



FACULTY OF BUSINESS AND MANAGEMENT

PROGRAMME NAME:
BACHELOR OF OFFICE SYSTEMS MANAGEMENT (HONS.)

CLASS:
MIBA232 6A

COURSE NAME:
INDUSTRIAL TRAINING REPORT (MGT666)

PREPARED FOR:
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Tarikh : 15/08/2025

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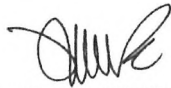
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Tajuk Laporan	Laporan Latihan Industri	Nama Syarikat	PMCare Sdn Bhd

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3. Sekiranya terdapat sebarang masalah atau kebocoran maklumat sulit pihak organisasi tidak boleh mengenakan sebarang tindakan undang-undang kepada pihak universiti.

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EXECUTIVE SUMMARY

This report is about my time as an intern at PMCare Sdn Bhd, where I worked in the Operation Department (Careline) from March 3, 2025, to August 15, 2025. This was part of the Office Systems Management program at Universiti Teknologi MARA (UiTM).

During my internship, my main job was to handle cold calls, help patients and providers with their questions about healthcare benefits, and give them accurate information in a professional and kind way. I also helped keep track of call information, update member records, and make sure that customer problems were handled properly when they needed to be.

This job helped me get better at talking to people, solving problems, and helping customers. I learnt how to manage my time well, stay calm when things became tough, and give great service to clients from all kinds of backgrounds. I also learnt a lot about the healthcare support sector and how a professional contact centre works.

Overall, this internship has helped me grow as a person and as a professional by helping me connect what I've learnt during my study with what I do in real life. The experience has made me more confident in my ability to handle administrative and customer service chores and has equipped me to perform well in a busy workplace.

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2.0 COMPANY'S PROFILE



Company name: PMCare Sdn. Bhd

Location: Level 12, Menara Insignia, Persiaran Kewajipan, USJ 1, 47600 Subang Jaya, Selangor.

Operation Hour: 9:00 a.m. – 6:00 p.m.

2.1 Mission

To be the Preferred Healthcare Management Group, delivering sustainable healthcare that enriches quality of life.

2.2 Vision

Develop and provide customer-focused, value-based care systems by leveraging advanced technology and integrated healthcare networks.

2.3 Company Objective

1) To Provide Efficient Managed Healthcare Services .

- Use digital systems and expert help in making healthcare benefit administration easier for client, patient, user and insurer.

2) To Promote Cost-Effective Healthcare Solutions

- Help employers and insurers keep healthcare expenses down without sacrificing the quality of care.