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# INDUSTRIAL TRAINING REPORT

## MGT666

**KIBING GROUP  
(M) SDN. BHD**

**12TH AUGUST 2024 –  
24TH JANUARY 2025**

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KIBING Group (M) SDN. BHD.

# **EXECUTIVE SUMMARY**

This report presents an overview of the company, Kibing Group (M) Sdn. Bhd., where I started my six-month industrial training, I had an amazing and worthwhile educational experience. During my industrial training, which started on August 12, 2024, and finished on January 24, 2025, Encik Ridzwan bin Darus was my supervisor. I was assigned to do task in documentation on administration department.

An overview of Kibing Group (M) Sdn. Bhd. is given in this report, along with the results of the company's industrial training, which are covered thoroughly in the appendix. This report is divided into many sections, the first of which provides an important introduction to the organization. The subsequent section provides a detailed discussion of each of the skills or advantages that are taught and applied throughout industrial training.

The key conclusions on the company's strengths, weaknesses, opportunities, and threats are presented in the report's SWOT analysis section. My SWOT analysis was based on what I observed after completing my work. They provide training or development programs for its employees, as well as the advanced technology used in production are the company's strengths. There are two weaknesses that may be observed in Kibing Group (M) Sdn. Bhd., which is in Administration department, there is a lack of employees in the department and they dependence on manual filing documentation and record keeping process.

In terms of the opportunities presented by this organization, I have discussed a few of them, such as the company have sustainability and eco-friendly practices and the expansion in high-value glass markets. Finally, the threats that Kibing faced are raw material supply also the intense industry competition in glass manufacturing products.

In conclusion, the industrial training experience at Kibing Group (M) Sdn Bhd has proved to be a valuable opportunity which expanded both my work skills and my understanding. This internship revealed both strong administrative process comprehension and substantial practical experience in real business environments. This opportunity developed my ability to manage time effectively and build important skills for teamwork and communication together with time management.

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# **1.0 ACKNOWLEDGEMENT**

Praise to Allah for six (6) month I undergo my internship that begins on 12th August 2024 until 24th January 2025. I finally completed my industrial training report. For the opportunities, challenges, and strength He has given me to complete my report, I am thankful to Allah. I pray to Allah hoping my journey is in His bless.

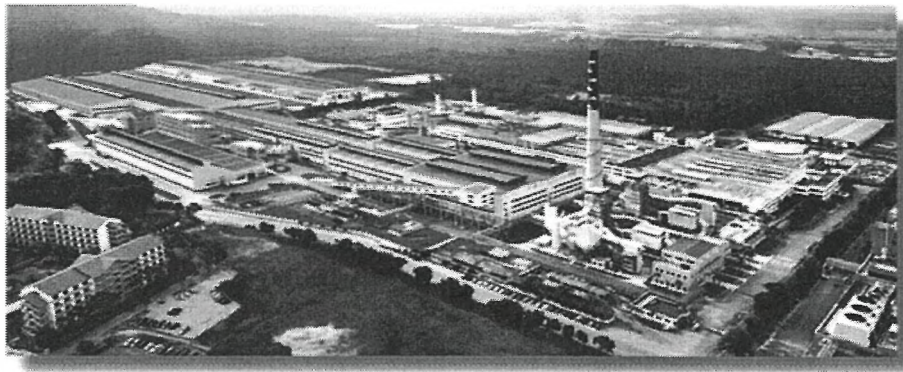
First, I would like to thank my faculty advisor, Madam Aida Nur binti Mohd Kodri, and my industrial training supervisor, Mr. Ridzwan bin Darus for their assistance and for letting me complete the task of developing the industrial training standards. I would want to express my gratitude to my faculty advisor once more for her constant support and direction in seeing this report through to completion also a lot of thanks to my supervisor Mr Ridzwan for the positive attitude he showed me, always allowing me to question him and giving prompt replies for my uncertainties in all the fields including education, social and management work.

In addition, I want to express my gratitude to Ms. Teo, who is the manager of the administration department of Kibing Group (M) Sdn. Bhd., for providing me with the chance to work for her department. Additionally, I would like to express sincere gratitude to the whole administrative staff at Kibing Group (M) Sdn. Bhd. for their assistance throughout my first work. Their advice and help with administrative and operational duties improved my experience.

