adopting lean management techniques, which focus on minimizing waste while maximizing value to patients. Additionally,

utilizing data analytics can help in monitoring performance metrics and outcomes, allowing for continuous improvement in service delivery.

7.3.2 Partnership with Suppliers

Establishing strategic partnerships with suppliers presents an avenue for reducing costs associated with materials and supplies. By negotiating better contracts or exploring bulk purchasing agreements, healthcare facilities can achieve significant savings. Collaborating closely with suppliers may also lead to innovations in product offerings and services that can further enhance operational efficiency. This approach not only helps in cost reduction but also fosters a more reliable supply chain, ensuring that essential materials are available when needed.

7.3.3 Telemedicine Expansion

The expansion of telemedicine services represents a transformative opportunity for healthcare providers to lower operational costs while simultaneously broadening their patient reach. By leveraging technology to offer virtual consultations, healthcare facilities can reduce the need for physical space and resources typically required for in-person visits. This shift not only minimizes overhead costs but also enhances patient convenience and accessibility, potentially attracting a larger patient base who may prefer remote consultations over traditional visits.

7.4 THREATS

7.4.1 Regulatory Changes

The healthcare sector is subject to a myriad of regulations that can change frequently and unexpectedly. New compliance requirements, whether they stem from federal, state, or local governments, can lead to significant increases in operational costs for hospitals. For instance, if a hospital must invest in new technology to comply with updated health information privacy laws or quality reporting standards, these expenditures can quickly accumulate. Such financial burdens may negate any cost-saving measures the hospital has implemented previously, thereby impacting overall financial stability and profitability.

7.4.2 Market Competition

The landscape of healthcare is becoming increasingly competitive as more providers enter the market. This heightened competition can exert pressure on hospitals to adjust their pricing strategies in order to attract and retain patients. As competitors offer similar services at lower prices or enhanced value propositions, hospitals may find it challenging to maintain their profit margins while simultaneously striving to reduce operational costs. This dynamic necessitates a careful balance between competitive pricing and sustainable financial practices.

7.4.3 Limited Expansion Potential

Many hospitals face challenges related to aging infrastructure and limited physical space for expansion. These constraints can significantly hinder a hospital's ability to grow and adapt to changing healthcare demands. Without adequate facilities or modernized equipment, a hospital may struggle to implement new services or technologies that could enhance patient care and operational efficiency. The inability to expand physically limits the potential for accommodating an increasing patient population or diversifying service offerings, ultimately affecting the hospital's competitiveness and long-term viability.

7.4.4 Economic Downturn

Economic fluctuations can have profound effects on healthcare utilization patterns. During periods of economic downturn, individuals often postpone non-emergency medical procedures due to financial constraints or uncertainty about future income. This behavior can lead to decreased patient volumes for hospitals, which directly affects revenue streams essential for covering fixed operational costs such as salaries, utilities, and maintenance expenses. A decline in patient visits not only impacts immediate cash flow but also poses long-term challenges for financial planning and resource allocation.

8.0 RECOMMENDATION (USING TOWS MATRIX)

	STRENGTHS 1.Established Reputation. 2.Experienced Staff. 3.Diverse Service Offerings. 4.Technology Integration.	WEAKNESSES 1.High Fixed Costs. 2.Resistance to Change. 3.Limited Budget Flexibility. 4.Aging Infrastructure.
OPPORTUNITIES 1.Process Optimization. 2.Partnerships with Suppliers. 3.Telemedicine Expansion. 4.Government Grants and Incentives.	SO STRATEGIES 1. Implement initiatives to streamline operations across various services. (S3,O1)	WO STRATEGIES 1. Seek government grants and incentives aimed at reducing fixed costs associated with facility operations.(W1,O4)
THREATS 1.Regulatory Changes. 2.Market Competition. 3.Economic Downturns. 4.Limited Expansion Potential.	ST STRATEGIES 1. Efficiently utilize advanced technology to ensure compliance with regulatory changes. (S4,T1)	WT STRATEGIES 1. Develop contingency plans that focus on cost-cutting measures during economic downturns. (W3,T3)

8.1 STRENGTH-OPPORTUNITIES STRATEGIES (SO STRATEGIES)

8.1.1 Implement Initiatives to Streamline Operations Across Various Services. (S3, O1)

Implementing process optimization initiatives within the Facility Engineering Department at Putra Specialist Hospital Melaka can significantly enhance operational efficiency and service quality. A thorough analysis of current processes is essential, involving workflow mapping, bottleneck identification, and resource allocation assessment. Techniques such as Lean Six Sigma are particularly effective in this context, as they focus on reducing waste and improving efficiency by concentrating on value-added activities (Rathi et al., 2022).