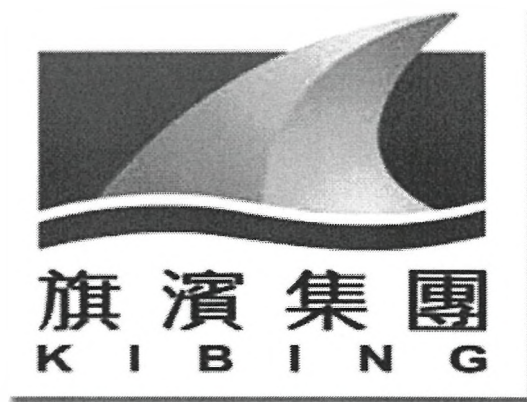
Finally, I also want to express my gratitude to my parents for helping me finish my industrial training at Kibing Group (M) Sdn. Bhd. by providing both financial and spiritual assistance. To my friend, who has been tasked with the same task as me which is completing the Industrial Training for always encouraging me to be truthful and reliable throughout my training, as well as to finish the report.

# **3.0 COMPANY'S PROFILE**

## **3.1 COMPANY'S NAME, LOGO, LOCATION AND OPERATION HOUR**



***Figure 2: Kibing Group (M) Sdn. Bhd. company location.***



***Figure 3: Kibing Group (M) Sdn. Bhd. company logo.***

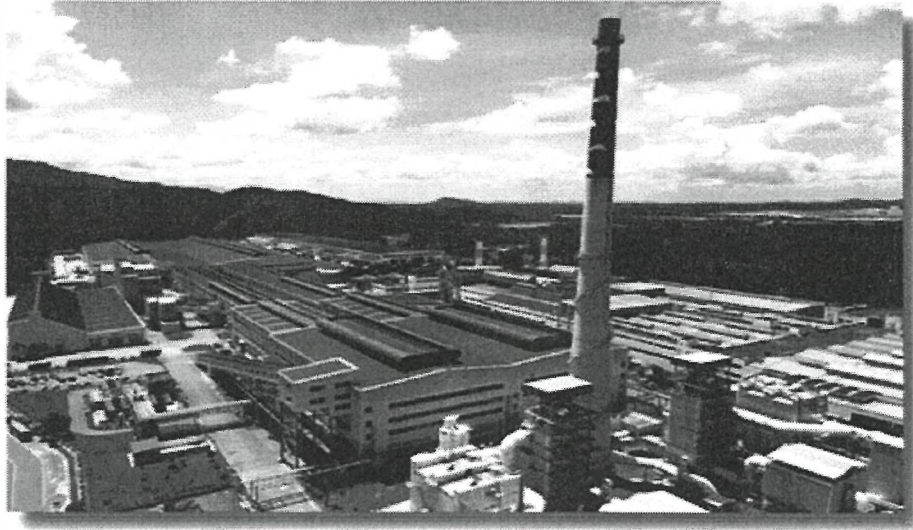
Company's Name	<ul style="list-style-type: none"><li>• Kibing Group (M) Sdn. Bhd.</li></ul>
Location	<ul style="list-style-type: none"><li>• Lot 635 &amp; 660, Kawasan Perindustrian Tuanku Jaafar, Seremban, Negeri Sembilan, Malaysia.</li></ul>
Operation Hour	<ul style="list-style-type: none"><li>• 8:00 a.m. – 5:00 p.m.</li></ul>
Nature of Business	<ul style="list-style-type: none"><li>• Kibing Glass is one of the leading glass manufacturers in Seremban, Negeri Sembilan. Kibing Group (M) Sdn. Bhd. is a subsidiary of the Kibing Group, a prominent glass manufacturing company based in China.</li><li>• The focus of Kibing Group (M) Sdn. Bhd. is to produce superior clear float glass products that satisfy both domestic and foreign consumers.</li></ul>

## **3.2 VISION, MISSION, OBJECTIVE AND GOALS**

Kibing Group (M) Sdn. Bhd. vision is to lead glass manufacturing worldwide yet remains dedicated to quality excellence and creative advances. Through innovation the company works to build its reputation as a dependable producer of modern glass products while targeting worldwide market expansion. While the mission of Kibing Group (M) Sdn. Bhd. is producing safe value-added glass products works toward surpassing market standards alongside advancing environmental safety and social progress. The company combines modern technologies with improvement efforts to optimize operations that produce environmentally conscious customer-focused products.

Kibing Group (M) Sdn. Bhd. follows core values based on Integrity, Customer focus, Accountability, Respect, and Excellence to accomplish its business ethics goals and create win-win relationships and promote teamwork among its stakeholders. The goals for the company are they focuses primarily on obtaining noteworthy market position together with the establishment of significant client relations and stakeholder partnerships. The company pursues long-term market dominance through its mission which combines quality commitment with innovation while championing sustainable practices.

### **3.3 COMPANY BACKGROUND**



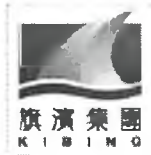
***Figure 4: Kibing Group (M) Sdn. Bhd. company.***

Kibing Group (M) Sdn. Bhd. functions as a China-based Kibing Group subsidiary, a renowned glass manufacturing company based in China which operates with headquarters in Malaysia. Kibing Group (M) Sdn. Bhd. became a subsidiary of Kibing Group after its establishment in 1988 and its listing on the Shanghai Stock Exchange in 2011. Subsequently the company formed Kibing Group (M) Sdn. Bhd. in Malaysia on October 23, 2014, which employs 400 people plus additional service personnel. Kibing Group established this international expansion to access both Southeast Asia and worldwide markets.

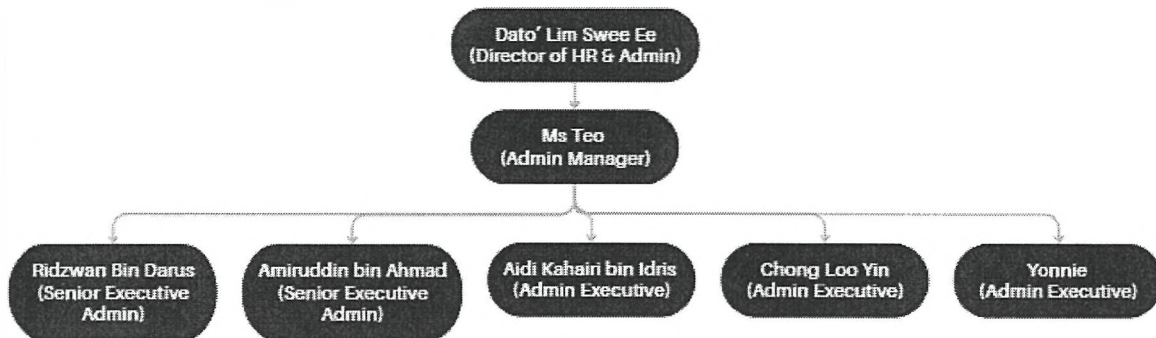
On 16th January 2015, Kibing Group (M) Sdn. Bhd. acquired assets from Samsung Corning, marking a significant milestone in its growth. When Kibing Group acquired Samsung's glass manufacturing assets it integrated the assets into their operations which protected continued product quality alongside operational speed. The company made an office move in 2015 from its Seremban 2 site to establish facilities at the Tuanku Jaafar Industrial Estate. This company in Negeri Sembilan occupies a 127-acre (513,950 square meter) site that includes 150,366 square meters for built structures to become one of the region's largest manufacturing centres.

Through its status as Kibing Group's vital extension, Kibing Group (M) Sdn. Bhd. derives major advantages from Kibing Group's engineering knowledge alongside its creative ideas along with its technological advancements. The organizations possess a common goal of establishing themselves as worldwide glass manufacturing leaders while aiming to provide creative sustainable glass products. Kibing Group (M) Sdn. Bhd. facilitates the achievement of global objectives set by the parent company by operating as its regional center.

## 3.4 ORGANIZATIONAL STRUCTURE (ADMINISTRATION DEPARTMENT)



### Organization Structure (Admin Department)



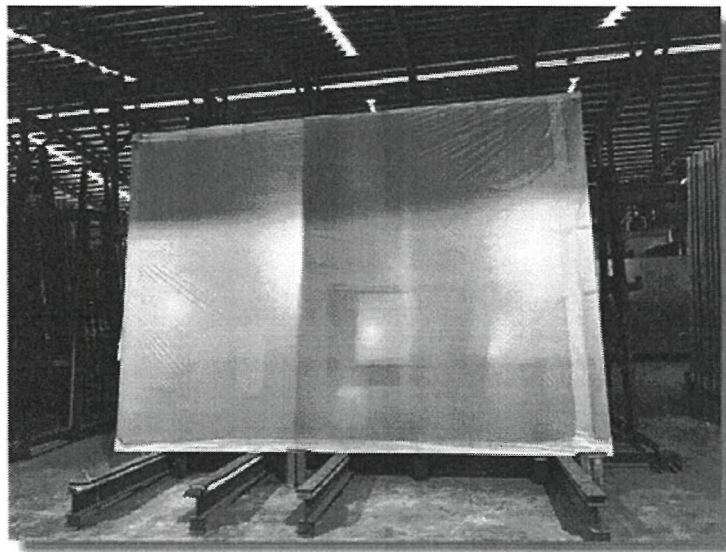
**Chart 1: Organizational Structure of Kibing Group (M) Sdn. Bhd.**