Once the current state is understood, various optimization strategies can be explored. Automating repetitive tasks through technology integration, such as implementing

Building Management Systems (BMS) for automating HVAC, lighting, and energy monitoring, can lead to significant improvements. Additionally, standardizing procedures ensures consistency across services, and utilizing data analytics facilitates informed decision-making regarding resource management. Continuous improvement should be a core principle, with regular process reviews to adapt to changing demands or operational challenges (Jacobson, 2019).

Training staff on new processes and technologies is crucial for successful implementation. Engaging employees in the optimization process can lead to greater buy-in and innovative ideas for improvement. By fostering a culture of continuous improvement and efficiency, organizations can enhance their service offerings while reducing operational costs (Lean Six Sigma in Healthcare Improvement, 2022).

In the context of healthcare facilities, Lean Six Sigma has been shown to improve process capability and efficiency by reducing defects and waste. This methodology can be particularly beneficial in the Facility Engineering Department, where optimizing maintenance schedules, energy management, and equipment utilization are critical (Six Sigma in Healthcare: Concepts, Benefits and Examples, 2024).

By adopting these strategies, the Facility Engineering Department at Putra Specialist Hospital Melaka can achieve streamlined operations, leading to enhanced service quality and reduced operational costs.

8.2 STRENGTH – THREAT STRATEGIES (ST STRATEGIES)

8.2.1 Efficiently Utilize Advanced Technology to Ensure Compliance with Regulatory Changes. (S4, T1)

Integrating cutting-edge technology is essential to Putra Specialist Hospital Melaka's facility engineering in order to maintain compliance with changing regulatory standards. Implementing automated compliance management systems can streamline adherence to regulations by providing real-time tracking and alerts for any changes, ensuring that the hospital remains up-to-date with legal requirements (Accruent, 2021).

Additionally, deploying data analytics tools enables the identification of potential risk areas within facility operations, allowing for proactive measures to address vulnerabilities before they lead to compliance issues. Training staff to effectively utilize

these technologies further enhances the hospital's ability to maintain compliance, as employees become adept at navigating and managing regulatory requirements through digital platforms (Driving Compliance Excellence through Automated Solutions, Lunch & Learn, ASHE, 2024).

By embracing these technological solutions, Putra Specialist Hospital Melaka can not only ensure compliance with regulatory standards but also improve overall operational efficiency, reducing the likelihood of disruptions and enhancing patient safety (“Healthcare Asset and Facility Management Solutions | Accruent,” 2024).

For instance, implementing a Computerized Maintenance Management System (CMMS) can assist in scheduling and documenting maintenance activities, ensuring that all equipment meets regulatory standards and is functioning optimally. Such systems can also generate reports required for compliance audits, reducing the administrative burden on staff and minimizing the risk of human error.

Furthermore, integrating Internet of Things (IoT) devices within the hospital's infrastructure can provide real-time monitoring of critical systems, such as HVAC and power supply, ensuring that they operate within regulatory parameters. This continuous monitoring allows for immediate detection and rectification of any anomalies, thereby maintaining compliance and preventing potential hazards (Computer Security - Wikipedia, 2024).

In summary, the strategic implementation of advanced technologies within the Facility Engineering department is essential for Putra Specialist Hospital Melaka to navigate the complexities of regulatory compliance effectively. By leveraging automated systems, data analytics, and IoT devices, the hospital can ensure adherence to regulations, enhance operational efficiency, and uphold the highest standards of patient safety.

8.3 WEAKNESSES – OPPORTUNITIES STRATEGIES (WO STRATEGIES)

8.3.1 Seek Government Grants and Incentives Aimed at Reducing Fixed Costs Associated with Facility Operations. (W1, O4)

To mitigate high fixed costs in facility operations, the Facility Engineering Department at Putra Specialist Hospital Melaka can explore various government grants and

incentives available in Malaysia. One notable program is the Green Technology Financing Scheme (GTFS) 4.0, which supports sectors including Energy, Manufacturing, Transport, Building, Waste, and Water. This scheme offers a 60% to 80% government guarantee on green technology costs financed by participating financial institutions, along with a 1.5% annual rebate on interest or profit rates. Enhancements to GTFS 4.0 include financing caps of RM100 million for housing developers and RM50 million for low carbon mobility infrastructure (Teow, 2024).