## **3.5 PRODUCT**

### **3.5.1 KIBING GLASS (HQ).**

Kibing Glass operates six production facilities across Central and Southern China, with 21 float glass lines. With a total glass output of 12,800 tons (or approximately 640 containers) every day. Kibing Glass can provide around 20 different types of glass products. It comprises Clear Float Glass, Ultra Clear (Low-iron) Glass, Tinted Glass, Low-Emissivity (Low-E) Coated Glass, Online Solar Control Coated Glass, and Photovoltaic Solar Glass (TCO Coated Glass). Kibing Glass products are well certified by SGCC (Safety Glazing Certification Council) for the US market, CSI (Certification Solutions International) for the Australian market, and CE (European Conformity) for the EU market.

### **3.5.2 KIBING GROUP (M) SDN. BHD.**



***Figure 5: Kibing Group (M) Sdn. Bhd. product.***

However, Kibing Group (M) Sdn. Bhd.'s main product is premium Clear Float Glass. The glass output is considerable, totalling 12,800 tons approximately 640 containers every day. Glass thickness ranges from 3mm to 12mm, with minimum dimensions of 914mm × 1220mm and maximum dimensions of 3353 x 6000mm. Clear float glass is available in a range of sizes. Custom giant sizes are also available upon request. Thickness options range from 3 to 12 mm, and all meet MS1135 quality requirements for reliability and longevity. This product is also widely utilized in steel, building windows, hollow glass, furniture, coatings, mirrors, automobiles, optical equipment, and other applications.

# 4.0 TRAINING'S REFLECTION

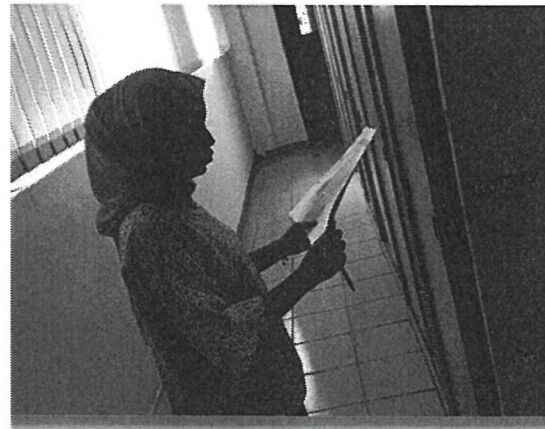
On 12th August 2024, I began my industrial training at Kibing Group (M) Sdn. Bhd., which I finished on 24th January 2025. The administrative department of the company is open Monday through Friday. The office is open from 8:00 a.m. to 5:00 p.m., Monday through Friday. We have a 45-minute lunch break, which runs from 12:15 p.m. to 1 p.m. to eat and pray. On Saturdays, Sundays, and public holidays, all employees are entitled to a day off. As an intern, I was given the role of administrative assistant in documentation at this company.

## 4.1 ROLES, RESPONSIBILITIES AND ASSIGNMENTS

### 4.1.1 DAILY TASK



**Figure 6.**



**Figure 7.**

During my internship, my daily tasks revolved around managing documents and maintaining the organization of the Document Room. I was responsible for **document stamping and categorization**, where I reviewed incoming documents and labelled them as either "Sales" or "Others" based on their respective departments. This step ensured the smooth processing and distribution of records. Additionally, I **handled filing and organization**, ensuring that documents were systematically sorted and stored in designated boxes and cabinets within the Document Room. My responsibilities extended to do **document compilation** where I compile a set of 60 documents, labelling them with identification tags that included a stamp record, date, and document count, and placing them in their respective boxes for easy retrieval.

Moreover, I played a role in **maintaining the cleanliness and organization of Document Rooms 1, 2, and 3**, ensuring a neat and efficient workspace. A significant part of my work also involved **preparing a weekly improvement report**. This report compiled using Microsoft Word, highlighted progress and suggested improvements in administrative processes and was submitted on behalf of my supervisor. These tasks allowed me to develop my organizational and time-management skills while contributing to the efficient operation of the administrative department.

## 4.1.2 MONTHLY TASK

As for the monthly task, I am responsible in **assisting staff from different departments in transferring documents** to the Document Room. I **ensured document boxes were properly placed** outside cabinets for easy access and arranged them systematically within the cabinets according to the correct listing and filing system. I also **conducted departmental documentation checks** to assess the status of their filing systems and Visual Management presentations, ensuring compliance with standards. Additionally, I assisted in **managing the handover of paints and materials** to other departments through the General Store, ensuring proper recording and distribution to maintain smooth operations.

Another significant aspect of my role was supporting the **preparation of monthly reports** using PowerPoint, which required me to ensure clarity and visual appeal for effective presentations. I also had the opportunity to **assist in conducting a 5S audit at the Production department**, working alongside Encik Aidi from the Administrative department. This involved evaluating and ensuring the implementation of 5S principles which are Sort, Set in Order, Shine, Standardize, and Sustain to promote cleanliness and organization. These tasks allowed me to develop a strong understanding of workplace efficiency.

## 4.1.3 OTHER TASK

During my internship, I was responsible for various **documentation and reporting task**. I captured photos of my supervisor's tasks and activities, which were then incorporated into weekly report and monthly performance reports. This documentation was essential for providing management with a clear overview of progress and areas for potential improvements. Additionally, I actively **participated in 5S and Visual Management meetings** with the company's President and departmental managers. These meetings allowed me to gain valuable insights into operational strategies and organizational improvements, further enhancing my understanding of business processes.

Furthermore, I **handled the process of managing department signage and markers**, ensuring that materials like piping stickers and paint markers were accurately recorded and distributed to the relevant staff. I also **organized the collection of orders for signage, piping stickers, and paint**, utilizing Excel to effectively track and compile data. This to ensured that all materials were ordered and distributed on time, contributing to the smooth operation of the department. Through these tasks, I developed strong organizational and communication skills while contributing to the overall efficiency of the company.

## **4.2 BENEFIT AND EXPERIENCES**

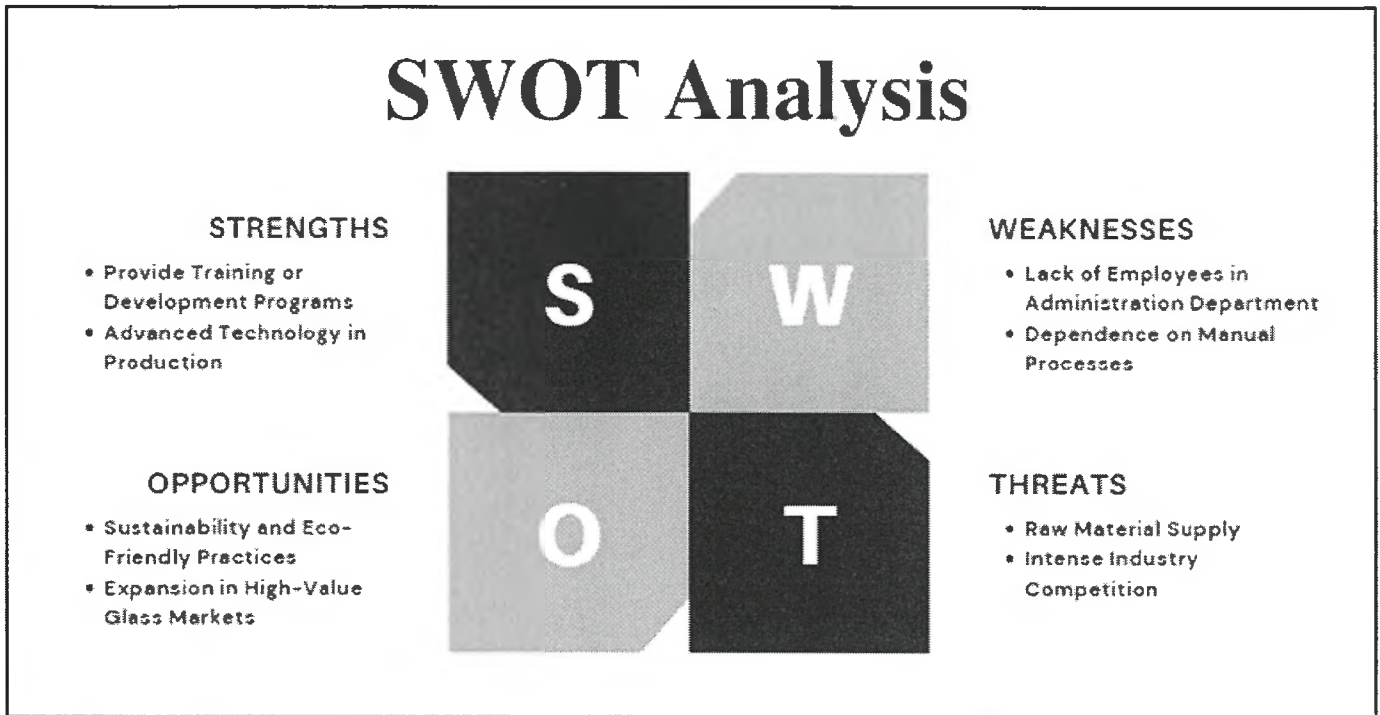
In terms of benefits, the company offers me with a **monthly allowance of RM 850**. Besides, I am **entitled to one free meal every day**. The work environment is also quite pleasant, and the staff members in my department, particularly my supervisor, are approachable and eager to answer any questions I may have. I think this was a great opportunity for a person who never had any experience in documentation before, also for myself as an intern to gain some valuable practical experience.