In addition to the previously mentioned programs, the Facility Engineering Department at Putra Specialist Hospital Melaka can explore several other government grants and incentives to reduce fixed costs associated with facility operations. One such incentive is the Green Investment Tax Allowance (GITA) on Green Assets, which provides tax allowances for investments in energy-efficient equipment and renewable energy technologies (Solar, 2023).

Furthermore, Malaysia offers a variety of tax incentives aimed at promoting investments in key industry sectors. These incentives can be granted through income exemptions or allowances, potentially benefiting facility operations by reducing taxable income and overall operational costs. (*Malaysia - Corporate - Tax Credits and Incentives*, 2024)

Additionally, the Malaysian government has announced approvals for substantial investments in green infrastructure, including energy-efficient grants and funds for coastal and flood protection. These initiatives aim to promote sustainability and resilience, offering potential opportunities for facilities seeking to upgrade their infrastructure (*IPW: Malaysia Invests in Sustainable Projects, and Singapore's Progress to Green Economy*, 2019).

By exploring and leveraging these incentives, the Facility Engineering Department can strategically reduce fixed costs, enhance operational efficiency, and contribute to the hospital's long-term sustainability goals.

8.4 WEAKNESSES – THREAT STRATEGIES (WT STRATEGIES)

8.4.1 Develop Contingency Plans That Focus on Cost-Cutting Measures During Economic Downturns. (W3, T3)

In times of economic downturns, the Facility Engineering Department at Putra Specialist Hospital Melaka must develop robust contingency plans to maintain financial stability despite limited budget flexibility. The initial step involves conducting a comprehensive assessment of all services to distinguish essential operations from those that can be scaled back without compromising the hospital's core mission. This evaluation ensures that critical functions remain uninterrupted while identifying areas where cost reductions are feasible.

Implementing cost-cutting measures is crucial. Renegotiating contracts with suppliers to secure more favorable terms or exploring alternative vendors offering competitive pricing without sacrificing quality can lead to significant savings. Additionally, optimizing maintenance programs—such as shifting from reactive to preventive maintenance—can reduce unexpected repair costs and enhance equipment longevity. This approach not only lowers expenses but also minimizes operational disruptions (Choudhary, 2023).

Labor costs can be managed by instituting temporary hiring freezes or considering voluntary furloughs during challenging periods. However, it's essential to balance cost reductions with the need to maintain adequate staffing levels to ensure patient care and safety are not compromised. Developing a hospital staffing contingency plan can prepare the facility for potential staffing shortages and disruptions, ensuring efficient operations even during crises (SEOGrowthPartners, 2023).

Effective communication is vital throughout this process. Keeping stakeholders, including employees, informed about necessary adjustments fosters transparency and trust within the organization. Involving staff in brainstorming sessions for cost-saving initiatives encourages innovation and collective problem-solving, leading to more effective and widely accepted solutions.

Monitoring economic indicators closely enables the department to adjust strategies promptly as conditions evolve. This agility allows for the scaling back of non-essential services when necessary and the rapid reinstatement of these services as the economic

environment improves. Such proactive and prudent financial management practices are essential for ensuring the hospital's long-term sustainability and resilience in the face of economic challenges.

By adopting these strategies, the Facility Engineering Department can navigate economic downturns effectively, maintaining operational integrity while implementing necessary cost-saving measures. This balanced approach ensures that the hospital continues to deliver high-quality patient care, even in financially constrained times.

9.0 CONCLUSION

My internship at Putra Specialist Hospital Melaka in the Facility Engineering Department has been an invaluable experience, allowing me to develop professional skills, gain practical knowledge, and enhance my understanding of facility management in a healthcare setting. Over the six months, I actively contributed to administrative and operational tasks, including document management, maintenance coordination, and project reporting, while learning the importance of teamwork and effective communication.

The challenges I encountered, such as cost management and resource optimization, offered opportunities to apply problem-solving techniques and deepen my appreciation for operational efficiency in a hospital environment. The SWOT analysis revealed key insights into the hospital's strengths, such as its established reputation and technology integration, alongside opportunities for innovation, including telemedicine expansion and infrastructure upgrades through government grants.