Throughout my training period at Kibing Group (M) Sdn. Bhd. in the administrative department, I have **gained several valuable technical skills** that enriched my experience. I had the opportunity to learn how to design company signs and stickers. I also must design a certificate of achievement for Visual Management award which expanded my knowledge of practical design within the manufacturing industry.

I also gained significant knowledge and working experience that **have enhanced both my soft and hard skills**. As for the **soft skills, time management** became one of my strongest attributes, allowing me to prioritize tasks efficiently and meet deadlines consistently. I also gained valuable experience **adapting to a professional work environment**, which involved building interpersonal skills, collaborating with colleagues, and adjusting to various workplace situations. My supervisor has given me the ability and trust to communicate with other departments to make sure that we have exchanged information, such as meeting schedules, piping sticker handovers, and other data, is accurate and verifiable. **My communication abilities, both verbal and written, were greatly improved** through interactions with team members and employees from another department. The collaborative nature of my work helped me strengthen my ability to maintain positive relationships within the team, further **enhancing my networking skills**.

In addition, my internship also provided me with the opportunity to develop crucial **hard skills**. I **became proficient in administrative tasks**, learning how to manage assignments effectively within organizational guidelines. My **English language proficiency improved** significantly, especially in professional contexts, as I frequently used the language in my daily tasks. Furthermore, I **gained practical experience and knowledge of workplace protocols and administrative procedures**, which have prepared me for future professional roles and further solidified my understanding of the organizational processes. I learned valuable experience in documentation tasks by managing document files and sorting the filings. These experiences have not only expanded my skill set but also boosted my confidence in my ability to contribute to any workplace environment.

# **5.0 SWOT ANALYSIS**



***Figure 7: SWOT Analysis of Kibing Group (M) Sdn. Bhd.***

# 6.0 DISCUSSION AND RECOMMENDATION

## 6.1 STRENGTHS

As for the strengths that I found in the company is, the company **provides training and development programs** for its employees. The management of the company offered training programs that enable the employee to develop adequate expertise to perform duties effectively. As for training programs, the company provides Technical Training and Overseas Training. Such development programs include Team Building activities, Social and Community services, as well as Sports and Recreation activities. For instance, as an interns, I also got to engage the team building activities with other employees where that took place at Nilai. These initiatives enhance morale, communication, and productivity within the organization.

The recommendation for the company is by **encourage the employees to use an online learning management system (LMS)** to develop the competencies of the organisation's employees in the glass production industry. An LMS ensures that it provides a common delivery, tracking and administration of training courses for all its employees. Through certifications such as safety and technical proficiency, deliverance of training to the staff, competence in the workplace is developed hence companies compete with the best. Similar to Smith (2022), the current study approves the creation of continuous learning centre with industry certification to enhance the skills of the employees to meet market demands.

Secondly, **the advanced technology used in production.** Kibing Group has embraced technological advancement in the manufacturing of glasses. In glass unloading, the company deploys robotic systems while the inspection and cutting are done through computerized stations, an aspect that has improved the accuracy and safety, and most importantly, productivity of the company. One of these is the On-Line Chemical Vapor Deposition (CVD) process which is a speciality of this state and is not available anywhere else in Malaysia. This technique helps the company to produce diverse glass products including the clear float glass which is a quality product as per the international standard.