By integrating the TOWS matrix, practical strategies were devised to align the department's strengths with growth opportunities, address weaknesses, and safeguard against external challenges. Key recommendations, such as adopting advanced technologies for regulatory compliance, seeking government incentives to reduce operational costs, and optimizing processes, emphasize a proactive approach to achieving operational excellence.

This internship has significantly contributed to my professional growth by bridging theoretical knowledge with real-world applications. I am grateful for the support and mentorship I received, which not only facilitated my learning but also instilled confidence in my ability to excel in future roles within the field of facility management. My time at Putra Specialist Hospital Melaka has been a stepping stone towards a promising career, equipping me with skills and experiences that will be invaluable as I continue to pursue my professional goals.

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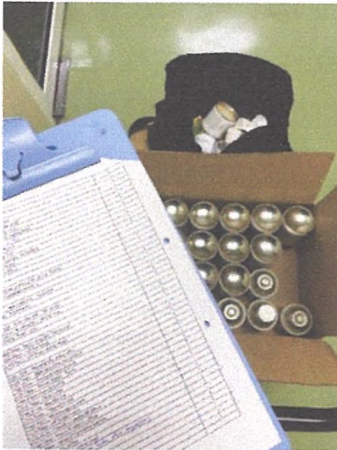
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APPENDICES



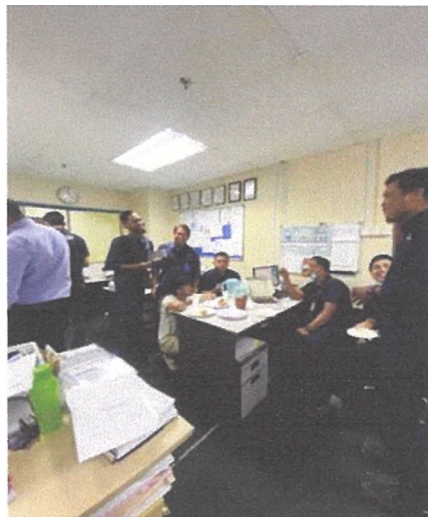
APPENDIX 1.0 Disposal on every Monday



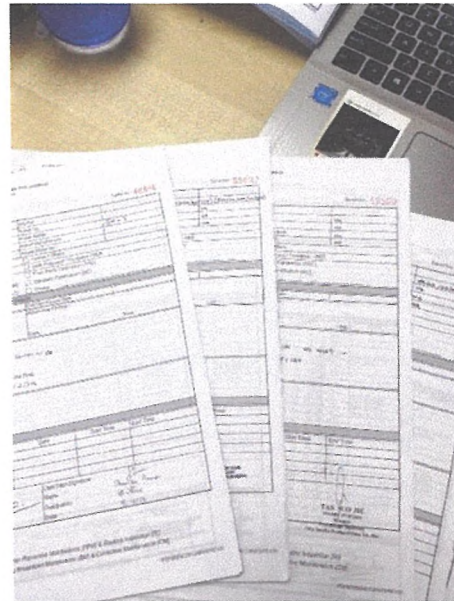
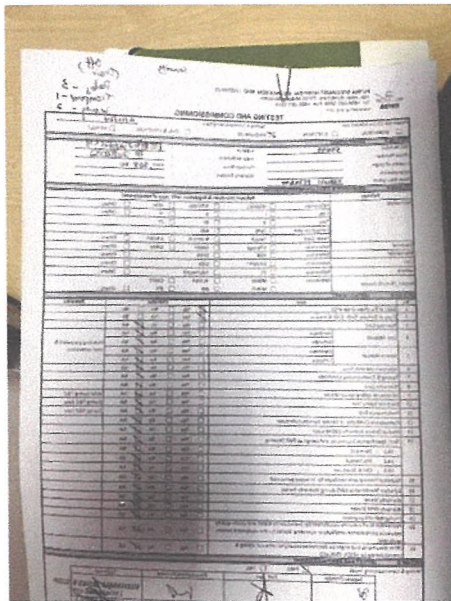
APPENDIX 1.2 Assist the Initial Company in changing the building fragrances



APPENDIX 1.3 Follow technician and safety assistant doing site visit ongoing project



APPENDIX 1.4 Department meeting



APPENDIX 1.5 TnC Documents



APPENDIX 1.6 Mock Drill