The recommendation is by **utilize AI Smart Technologies in predictive maintenance.** The smart application of artificial intelligence in maintaining the efficiency of the manufacturing systems is essential. Thus, pre-identification of equipment failure points can help reduce the chances of interruption consistently. Huang (2023) argues that achieving effective machine maintenance and production scheduling requires adopting the technique of predictive maintenance systems. It helps in a way that all production activities are initiated prior to other steps and are thus less likely to break down.

## 6.2 WEAKNESSES

As for the weakness that I have noticed in the company is **the lack of employees in administration department**. The administration department is understaffed with limited staffing of five employees, including the manager. This shortage of staff leads to an increased workload in the existing staff and majority of members end up working in areas other than their core areas of specialization. Furthermore, lack of manpower might prevent key decisions from being made on time, slow the operations of internal business and negatively affect the performance of the department.

The recommendation for Kibing Group (M) Sdn. Bhd. is they can **introduce flexible work policies or forming temporary staffing partnerships** that can help manage short-term resource shortages. For example, outsourcing non-core administrative tasks, such as data entry, to temporary staffing agencies can reduce the workload on existing employees, enabling them to focus on essential responsibilities (Green et al., 2021). These measures can optimize resource allocation and improve overall productivity within the department.

Another weakness in the company is the **reliance of employees on manual methods**. Having worked as an intern who oversees documentation issues across different departments, I realize that Kibing Group uses a lot of paper-based systems. This reliance on manual efforts can generate problems including time-consuming data search, higher rate of errors, and record keeping difficulties. Other disadvantage of manual documentation systems is it can easily be lost or damaged leading to exposure of sensitive information and delay in availability of the same.

A practical recommendation is by **implementing an Enterprise Content Management (ECM) system** that eliminates paper-based records and provides secure cloud document storage. Such a system can streamline workflows, enhance accessibility, and reduce the risks associated with physical documentation. By digitizing records, the organization can ensure better information management and improve operational efficiency in alignment with modern technological advancements (Green et al., 2021).

## 6.3 OPPORTUNITIES

Besides that, Kibing has significant opportunities to strengthen its market position, firstly, the company have **sustainability and eco-friendly practices**. Kibing Group (M) Sdn. Bhd. employs energy-efficient and environmentally friendly power stations that treat waste gas by sulphur removal, nitrogen oxide reduction and dust collectors. This idea is in line with the emerging global concept of carrying out business in a friendly manner with the environment. They highlight their environmental efforts to appeal to consumers and obtain green status to gain possible green credits.

Kibing Group can **formulate a comprehensive business sustainability plan**. This plan should focus on integrating the achievement of ISO 14001 certification, a globally recognized standard for environmental management. By implementing ISO 14001 certification requires a corporate sustainability strategy focused on its explicit inclusion. This method communicates strong environmental dedication while making the business stand out as a leading organization for sustainable operations. Jones (2023) suggest that by implementing this certification strengthens the company's reputation in the market which enables better performance against environmental standards and helps it compete better with green-conscious actors across global spaces.

Next, the second opportunity of Kibing Group (M) Sdn. Bhd. is their **expansion in high-value glass markets**. Specialized glass products including Low-Emissivity Glass Tinted Glass and Photovoltaic Solar Glass make Kibing Group a leading business that meets the requirements of global customers through its expertise. The company also received official approvals from USA, Europe and Australia markets creating export and merger potential for its business. The company produces glass products which follow global market interests around renewable energy solutions combined with sustainable operations and reduced energy usage.

Kibing Group should **establish collaborative business agreements with logistics companies and use international distribution networks** to extend its global market reach. They need to create partnerships with logistics providers and search for international distributors to reach this aim. This supply chain strategy results in higher operational efficiency and reduced costs together with elevated customer satisfaction rates. According to Smith (2022), when companies maintain enduring connections with logistics providers, they gain enhanced market flexibility while retaining their competitive performance.

## 6.4 THREATS

Lastly, the company also faces several external threats that could affect its business operations. Firstly, **raw material supply**. Kibing Group (M) Sdn. Bhd. heavily relies on essential raw materials like silica sand, soda ash, dolomite, limestone, and salt cake. These materials are subject to availability issues due to supply chain disruptions, natural calamities, or supplier challenges. Interruptions in raw material supply can lead to production delays, increased costs, and difficulty meeting customer demands.

To address this, **long-term deals with multiple raw material suppliers need to be establish** because of market needs. According to Green et al. (2021) supply chain disruptions can be minimized as well as single provider dependency through supply source diversification. The methodology establishes stable production operations which allow companies to run consistent output levels throughout periods of market volatility.

The second threat is an **intense industry competition**. The industry is highly competitive global market with key players like Shiotani Glass (Malaysia) Sdn. Bhd. and PF Aluminium Sdn. Bhd. and many small glass manufacturing industries in different regions all over the world. So, the current dynamic can result in price controls, which will decrease profitability and make companies lose their customer base because of having to offer cheaper services.

To strengthen its brand identity and gain a competitive edge, the company should **pursue recognize certifications and awards in innovation, quality, and sustainability**. Organizations that follow established standards issue certifications which both build customer trust and demonstrate the company strives for superior quality standards. Awards serve as evidence of leadership positions in the industry. According to Chen & Zhang (2020), an organization that implement this approach will boost their brand reputation while creating industry-specific competitive advantages that drive increased customer trust along with prolonged relationship loyalty.

# 7.0 CONCLUSION

Working at Kibing Group (M) Sdn. Bhd. during my six-month industrial training **provided essential hands-on experience to develop administrative skills**. During this experience I improved my organizational abilities and time management techniques and communication skills while learning deeply about workplace operation standards and teamwork dynamics. Through managing manual tasks, I experienced during my internship both my problem-solving capabilities and my resilience grew substantially.

I found my internship experience at Kibing Group (M) Sdn. Bhd. extremely beneficial due to meeting people who **brought new experiences and cultural understandings and behavioural perspectives** that were beyond my university knowledge. I received numerous advantages from this internship as the company are quite close to my house while getting an allowance from the company and I always enjoyed doing internship there because of their positive environment.

I also learned that through **SWOT analysis**, this helped the organization develops a frame of reference which **highlights necessary actions for success and necessary areas of avoidance**. The organization requires awareness of their SWOT elements to prevent remaining inside their comfort zone and rejecting future growth opportunities.

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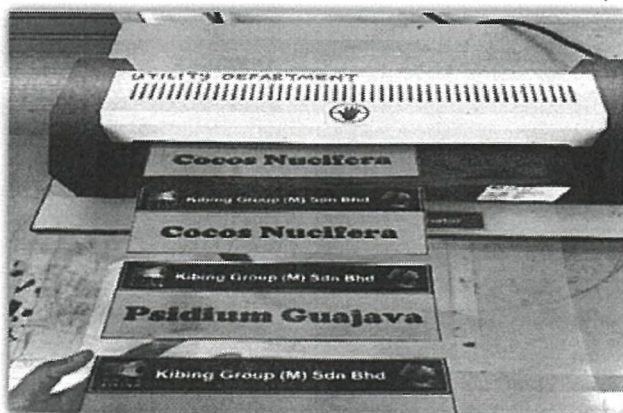
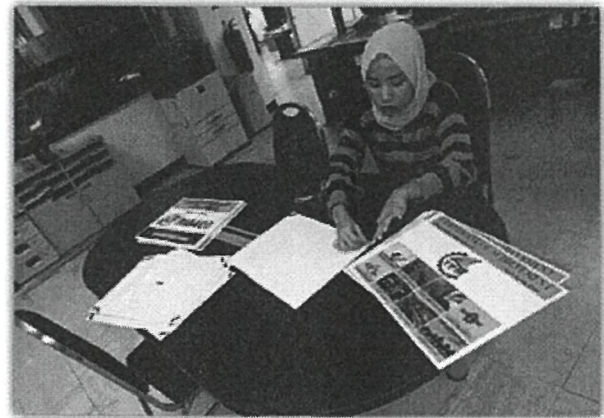
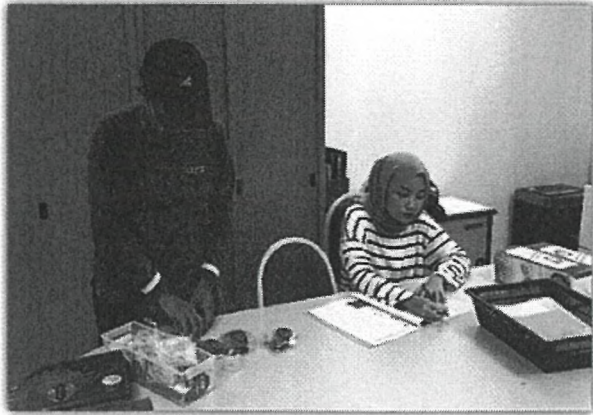
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# 9.0 APPENDICES



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